We Care about...

Tomorrow's Light

ESG Report
Fiberhost & INEA 2025

Fiberhost. INEA



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THE LIGHT WE CARRY FORWARD

Tomorrow's Light is the idea that guides our daily work. It represents the light flowing through fiber optics, but it is also symbolic - representing progress, responsibility, and care for future generations. This light connects people, providing access to knowledge, work, and relationships, while simultaneously setting the direction for our growth as organizations conscious of our role.

At Fiberhost and INEA, we believe that technology can create a better, more accessible, and sustainable world - provided we develop it responsibly. That is why we look beyond network range or the pace of infrastructure development. Relationships with people, environmental impact, and the way we make decisions are equally important to us.

We Care about... Tomorrow's Light is our declaration that while building the digital infrastructure of tomorrow, we ensure it is useful, safe, and supportive - both for users and the world we live in.



We Care about... Tomorrow's light. ESG Report Fiberhost & INEA 2025

A MESSAGE FROM THE BOARD

We Care... about Tomorrow's Light is not just the title of our latest report; it is the essence of how we think about responsible development at Fiberhost. For years, we have shown that sustainability is not a one-off declaration or a strategy add-on, but a lasting foundation for our daily decisions and actions. This consistency allows us to set market standards and build value that reaches far beyond the here and now.

This year's report is another proof that responsibility towards people, the environment, and our business surroundings remains a key pillar of Fiberhost. We demonstrate how we combine fiber optic infrastructure development with care for safety, innovation, natural resource protection, and strengthening relationships with partners and communities. I believe that only such a holistic approach allows for the creation of lasting and resilient business models capable of meeting the challenges of the future.

The We Care...about Tomorrow's Light report is, above all, a story of the people behind these actions. Every initiative, every improvement, and every step forward is the result of the commitment shared by teams across Fiberhost and the entire Group. It is your expertise, responsibility, and determination that allow us to take pride in the long-term path we consistently follow—and the tangible impact we have on both the market and the world around us.

I would like to sincerely thank all employees for their daily work and contribution to creating an organization that thinks about tomorrow today. Your commitment ensures that 'Tomorrow's Light' is not just a metaphor, but a real direction that we set together.



Marta Wojciechowska
CEO of Fiberhost S.A.

Fiberhost.

A MESSAGE FROM THE BOARD

At INEA, we have treated environmental, social, and corporate responsibility as an integral part of our business strategy for years, as vital as our operational and financial goals. We believe that the role of a responsible telecommunications operator extends far beyond standard actions in building a sustainable future.

The We Care... about Tomorrow's Light report is an invitation to look at our actions from a broader perspective – not just through the lens of services offered, but as an operator for whom responsibility is the basis of operation. We approach our employees, partners, and stakeholders with care and respect, and we understand environmental responsibility as active, long-term support for the principles of sustainable development.

Publishing this report fills us with pride - first and foremost because of our experts. By continuously developing their skills, they not only drive INEA's growth but also inspire and support the professional development of others. We believe that a modern company must actively engage in dialogue with its stakeholders while setting high market standards.

Thank you to everyone who is not afraid of change and joins us in caring for the future.



Maciej Piechociński
CEO of INEA Sp. z o.o.

WHY AND HOW DO WE REPORT?





1.1 OUR GOAL AND THE SCOPE OF THE REPORT

The goal of this report is to summarize the activities of Fiberhost and INEA in 2025 in the areas of **environmental, social, and corporate governance responsibility.** In it, we show how the **We Care idea** translates into specific decisions, projects, and daily practices - both those implemented jointly and those resulting from the specific nature of each company.

The report has been prepared for all stakeholders: employees, business partners, customers, local communities, public institutions, and all individuals interested in the responsible development of modern telecommunications infrastructure. It is an invitation to a dialogue about how **technology can support sustainable development** - today and in the future.

1.2 WE CARE IN THE RHYTHM OF ESG - THE EVOLUTION OF OUR APPROACH AND A NEW REPORTING MODEL

The We Care idea has accompanied us for years and evolves along with the development of the organization, the scale of operations, and the growing expectations of stakeholders. In 2025, we decided to change the way we talk about our activities by placing them within the **ESG reporting framework.**

This is not a change of values, but rather the next stage of their consistent implementation.

Reporting in the rhythm of ESG allows us **to look at responsibility in a more systemic way** - showing the links between the environment, society, and corporate governance, as well as their real impact on the functioning of the organization. It is also a step towards greater transparency, comparability, and clarity of our actions.



The new report model is based on three perspectives:

- **Joint activities of Fiberhost and INEA,** resulting from a shared strategy, values, and responsibility for infrastructure development.
- **Activities carried out by Fiberhost,** corresponding to the specific nature of a wholesale company and its role in building fiber-optic networks.
- **Activities carried out by INEA,** focused on relationships with customers, local communities, and service quality.

Such a structure allows for a **better capture of both the synergy of both organizations and their individual contributions to the achievement of ESG goals.** It is also a foundation for the further development of reporting in the following years.

Additionally, the year 2025 was a preparatory period for the Company for the gradual implementation of requirements resulting from the **CSRD (Corporate Sustainability Reporting Directive).** The introduction of new reporting standards will take place in stages, taking into account the scale of the Company's operations and the availability of data, while simultaneously building internal competencies and reporting processes.

As part of the CSRD directive, **European Sustainability Reporting Standards (ESRS)** were introduced. ESRS define a set of uniform indicators and disclosures aimed at ensuring the comparability, **transparency, and reliability of non-financial reporting throughout the European Union.**

ESRS indicators describe the impact of the organization's activities on:

- the natural environment,
- society and employees,
- the way of management and decision-making.

Their application enables stakeholders to **better understand** both the Company's impact on the environment and the risks and opportunities associated with **sustainable development.**

02

E - ENVIRONMENT





2.1 THE ENERGY OF CHANGE

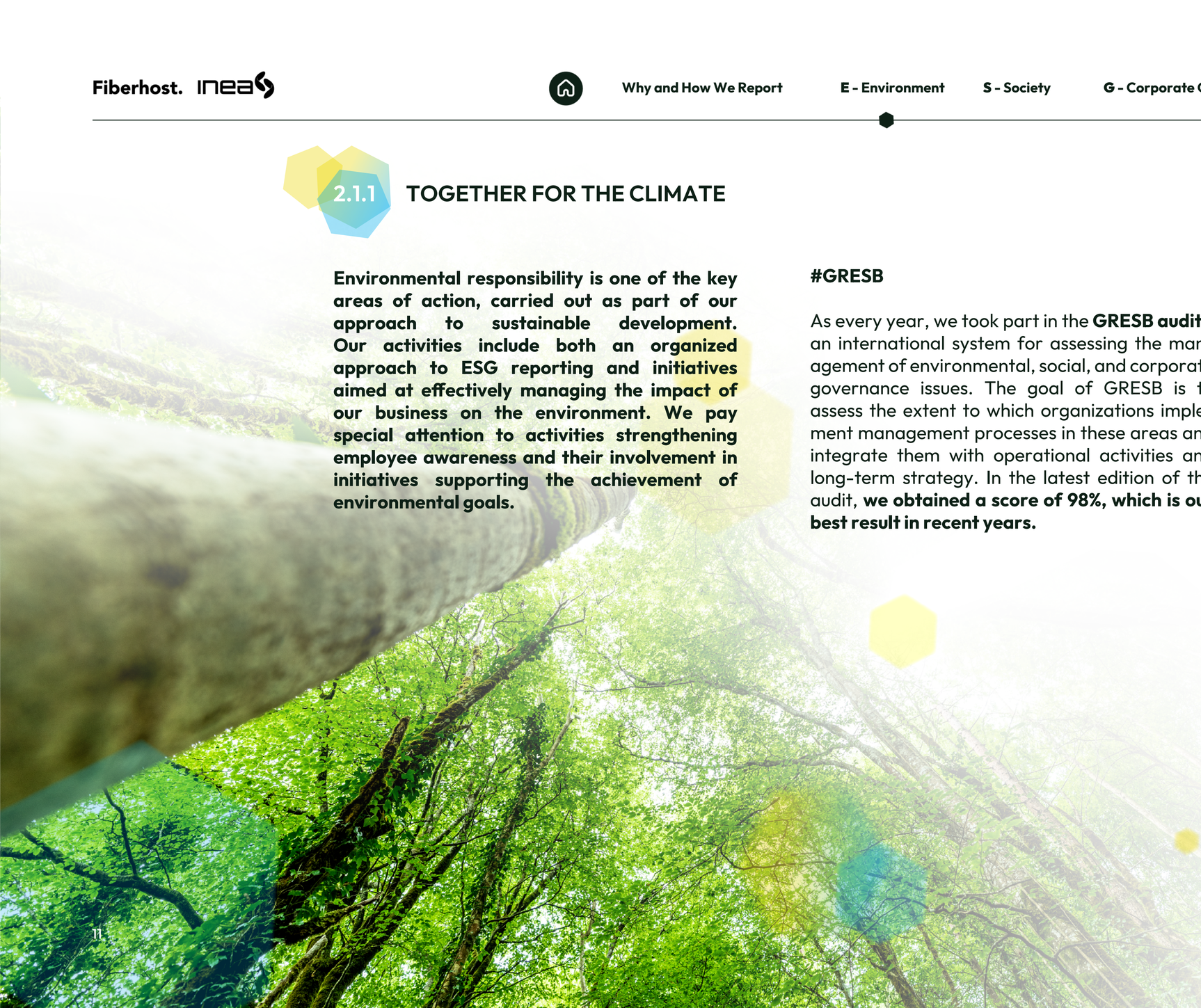
Environmental activities constitute an element of long-term management of our business impact on the climate and natural resources. They include both internal processes and key areas of our value chain. Our approach is based on **measurable goals and transparent measurement methods.**

We are implementing a greenhouse gas emission reduction path covering various emission sources related to our operational activities and the provision of digital services. B**y 2030, we plan to reduce CO_2 emissions in Scopes 1 and 2 by 72%**, and by 2040 - to achieve carbon neutrality in these scopes, in accordance with the principle of priority for emission reduction at the source.

The largest emission impact is generated by **Scope 3** emissions, specifically those related to the use of shared devices by customers. We monitor their reduction using an emission intensity indicator, relating **Scope 3** emissions to the volume of internet traffic. Our reduction activities include circular economy solutions, the **development of digital services that limit the demand for hardware,** and information initiatives supporting more effective energy use.

2.1.1 TOGETHER FOR THE CLIMATE

Environmental responsibility is one of the key areas of action, carried out as part of our approach to sustainable development. Our activities include both an organized approach to ESG reporting and initiatives aimed at effectively managing the impact of our business on the environment. We pay special attention to activities strengthening employee awareness and their involvement in initiatives supporting the achievement of environmental goals.



#GRESB

As every year, we took part in the **GRESB audit -** an international system for assessing the management of environmental, social, and corporate governance issues. The goal of GRESB is to assess the extent to which organizations implement management processes in these areas and integrate them with operational activities and long-term strategy. In the latest edition of the audit, **we obtained a score of 98%, which is our best result in recent years.**

#Green lending

As part of the mechanism linking financing costs with the achievement of **ESG goals,** in accordance with lending principles, we committed to achieving and reporting progress in the **reduction of greenhouse gas emissions.** In 2025, we signed an annex to the loan agreement, which originally included reduction targets in **Scopes 1 and 2**, extending its scope to include **Scope 3** emissions.

The first reduction target (KPI 1) a**ssumes achieving a 72% reduction in CO_2 emissions in Scopes 1 and 2** by 2030 compared to the base year, in accordance with the adopted Net Zero path.

The target for **Scope 3** covers indirect emissions throughout the entire value chain and assumes reducing emission intensity to **14.0 kgCO_2e/Mbps by 2030**, measured in relation to the volume of internet traffic.

Our long-term goal is to achieve **carbon neutrality** in all emission scopes by 2040 (Net Zero 2040).







#Eco Contest for Our Employees: Giving Items a Second Life

In 2025, we organized an internal competition for employees **Giving Items a Second Life** dedicated to the theme of resource reuse and waste reduction, the aim of which was to **increase awareness** regarding the reuse of items. The competition showed that objects often perceived as waste can gain a new, practical, or decorative use.

#FRRuu Bike Rally

We joined the **FRRuu campaign, which is the Corporate Bike Rally in Poznań.** Participants faced various tasks requiring cooperation and commitment. The event was an opportunity for integration and spending time actively.

One of the Fiberhost teams qualified for the top ten out of **100 starting teams.**

Participation in the event was linked to an initiative supporting the creation of flower meadows beneficial for pollinators by planting honey-producing plants.

2.1.2 LOCAL IMPACT, REAL ACTION, RESPONSIBILITY





Climate and environmental actions are linked to social responsibility for us. Therefore, the implemented initiatives combine environmental and social aspects, covering activities directed at the environment as well as forms of support for local communities and organizations.

#Cleaning the forest

At the end of April, we took part in a forest clean-up action in the vicinity of our office headquarters in Greater Poland region. This action was a **volunteer initiative** and provided an opportunity for joint employee involvement, active time outdoors, and cooperation in **achieving a common goal.**

#Animal Shelter

In October, we took part in a unique volunteering day at the **Skałowo Animal Shelter** - a place that gives a home and care to homeless animals. During this time, we cleaned the warehouse, sorted kennels, and performed many other necessary cleanup tasks. **And the best news? One of the kittens found a new home.** It was adopted by one of our volunteers and now is named **Fibee!**

What is worth emphasizing is that we changed the concept of the **Planet Mates** group's activities, opening it up to the participation of **all willing volunteers**. Thanks to this, everyone can get involved in initiatives that are particularly close to them and consistent with their interests.



2.1.3 THE GREEN ENERGY OF EVERYDAY LIFE

Physical activity is at the heart of our team culture. We promote a healthy lifestyle, the use of low-emission forms of transport, and attitudes related to the responsible use of resources. Shared sports activities strengthen relationships, build a culture of commitment, and support the implementation of sustainable development principles in the daily functioning of the organization.

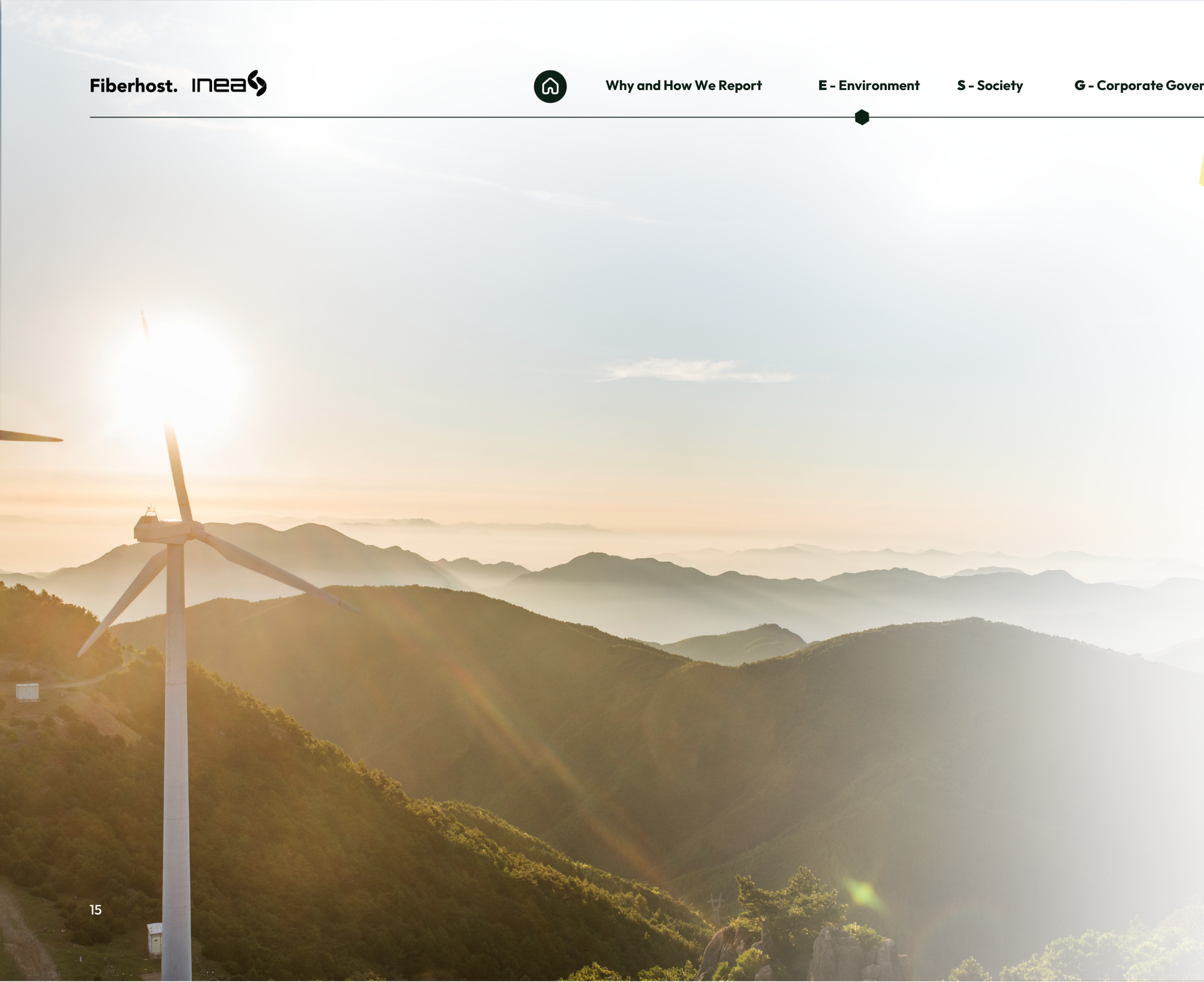
#Cycling Summer

Green INEA is an integration initiative for employees, combining physical activity with supporting the alternative forms of transport. Its goal was to encourage people to choose cycling for their commute from May to September. INEA employees who declared participation in the initiative commuted to work on bicycles. Participants were given cycling jerseys with the initiative's name on them.

One of the aims of the activities was also to **increase the interest of local residents in using alternative means of transport in their daily commutes.**

INEA Team also participated in the nationwide challenge **The Most Cycling-Friendly Company in Poland,** organized by the **MTP Group.** Participation in the initiative was based on recording kilometers traveled as part of a joint team challenge.

These activities were aimed at building employee engagement and promoting daily **choices related to physical activity.**



2.2 WE MEASURE, REDUCE, AND PLAN

The year 2025 was a stage for us to **organize and strengthen our approach** to managing environmental impact and preparing for reporting in accordance with the **CSRD directive and ESRS standards.**

A significant step was also a comprehensive analysis of **Scope 3** emissions, which enabled the identification of the main areas of impact in the value chain and the definition of the goal to reduce Scope 3 emission intensity to 14.0 kg-**CO_2e/Mbps by 2030**, in accordance with the **SBTi initiative** guidelines.

In the following years, the **priority will remain the systematic reduction of the emission intensity** of activities, increasing the efficiency of resource use, and further developing an approach based on data and measurable indicators.

02

S - SOCIETY





3.1 PEOPLE AT THE HEART OF TECHNOLOGY

Social responsibility is primarily about relationships for us - with the people who create our organizations and with those who benefit from the results of our work. At Fiberhost and INEA, we believe that technology has real value only when it serves people and responds to their daily needs.

We base our social activities on simple but consistently implemented principles: attentiveness, accessibility, and partnership. We focus on strengthening competencies, preventing exclusion, and supporting communities where we operate - both locally and on a national scale.

In this part of the report, we present our activities from **two perspectives:**

- **internal -** directed at employees and associates,

- **external -** covering social, educational, and charitable initiatives carried out in cooperation with partners and for local communities.

It is in these areas that the idea of We Care about... Tomorrow's Light takes on a very **specific, human dimension.**

3.1.1 INSIDE THE ORGANIZATION - WELL-BEING

Caring for mental condition and employee well-being is one of the key areas of our responsibility as an employer.

We consistently implement initiatives that support the people who create our organization in taking care of their health - both in the physical and mental dimensions - building a work environment conducive to balance, engagement, and a sense of security.

We focus on those areas which we can realistically influence and shape the positive experiences of employees at INEA and Fiberhost. We create solutions and provide support tools that respond to daily professional challenges, strengthening mental resilience and promoting healthy habits. We believe that an employer's responsibility is manifested in the conscious building of working conditions that enable maintaining a balance between professional and private life.

#Hybrid right

A hybrid work model constantly functions in our organization, constituting an **important element of the organizational culture** and the approach to sustainable development. This model combines the **flexibility of remote work** with the benefits resulting from direct team cooperation in the office, enabling the **effective adaptation** of the work mode to the nature of the tasks performed and the needs of the organization.

The key complement to this model is the **clearly defined** rules for working in a digital environment, the so-called **Digital Golden Rules** applicable in the company.They constitute a practical framework that **supports** employees in their daily functioning, **organizes** the way of communication, and facilitates **effective use** of the opportunities of the hybrid work model. Thanks to these rules, teams have common operational standards, which **promotes transparency, responsibility, and high-quality cooperation** - regardless of the place where the work is performed.

The experiences of past years confirm that the adopted solutions **positively affect** the well-being of teams and strengthen the efficiency of our work.















 # Deep Balance Time

An example of an initiative strengthening the adopted work model was a series of monthly events called **DEEP BALANCE TIME.** The meetings took place on-site at our headquarters in Wysogotowo near Poznań and constituted a consciously designed space for building **relationships, relaxation, and deepening the sense of teamwork** between the people in our organization.

As part of the DEEP BALANCE TIME initiative, various activities **supporting the physical and mental well-being** of employees were carried out, including movement training, relaxation and breathing sessions, as well as calming events, such as a concert on bowls and gongs. The **variety of forms** allowed for responding to diverse needs while encouraging employees to **participate together and interact directly.**



#How do we educate people in the hybrid work model?

Hybrid work gives us great flexibility in shaping the week - it is a **huge value,** but also an opportunity to consciously develop our own rhythm of action. It requires attentiveness in planning the day, taking care of concentration, and nurturing healthy habits. Having this in mind, we prepared an **instructional series** whose goal was to **support the daily efficiency and work comfort** of people in our organization.

For 8 weeks, in short episodes, we shared simple tips that can be easily applied in practice. The initiative was an invitation to reflection, testing solutions, and creating one's own ways for more conscious, sustainable work.

The topics were as follows:

Episode 1: How to organize your week to work with more peace of mind?

Episode 2: Shared space, shared care - what to keep in mind at the office?

Episode 3: Mornings make all the difference – how to start the day right

Episode 4: Energy more important than time - how to work in harmony with your rhythm?

Episode 5: A balanced week: finding the best spot for every task.

Episode 6: Teambuilding - how to build a hybrid daily life?

Episode 7: Small rituals, great effect - how to shape good habits?

Episode 8: What remains: sustaining change in everyday work.

#How we appreciate

Marta :
I appreciate each person individually and everyone together for your commitment and the ability to combine your diversity into one excellent team.

Agnieszka:
Thanks to you, every day, even the hard one, can end with a smile on your face. Special thanks for the enthusiasm, ideas, and conversations that inspire further actions. Thank you for your support, good humor, and valuable comments. I know that everything is possible with you.

Dominika:
I want to thank my best colleagues from the team and beyond, for being wonderful people, for your openness, common language, everyday cooperation, and all common meetings and conversations.

Marcin:
It is great to see that people we spend a significant part of our lives (at least 1/3 of the day!) feel good in each other's company.

#Year-round plan of wellbeing initiatives

As every year, on the first Friday of March, we celebrated **#EmployeeAppreciationDay.** This is a perfect opportunity to stop for a moment and **express gratitude** for our daily commitment to what we do. Appreciation is not only a pleasant gesture but a **key element of building a strong organizational culture.** Appreciation is a value in itself and it is worth practicing every day.

By building a culture of appreciation, we create an environment in which everyone feels important. This not only adds wings to our motivation but also **builds a positive work atmosphere.** It affects our team relationships, strengthens cooperation, and inspires us to achieve even better results. And at the same time, by appreciating others, we influence our own health and well-being.

#Wellbeing index

Every month, we carry out the **Wellbeing Index** survey, which allows us to better understand the **current needs** of the team and adequately match the actions taken. This tool enables constant monitoring of **key areas** affecting the daily functioning of employees.

We analyze **six significant dimensions:** the quality of interpersonal relationships, emotional balance and ways of dealing with stress, a sense of security, energy level and motivation to act, and the overall sense of happiness and life satisfaction.

The survey is anonymous, and answers are provided on a five-point scale. The results obtained **reflect the individual feelings** of employees and allow us to track moods on an ongoing basis and react to changing challenges in the organization.

#Wellbee psychological support

As part of the cooperation with the **Wellbee** company, we provide employees with free access to consultations with psychologists, psychotherapists, and other specialists. We observe **growing awareness** in the area of mental health in our organization. This is the result of, among other things, **systematic internal communication,** which helps to undertake and normalize conversations on difficult, often omitted topics. We believe that a **strong and cared-for psyche** is the foundation of both personal well-being and a **responsibly built organization.**

#Health Month

As part of the **MentalHealth & Wellbeing** activities, we invited employees to participate in initiatives as part of **#HealthMonth** in our organization. We focused on **prevention and daily routines** that help us better tune into the quiet signals our bodies send us because the **balance of mind** and body has a huge impact on our well-being, relationships, and daily functioning, also in the professional environment.

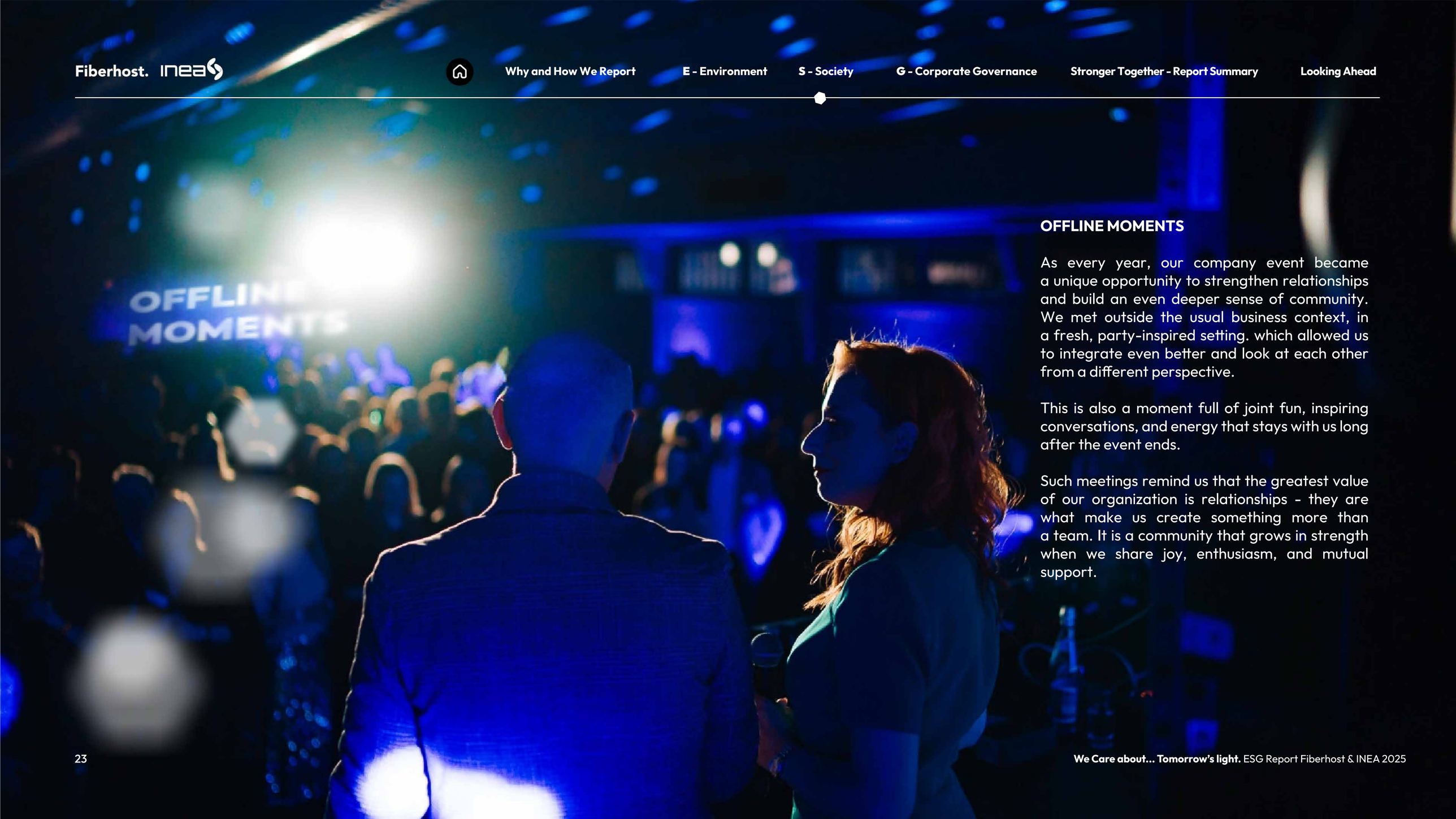
As part of the activities, we organized an **Inflammation under control - how to support health in daily life? webinar.** We discussed the signals indicating chronic inflammation and how daily decisions can help to quiet it.

Every Friday of September, we published **short educational films** as an introduction to the topic of inflammation and ways to control it. We covered the following topics:

- A rainbow on the plate versus inflammation
- Myokines in action - muscle as an anti-inflammatory organ
- Three simple routines for better sleep
- How to manage stress through breathing

#Sports challenge in the app

We invited employees to participate in the **Healthy Start to Autumn** campaign. This initiative supported physical activity in a flexible, hybrid work environment. Just 15 minutes of physical activities a day was enough to improve concentration and support brain neuroplasticity, and regular activity strengthens the body's vitality.



OFFLINE MOMENTS

As every year, our company event became a unique opportunity to strengthen relationships and build an even deeper sense of community. We met outside the usual business context, in a fresh, party-inspired setting. which allowed us to integrate even better and look at each other from a different perspective.

This is also a moment full of joint fun, inspiring conversations, and energy that stays with us long after the event ends.

Such meetings remind us that the greatest value of our organization is relationships - they are what make us create something more than a team. It is a community that grows in strength when we share joy, enthusiasm, and mutual support.







3.1.2 INTERNAL ORGANIZATION - DEVELOPMENT

To ensure **equal access** to growth for all employees, regardless of their backgrounds, we provide a diverse grid of internal training sessions. Workshop topics can be adjusted to individual needs. In 2025, we organized **nearly 100 internal training** sessions aimed at developing team competencies.

We had the opportunity to **sharpen technical skills** through sessions such as:

- Is Your Password on the List? Discover the Largest Leak Databases!
- PowerPoint - Beautiful Slides
- Become a Teams Ninja.

We invested in enhancing communication skills during workshops like:

- Who's Talking? Ego States in Communication.
- How to Catch OKness: Understanding Life Positions.
- Feedback or Feedforward - Which Has More Power?

Throughout the year, we also strengthened our **DEI (Diversity, Equity, and Inclusion) areas** by building cooperation through mindfulness of our differences:
What Can I Learn from Grandma? On Generational Differences.
Words Have Power - Inclusive Communication.

We see potential in everyone, which is why we continued our employee interview series: **Male Talks and Women Like Rockets.** These are professional and personal stories that inspire and demonstrate how to grow within the organization by reaching for new roles and collaborating effectively.

Furthermore, we continued our collaboration with the **MONAR Association in Poznań,** we visited the **MARKOT Shelter for Homeless Women** during International Women's Day and our December Christmas campaign.

Kobiety Jak Rakiety

ROZMOWY RODZAJU MĘSKIEGO







3.1.3 BEST PRACTICES BUILD RELATIONSHIPS

Sharing best practices within the industry is a **vital element in the growth** of modern organizations and supports the development of mature HR standards. Events that bring together representatives from various organizations serve as a platform for exchanging experiences, finding inspiration, and discovering effective solutions.

#HR Master Meeting: A high-performing and happy team. How do life positions affect the quality of cooperation?

We enjoy sharing our best practices with others, which is why we started 2025 with an industry meeting for HR and **Transactional Analysis (TA)** enthusiasts, organized by **Grupa Spotkanie** at our company headquarters. The HR Master Meeting was designed both for those curious to see if TA could be a useful tool for understanding human and team behavior, as well as for professionals already using TA who wished to exchange their experience.

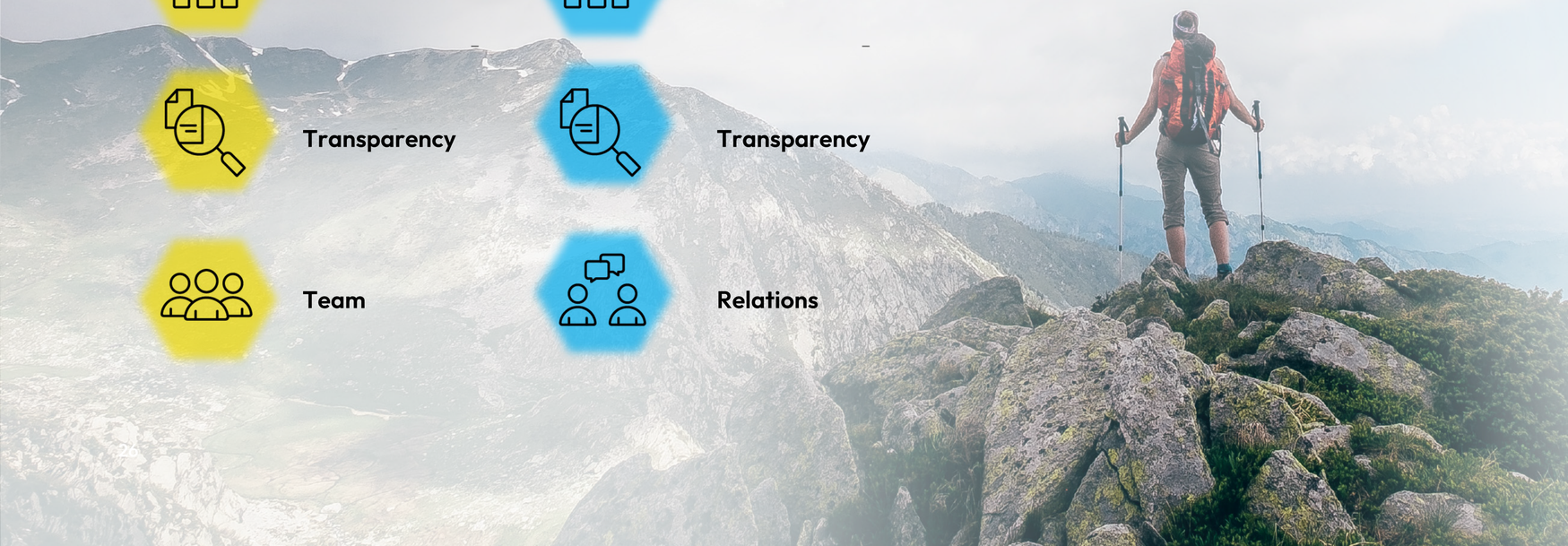
As the hosts of the event, we had the pleasure of delivering a **keynote presentation.** The way we perceive ourselves and others has a crucial impact on our relationships and the way we operate. Consciously adopting the **I am OK - You are OK** position fosters an **atmosphere of trust,** open communication, and engagement, which translates directly into the **efficiency and success** of the organization. This is why we discuss it openly within our company.

During the event, **Katarzyna Balcerkiewicz (Grupa Spotkanie)** shared her TA knowledge with the participants, **Anna Durkalec-Michalska** spoke about how implementing Transactional Analysis elements impacts organizational functioning, and **Maciej Hojszyk** shared how he practically applies this knowledge in his role as a manager.

3.1.4 SIMPLE, RESPONSIBLE, TOGETHER

Fiberhost Values	INEA Values
Leadership	Leadership
Efficiency	Customer
Development	Development
Transparency	Transparency
Team	Relations

Organizational culture defines how people within a company think, act, and collaborate, creating a framework for everyday behavior. It directly impacts employee engagement, motivation, and the quality of decision-making. It is also a key element in building cohesion and a competitive advantage for the organization. That is why we invest our energy in what we believe in - creating a great place to work!



#Fiberhost Values

Initiatives organized by our **Value Ambassadors** support a direction aligned with **Fiberhost's core values.** This past year, the Ambassadors proposed **four campaigns** that allowed us to reflect on our values, put them into practice through **various activities and competitions,** and share best practices. We believe that integrating values into the daily operations of the organization leads to more consistent decision-making.

#INEA Values

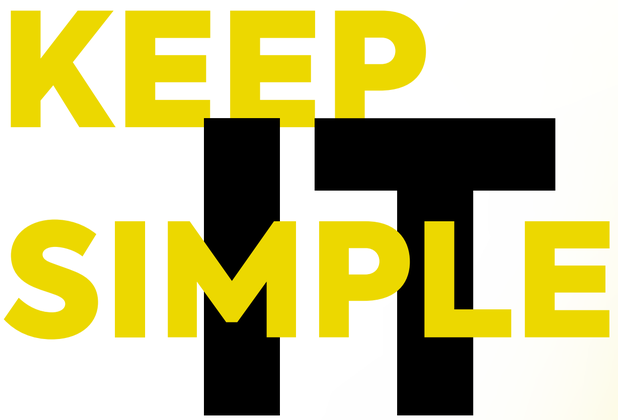
At the heart of every mature organization lies something more - **a culture based on values.** These values shape a team that does not just work together but inspires one another.

INEA's values serve as a compass, showing the way as the world around us changes every day. They spark initiatives that **drive innovation, build trust, and create an atmosphere** where everyone wants to give their best. In an organization where values are the foundation, every step is a step toward excellence.

#Keep it Simple

In 2025, we also focused on simplicity! Why? **One of the directions** we want to develop within our organization is to **simplify actions and processes.** We run this project under the slogan: **Keep It Simple.** We strive to make our daily work **transparent, efficient, and easy to understand** - both internally and in our relationships with customers and partners.

We are pleased to share our unique definition of KIS Fiberhost:



How do we understand KIS (Keep It Simple) at Fiberhost?

For us, simplicity is an operating principle, not just a slogan. KIS allows us to achieve goals faster, avoid unnecessary complications, and collaborate more efficiently.

We start with the question: What for?
Every project, process, or tool must have a clearly defined purpose. If it cannot be explained simply, it might be too complex or not well-thought-out.

As part of the real-world implementation of KIS into the organization, we learned how to conduct retrospectives. We had the opportunity to participate in a webinar and internal training, while a group of moderators experienced professional retro sessions under the guidance of the **Change Pilots (Agnieszka Pełka-Szajowska, Agata Waligórska)** and independently implemented them into daily practice. This form of summary helps us **draw conclusions on an ongoing basis,** appreciate what goes well, and define areas for improvement.

#Engaging Communication

As we do every year, over the **past 12 months**, we decided to strengthen leadership competencies. Through a **series of posts and recordings focused on engaging communication,** our leaders had the opportunity to learn how to provide effective feedback, remain mindful of ego states, listen actively, exchange recognition signs and use empathy in collaboration.

We are convinced that the **regular development of leadership skills** directly impacts the quality of work across entire teams, and that leaders serve as a kind of model and example, reflecting the **organization's culture.**

#Project Champion

Fiberhost teams are made up of **people full of passion and commitment.** We want to recognize specific actions taken for the benefit of the organization; therefore, employees whose efforts supported the achievement of strategic goals could be awarded the title of the **Project Champion!** In the past year, this title was granted to **4 people.**

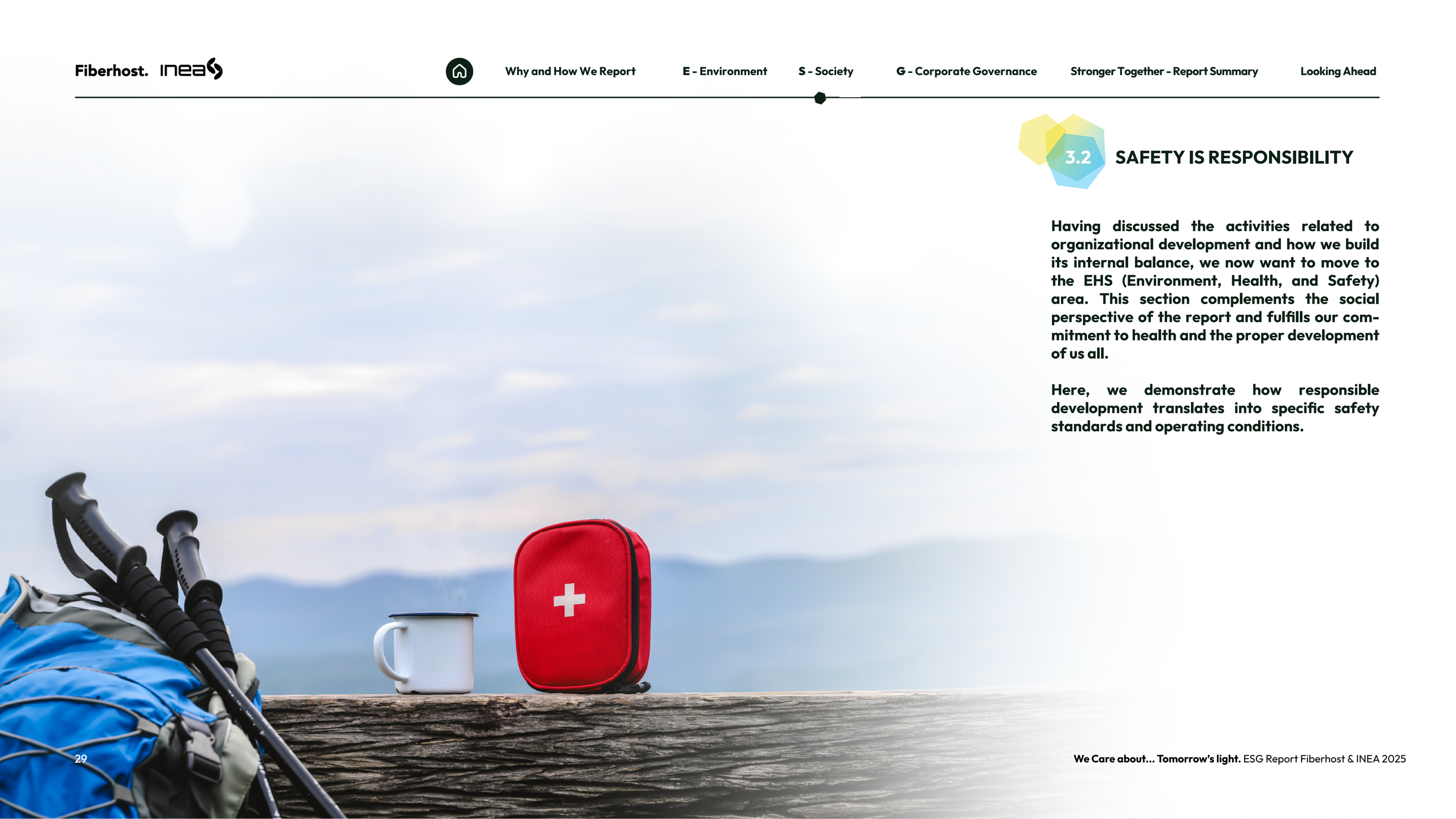
3.1.5 DEVELOPMENT AS PART OF DAILY LIFE



Development is a constant element of our daily decisions, processes, and relationships. It encompasses both enhancing people's competencies and refining standards, as well as a responsible approach to environmental and social impact. We believe that consistent development across all dimensions of the organization builds lasting value, strengthens resilience to market changes, and shapes a culture of responsibility.

#Training Sessions for Managers

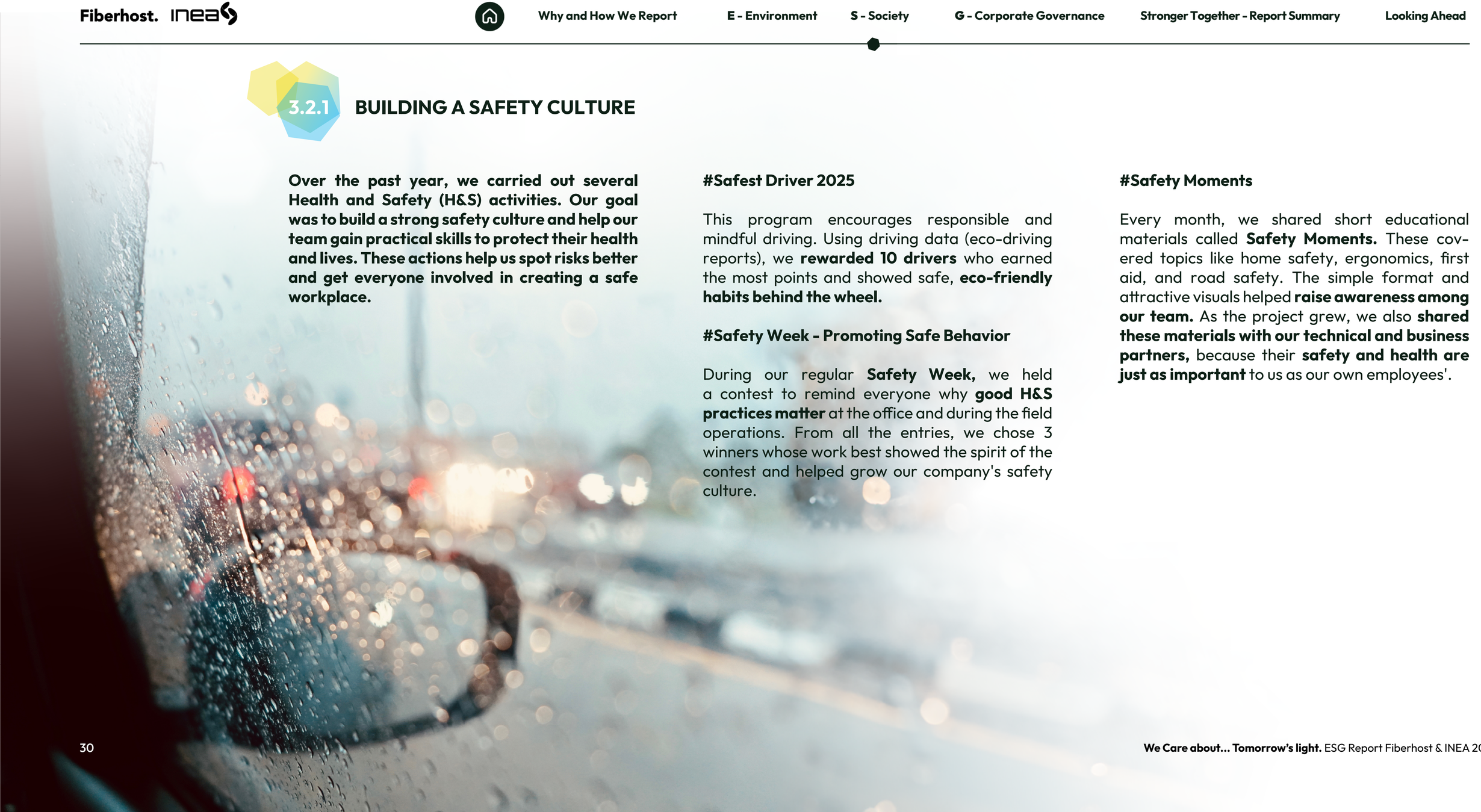
Ensuring **high management quality** and compliance with current regulations, we organized **regular labor law training sessions for managers.** The goal was to refresh key regulations, introduce the latest changes, and discuss practical aspects of applying the law in daily work. As a result, managers were **equipped with up-to-date knowledge and specific tools** to support responsible, conscious, and effective team management.



3.2 SAFETY IS RESPONSIBILITY

Having discussed the activities related to organizational development and how we build its internal balance, we now want to move to the EHS (Environment, Health, and Safety) area. This section complements the social perspective of the report and fulfills our commitment to health and the proper development of us all.

Here, we demonstrate how responsible development translates into specific safety standards and operating conditions.



3.2.1 BUILDING A SAFETY CULTURE

Over the past year, we carried out several Health and Safety (H&S) activities. Our goal was to build a strong safety culture and help our team gain practical skills to protect their health and lives. These actions help us spot risks better and get everyone involved in creating a safe workplace.

#Safest Driver 2025

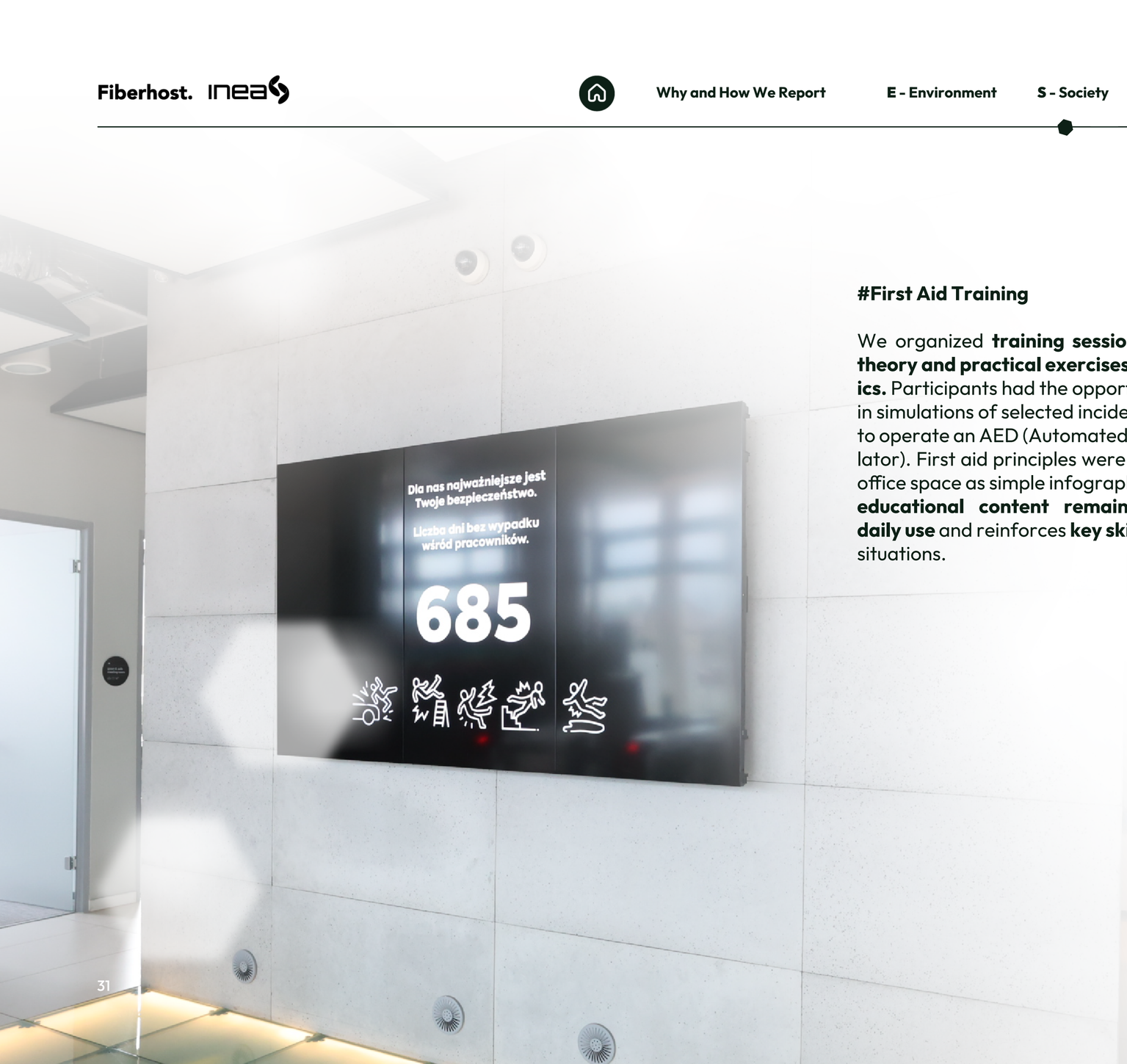
This program encourages responsible and mindful driving. Using driving data (eco-driving reports), we **rewarded 10 drivers** who earned the most points and showed safe, **eco-friendly habits behind the wheel.**

#Safety Week - Promoting Safe Behavior

During our regular **Safety Week,** we held a contest to remind everyone why **good H&S practices matter** at the office and during the field operations. From all the entries, we chose 3 winners whose work best showed the spirit of the contest and helped grow our company's safety culture.

#Safety Moments

Every month, we shared short educational materials called **Safety Moments.** These covered topics like home safety, ergonomics, first aid, and road safety. The simple format and attractive visuals helped **raise awareness among our team.** As the project grew, we also **shared these materials with our technical and business partners,** because their **safety and health are just as important** to us as our own employees'.



#First Aid Training

We organized **training sessions covering both theory and practical exercises led by paramedics.** Participants had the opportunity to take part in simulations of selected incidents and learn how to operate an AED (Automated External Defibrillator). First aid principles were also placed in the office space as simple infographics, ensuring that **educational content remains visible during daily use** and reinforces **key skills** for emergency situations.

#Driver Training

We organized a series of **e-learning courses** regarding current road traffic regulations and the principles of safe road participation. The program was primarily aimed at **company fleet users,** with the option for all other employees to participate as well. The courses ended with a final test. Our goal was to i**mprove safety standards and make everyone more aware of road hazards.**

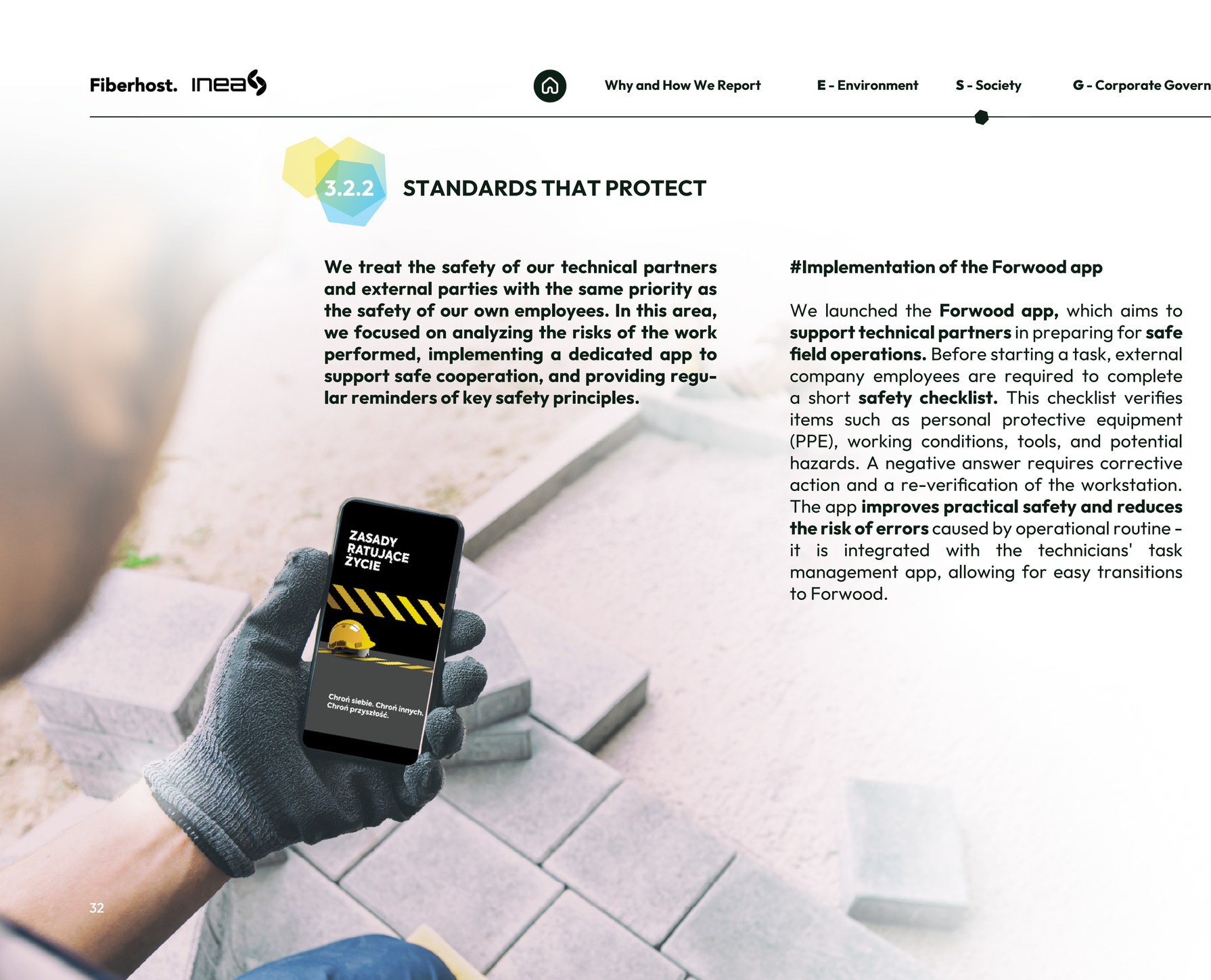
#Safety Screen - Number of Accident-Free Days

We introduced a **dynamic indicator of accident-free days** in the office space, presented as a visual counter. Its role is to **transparently communicate** the level of safety and to build a sense of shared responsibility for the well-being of all employees.

In 2025, we achieved a record-breaking, **longest-ever period without accidents - 685 days** - although we ultimately closed the year with a **result of 63 days.**

3.2.2 STANDARDS THAT PROTECT

We treat the safety of our technical partners and external parties with the same priority as the safety of our own employees. In this area, we focused on analyzing the risks of the work performed, implementing a dedicated app to support safe cooperation, and providing regular reminders of key safety principles.



#Implementation of the Forwood app

We launched the **Forwood app,** which aims to **support technical partners** in preparing for **safe field operations.** Before starting a task, external company employees are required to complete a short **safety checklist.** This checklist verifies items such as personal protective equipment (PPE), working conditions, tools, and potential hazards. A negative answer requires corrective action and a re-verification of the workstation. The app **improves practical safety and reduces the risk of errors** caused by operational routine - it is integrated with the technicians' task management app, allowing for easy transitions to Forwood.

#Development of Safety Rules for technical partners

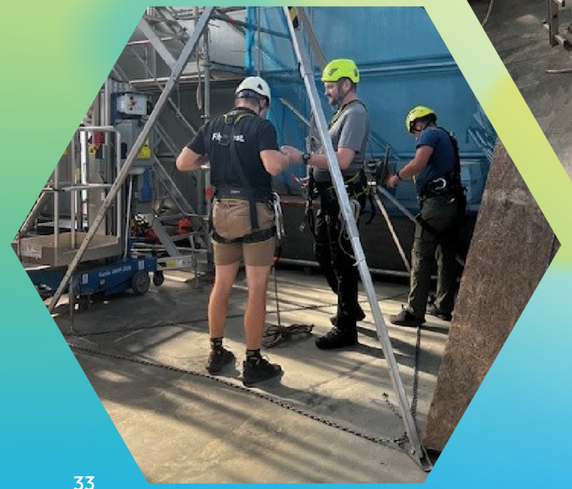
We prepared a **Safety Rules document,** which identifies key risks related to telecommunications investments and outlines procedures for emergency situations. The material includes, among others:

- Life-threatening events (e.g., working at heights, an electric shock, excavations, vehicle collisions, confined spaces).
- Recommendations for tools and protective equipment.

The document is used in communication, training, and during field audits.







#SITE VISITS - field visits to technical partners

Once a quarter, we conducted **field visits to our technical partners** to evaluate workstation organization, compliance with safety rules, and the quality of tasks performed. The results of these visits were discussed during **workshops with representatives of the technical partners,** including case studies, recommendations, and best practices.

#Safety Moments for technical partners

We created a series of short **educational materials** aimed directly at technical partners. The topics **covered hazards typical for field work,** such as excavations, working at heights, electric shock, or vehicle collisions. The **micro-training** format helps maintain focus and systematically builds safety awareness.

#Practical training for technical partners

We organized **practical training sessions** covering topics such as safe working at heights, excavation work, and first aid. The program allowed partners to **develop practical skills** required in daily operations and improved coordination between teams.

3.2.3 SAFETY IN RELATIONSHIPS

As part of our responsible relationship management with business partners, we focused on strengthening safety standards and risk awareness. Our activities included both educational initiatives and the implementation of specific measures to support the safety of partners in their daily work, including road traffic and tasks performed at customer sites.

INEA

Protect yourself and others

Live-saving rules

Dobrzy ludzie od internetu

#Safety Rules for sales representatives

We prepared a dedicated **set of safety rules** for field employees, covering risks related to customer contact, moving on uneven terrain, and traveling by vehicle.

The educational materials included:
- being struck by a vehicle,
- vehicle collisions,
- violence,
- animals.

The identified risks often involve unpredictable situations over which sales representatives have limited control, but which can lead to serious health consequences:

- working at customer sites,
- animals on the road,
- hazardous incidents,
- safe office work,
- emergency response.

These rules **define expected behaviors, provide tips, and outline ways to minimize threats in operational situations** that require assertiveness, caution, and environmental awareness.

#Equipment for field employees

To ensure safety during customer visits and field travel, we provided:

- **Reflective vests** - improving the visibility of sales representatives in public spaces and when entering properties.
- **Deterrent whistles for aggressive animals** - to minimize the risk of bites and enable a quick response to stop an attack.
- **Educational materials** - to promote correct attitudes and reactions in unpredictable situations.



3.3 CLOSE TO COMMUNITIES

Our social commitment extends beyond the walls of our organization. As companies responsible for the development of digital infrastructure, we feel a natural need to support initiatives that strengthen local communities, build digital skills, and help where it is needed most.

We focus on both local actions - where we see the direct impact of our presence - and nation-wide initiatives that allow us to scale our positive influence effectively. The common idea of all our projects is the belief that technology and social responsibility should go together

3.3.1 TOGETHER WE CAN DO MORE

We join forces wherever collective action allows us to achieve more. Projects carried out jointly by INEA and Fiberhost reflect our shared responsibility and commitment - both as employers and as active participants in social life.



#Wspólnie POZmieniajmy Initiative

One of such actions was the **Wspólnie POZmieniajmy** initiative, carried out in cooperation with the **PISOP Center Association.** As part of this campaign, employees from both companies worked together to renovate spaces for the residents of the **Care and Education Center in Poznań's Winiary district.**

The work involved painting, planting, repairing, building, and **plenty of teamwork** - but above all, it brought positive energy and a sense that a collective effort can truly improve someone's daily life. Such initiatives strengthen not only the places we help but also our internal relationships, showing that **social responsibility starts with committed people.**



3.3.2 TECHNOLOGY THAT SUPPORTS PEOPLE

Alongside joint projects, we also run independent social initiatives that address specific challenges and needs identified in our companies' surroundings. These are an integral part of our development and social responsibility strategy.

Charitable and educational initiatives hold a special place among these activities.

#Fiberhost Academy - digital skills without barriers

In 2025, as part of the **Fiberhost Academy,** we trained **over 400 seniors in digital skills.** The program focuses on the practical and safe use of the internet - from staying in touch with loved ones and online shopping to online banking and booking medical appointments.

Why do we do this?

We believe that internet access is **one of today's key life skills,** and seniors are particularly at risk of digital exclusion. Each training session provides not only new knowledge but also greater self-confidence, independence, and openness to a world that increasingly operates online.









#Close to people - local events

Fiberhost **regularly participates in local events** organized in cooperation with operators using our infrastructure, including **INEA, Polkomtel, Orange Polska, Vectra, and Play.** In 2025, we were present in towns such as Pyzdry, Śrem, and Wolsztyn, as well as at various outdoor events and festivals.

For us, these meetings are not just an opportunity to talk about technology, but above all, **to listen to residents and better understand their needs.** Through direct conversations, we learn about the challenges local communities face and how we can **better tailor our activities.** To us, this confirms that **technology starts with people** - and it should work best for people.

Santa's Sleigh - support that truly helps

In 2025, Fiberhost joined another edition of the **Santa's Sleigh charity campaign** organized by the **Polska Press Group.** As a partner of the initiative, we supported a fundraiser for **foundations that help children** - in the Wielkopolska region, these activities were carried out in cooperation with the **Na Tak Association.**

The funds raised go where they are **needed most:** for gifts, trips, medical equipment, medicines, and ongoing support for children and youth. This is an example of an initiative where a symbolic gesture translates into **very specific, long-term results.**





3.3.3 COMMITMENT THAT MATTERS

We engage in social activities, recognizing the people, their stories, and the challenges they face, and we strive to respond to them as best as we can. Helping is a natural part of who we are and how we operate.





#Coming to the aid of little patients - INEA & Fun and Drive for Children Foundation

Safety and health issues are our **top priority.** Initiatives supporting the youngest beneficiaries are particularly close to our hearts, which is why we joined the **Fun and Drive for Children Foundation,** contributing to the purchase of the fastest ambulance in Poland. This is top-class equipment that hits the road every day to save the youngest patients across the country. We know that behind every trip there is a different story - and **each is equally important.**

To bring a smile in a difficult moment, we also donated several **hundred teddy bears** to accompany children during transport. May they serve as a reminder that there is always someone rooting for their recovery.



#I don't accept hate - a nationwide social campaign against verbal aggression

The I don't accept hate campaign was created to support **remote customer service employees** in their daily work, promote conscious, constructive, and professional communication in every industry, and increase social awareness about the negative effects of verbal aggression.

INEA, in cooperation with the Polish Marketing Association and the Discidius company, opened a new chapter of social activities aimed at counteracting verbal aggression and hate in remote communication - both in contact with customers and within customer service teams.

In our activities, we emphasize the **growing importance of mindful and professional communication** via phone, email, chat, and social media - especially toward employees who engage daily in handling user inquiries and problems. We strive to **create a new communication standard** where conversation has its boundaries, and respect is non-negotiable.

We connect with respect - regardless of time, place, or circumstances.

INEA AS AN OFFICIAL PARTNER OF THE POZNAŃ CITYLAB PROGRAM

Poznań CityLab

#INEA as an official partner of the Poznań CityLab program

Poznań CityLab is a space for testing new technologies and ideas in urban conditions, always based on the actual needs of Poznań residents. We joined this initiative to **co-create solutions** that will be accessible and user-friendly for all groups of residents - regardless of age, status, or level of digital skills.

Thanks to our joint efforts, Poznań gains even **better access to modern telecommunications infrastructure,** and residents receive real benefits from digital solutions.

Our common goal is:

- popularizing modern technologies,
- developing Smart City projects,
- launching educational programs that support the development of digital skills.

As a company originating from the Wielkopolska region, **we consistently share our knowledge and experience,** helping to shape a modern city where **technology supports people.**

3.4 THE SOCIAL DIMENSION OF TOMORROW'S LIGHT



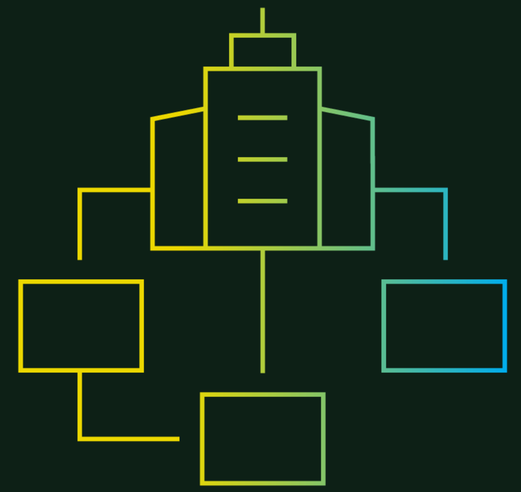
All the described activities share one common goal: the conviction that technology makes sense only when it truly supports people. For us, Tomorrow's Light in its social dimension is not just fiber optics and internet access, but above all, a light that provides a sense of security, agency, and belonging.

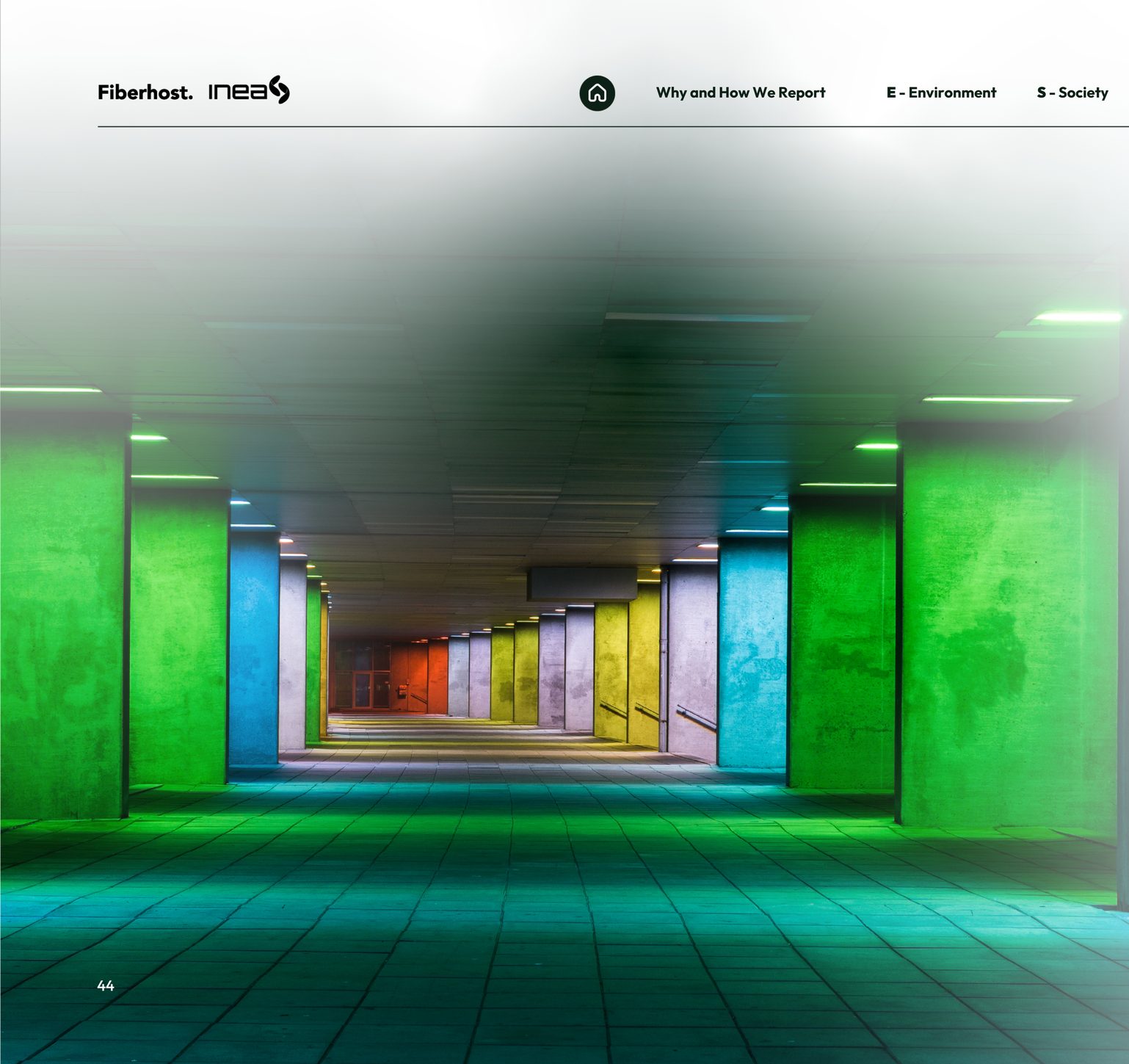
We see this light in small, local initiatives and in nationwide projects. In the digital education of seniors, who gain confidence in navigating the digital world. In charitable activities that bring real support where it is needed most. In meetings with residents, which show that the best solutions are created when we listen and stay close to people.

As we build the infrastructure of tomorrow, we want to remember that its true strength lies in relationships. That is why We Care about... Tomorrow's Light means caring for communities today - so that tomorrow is more accessible, safe, and open to everyone.

02

G - CORPORATE GOVERNANCE





4.1 THE FOUNDATION OF RESPONSIBLE GROWTH

We treat corporate governance as a cohesive element that strengthens the effectiveness and responsibility of our management. Respect for human rights is at the center of our decision-making process, ensuring transparency and a positive impact on our surroundings.

We continuously review our procedures, policies, and documents, updating them in accordance with applicable laws. Thanks to our consistency and precision, we operate in an environment that supports organizational growth and resilience.

4.1.1 PRINCIPLES THAT BUILD TRUST



Corporate governance is the backbone of our organization - the foundation on which we base our growth, decision-making, and long-term relationships with stakeholders. At Fiberhost and INEA, we treat it not merely as a set of formal requirements, but as a practical tool for building trust, stability, and responsibility.

#Compliance

In the area of compliance, we consistently strengthen internal procedures and **develop employee awareness.** We focus on clear rules, ethical conduct, and responsible decision-making at every level of the organization. These actions support a culture of transparency and help minimize operational and reputational risks.

We understand corporate governance as a continuous process - one that requires mindfulness, dialogue, and a commitment to improvement. This approach allows us to build an **organization that is resilient, trustworthy, and prepared for the challenges of the future.**

#Risk Management

In 2025, we consistently developed our **Risk Management System,** based on the international **ISO 31000** standard. We continued to refine our approach to risk identification, assessment, and monitoring, integrating these processes even more closely with the Group's strategic and operational activities.

Regular reviews and updates of the risk register allowed us to maintain a **high level of control over key business areas.** We paid particular attention to risks arising from the changing regulatory and market environment, as well as ESG factors.

Our goal remains to **build a culture of conscious risk management,** where responsibility for identifying and mitigating threats is an integral part of everyday decision-making.



#Business Continuity 2025

Throughout the year, we continued to develop our **Business Continuity Management System,** based on the international **ISO 22301** standard. We focused on maintaining organizational readiness to respond to potential disruptions and further strengthening operational resilience.

We systematically updated documentation and verified implemented solutions to ensure the continuity of key processes. These activities allow us to **minimize the impact of unpredicted events** on service delivery and maintain operational stability.

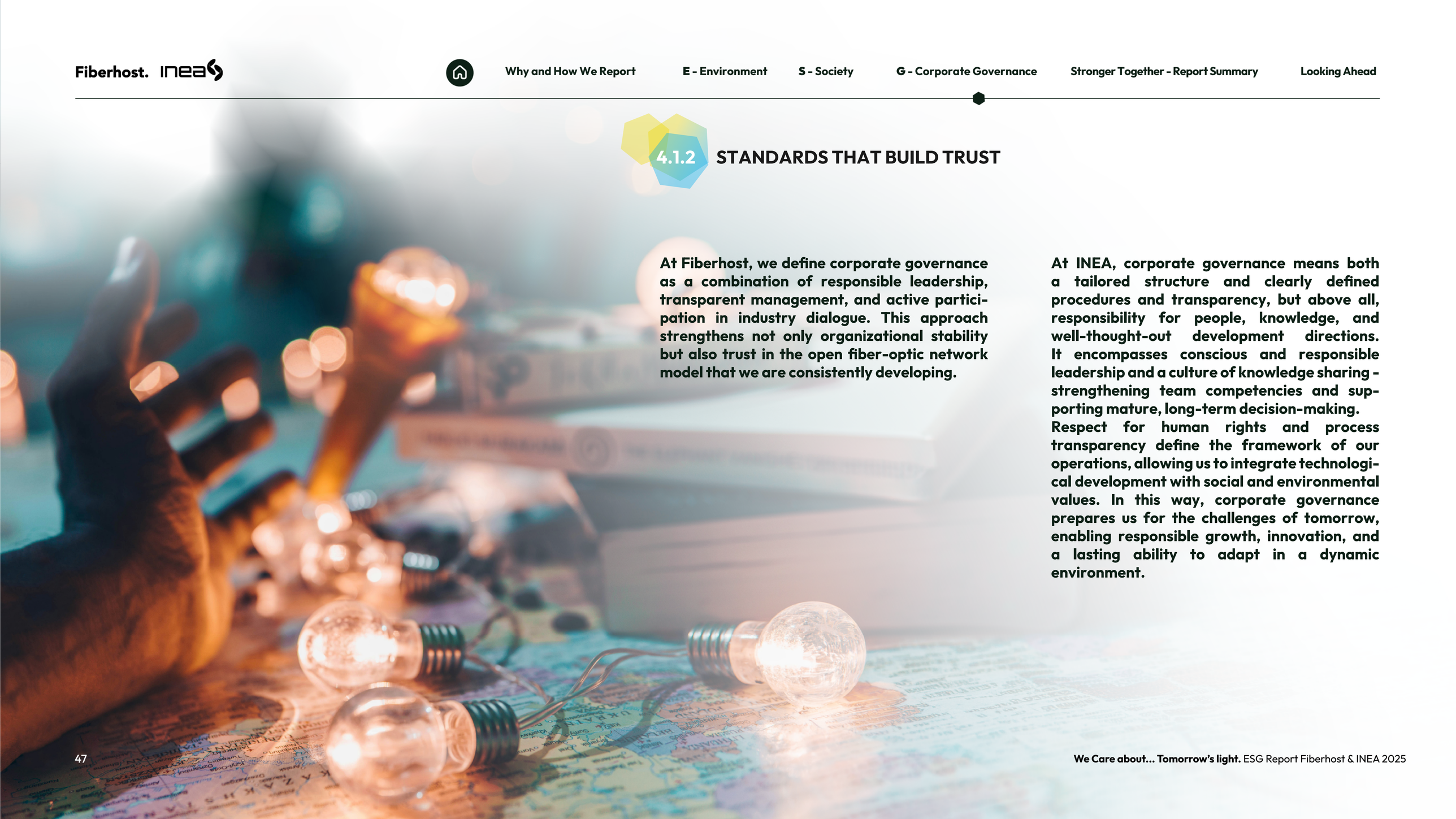
Thanks to our consistent approach to business continuity management, we confirm our **readiness to operate** in conditions of increased uncertainty and dynamic environmental changes.

#Cybersecurity

The year 2025 in the area of Cybersecurity was exceptionally intense due to our preparations for participation in the **National Cybersecurity System.** The amendment to the Act on the National Cybersecurity System (implementing the NIS2 directive) classifies electronic communication providers as **key entities.**

This involves the imposition of **restrictive regulations and guarantees** of high security standards by state authorities. The huge investments made in hardware, software, education, and internal regulations have undoubtedly **raised the level of security** for both employees and our customers so far.

Aware of the threats, we do not stop at only meeting the obligations resulting from the new law. We are adding further layers of security to **always stay several steps ahead.**



4.1.2 STANDARDS THAT BUILD TRUST

At Fiberhost, we define corporate governance as a combination of responsible leadership, transparent management, and active participation in industry dialogue. This approach strengthens not only organizational stability but also trust in the open fiber-optic network model that we are consistently developing.

At INEA, corporate governance means both a tailored structure and clearly defined procedures and transparency, but above all, responsibility for people, knowledge, and well-thought-out development directions. It encompasses conscious and responsible leadership and a culture of knowledge sharing - strengthening team competencies and supporting mature, long-term decision-making.
Respect for human rights and process transparency define the framework of our operations, allowing us to integrate technological development with social and environmental values. In this way, corporate governance prepares us for the challenges of tomorrow, enabling responsible growth, innovation, and a lasting ability to adapt in a dynamic environment.



#Responsible leadership and European recognition

The year 2025 brought significant international recognition for Fiberhost. Marta Wojciechowska, CEO of the company, was honored with the **FTTH Individual Award 2025,** presented by the **FTTH Council Europe** to leaders who are effectively shaping the future of fiber-optic networks in Europe.

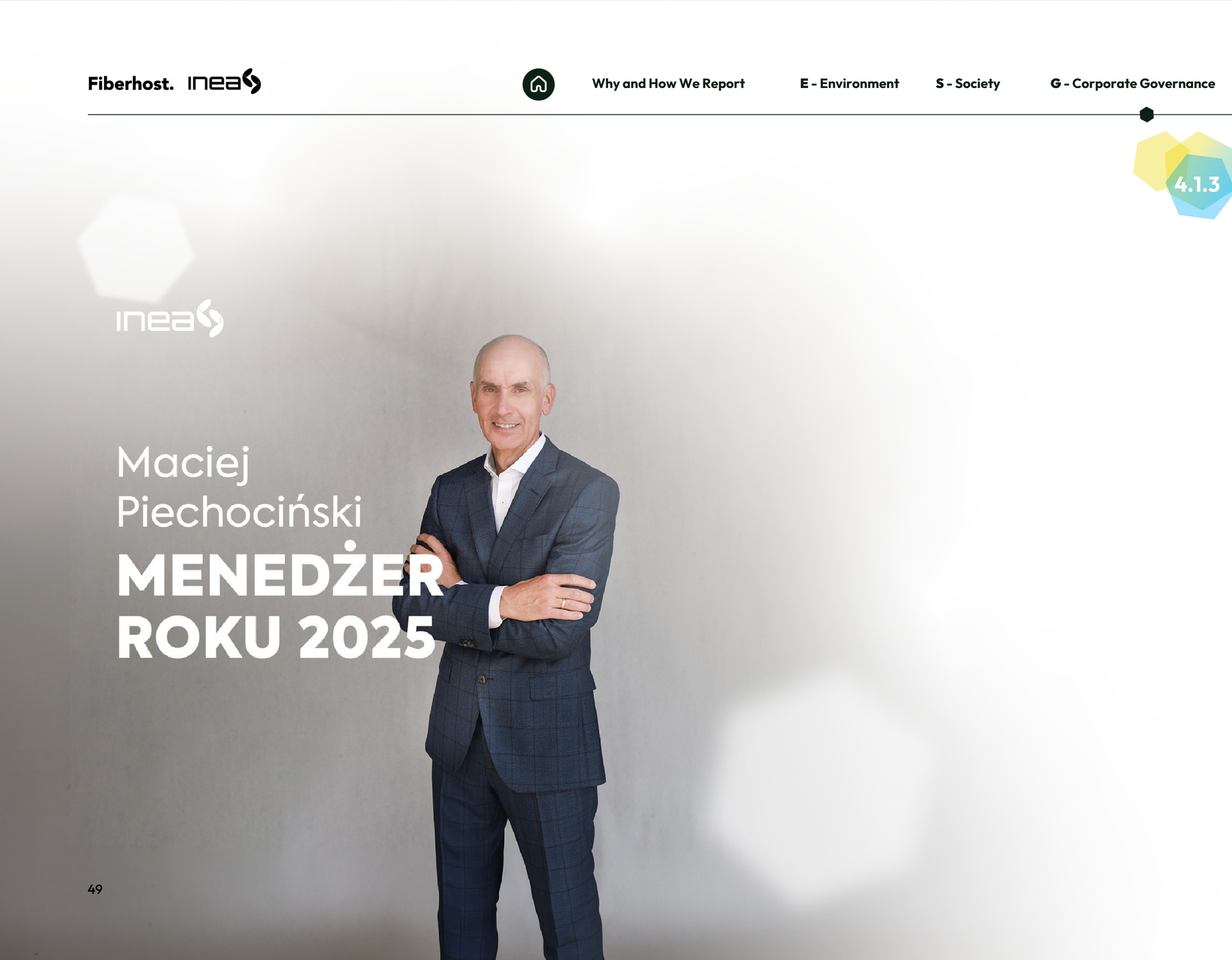
This award highlights the importance of Fiberhost's efforts toward **innovative, open, and scalable telecommunications solutions.** It also confirms our consistently implemented vision of a digital world based on cooperation, equal access, and long-term responsibility.

#Industry dialogue and co-creating market standards

An essential element of Fiberhost's corporate governance is **active participation** in the debate on the future of the telecommunications market. In 2025, company representatives participated in key national and international conferences, organized by **FTTH Council Europe, the Open Allies Foundation, PIKE, and KIKE.**

During these events, our leaders and experts shared experiences related to the development of **open wholesale networks, the digitalization of rural areas, and the implementation of modern technologies,** such as XGS-PON and higher throughputs. Presentations and discussion panels emphasized the importance of cooperation between wholesale and retail operators, stable and predictable regulatory frameworks, a long-term approach to infrastructure investment, and the role of fiber optics as the **foundation for digital security and economic growth.**

Particular attention was paid to Poland's position on the **European fiber-optic development map** and the potential for further digitalization of the Central and Eastern European region. We treat Fiberhost's participation in these discussions as an element of **responsible management** - co-creating a market that is more open, stable, and ready for future challenges.



4.1.3 STABILITY IN A CHANGING WORLD

#Change Leader and Manager of the Year 2025

An award granted for effectively combining innovative technological investments with the dynamic growth of the company, which sets **new standards in the telecommunications industry.**

The **Home&Market** magazine featured profiles of leaders who stood out through effective management, innovation, business ethics, and a real impact on the growth of their companies and the overall economy. Among them was the **CEO of INEA, Maciej Piechociński.** For us, this is an exceptional distinction and confirmation that **consistently implementing INEA's strategy** based on innovative solutions gains real industry recognition.



#Consumers appreciate INEA for the third time

For the **third consecutive year, INEA** was recognized by the most demanding group of consumers, receiving the **2025 Service Quality Star** title. This award reflects **customer trust** and confirms that our strategy - where the priority is delivering the **highest quality products and services** - is the only right direction.

#Employer of the Year 2025

INEA was honored in the prestigious **Polish Contact Center Awards 2025 (PCCA)** competition in the Employer of the Year category. This is one of the **most important industry competitions** in Poland, promoting **best practices and the highest standards.** This exceptional recognition of our organizational culture, employee-oriented approach, and the daily work quality of many teams is proof that investing in people, growth, and a positive atmosphere truly matters.

Being among the winners confirms for us that INEA is a place where **people are truly at the center of attention - not only customers but also employees.**

2025 PCCA Polish Contact Center Awards



#EY ACADEMY OF BUSINESS POLAND

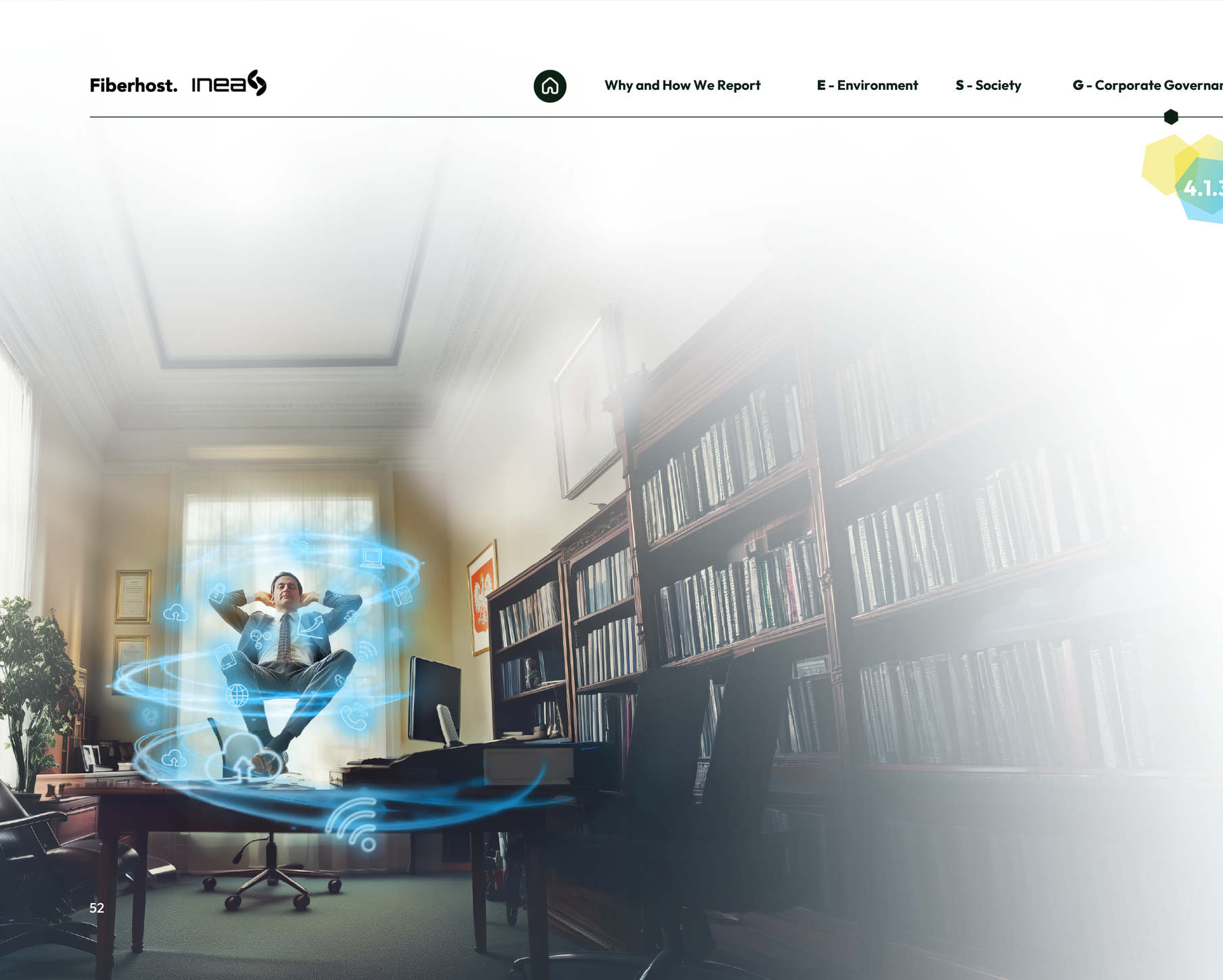
Krzysztof Kwiatkowski, Finance and Operations Director, represented INEA as a speaker at this year's **Financial Business Partnering 2025 Forum,** organized by **EY Academy of Business Poland.**

We were pleased to contribute our perspective to this forum, which is dedicated to Chief Financial Officers (CFOs), Finance Managers, and specialists representing finance departments who seek expert and practical knowledge to increase their influence on strategic processes within their organizations.

#TECHWAVES 2025

Implementing modern solutions is most meaningful when it makes our customers' daily lives simpler - this is our greatest source of satisfaction and motivation for further improvement. We participated in this year's **Techwaves conference,** which served as a source of inspiration and an opportunity to explore many valuable perspectives and industry trends.

We had to be at this year's Techwaves because we are a **team passionate about new technologies, eager to learn and implement innovative solutions.** We are automating more and more processes, both internally and for our customers. This allows us to operate more efficiently, and our customers gain convenience - they can complete key processes with full comfort without leaving home, said Beata Rulewicz, Commercial B2C Director.



4.1.3 INEA DRIVES DIGITAL TRANSFORMATION

INEA has evolved beyond the role of a traditional telecommunication operator, and today its activities **go far beyond providing infrastructure.** We develop a **digital transformation support** model where the starting point is not the sale of technology, but a diagnosis of organizational needs and the joint identification of development directions.

In this context, digitalization becomes a comprehensive process - it includes not only the implementation of IT tools but also the **development of digital skills,** support in securing financing, and long-term care over the technological ecosystem. This approach strengthens **INEA's role as a transformation partner** that supports organizations strategically and responsibly.











#Digital transformation of Polish companies and institutions

For years, INEA has been an active participant in the **digital transformation of both the public and business sectors.** On May 16th, at Trend House Chmielna 73 in Warsaw, the company organized a conference where experts and practitioners presented specific implementations and **development directions for a digital Poland.**

During the event, solutions in digital infrastructure, artificial intelligence, and cloud services were presented, along with examples of their application in enterprises and public institutions. The meeting highlighted the importance of a practical approach to digitalization - one based on the actual needs of an organization and measurable results of implementation.

#Engagement in initiatives supporting digital transformation

INEA is actively engaged in key industry initiatives and events that shape the development of the digital economy in Poland. Participation in **Local Trends, the Digital Excellence Awards, and Positive Technologies** is an essential element in building a dialogue between business, public administration, and the expert community.

During these events, INEA representatives share their experience in implementing digital solutions, emphasizing the i**mportance of a responsible and strategic approach to transformation.** Presentations and debates focus on the practical aspects of digitalization - from infrastructure development and cloud services to the application of new technologies in administration and business.

INEA's presence in such initiatives strengthens its role as a **partner supporting organizations in their change processes and as an active participant in the ecosystem** that co-creates standards for modern, sustainable digital transformation.



#Digital transformation unlike any other - comprehensive, conscious, effective

INEA's holistic approach to digital transformation is reflected in **specific tools and initiatives.** The cooperation process begins with a digital diagnosis of the organization's development, covering infrastructure, processes, competencies, and organizational culture.

This approach allows organizations to **consciously plan their technological development and minimize risks** associated with transformation, as well as effectively utilize available resources and solutions. INEA supports its clients at every stage of this process - from needs analysis to implementation and further development of the digital environment.



4.1.4 ACTIONS THAT INSPIRE

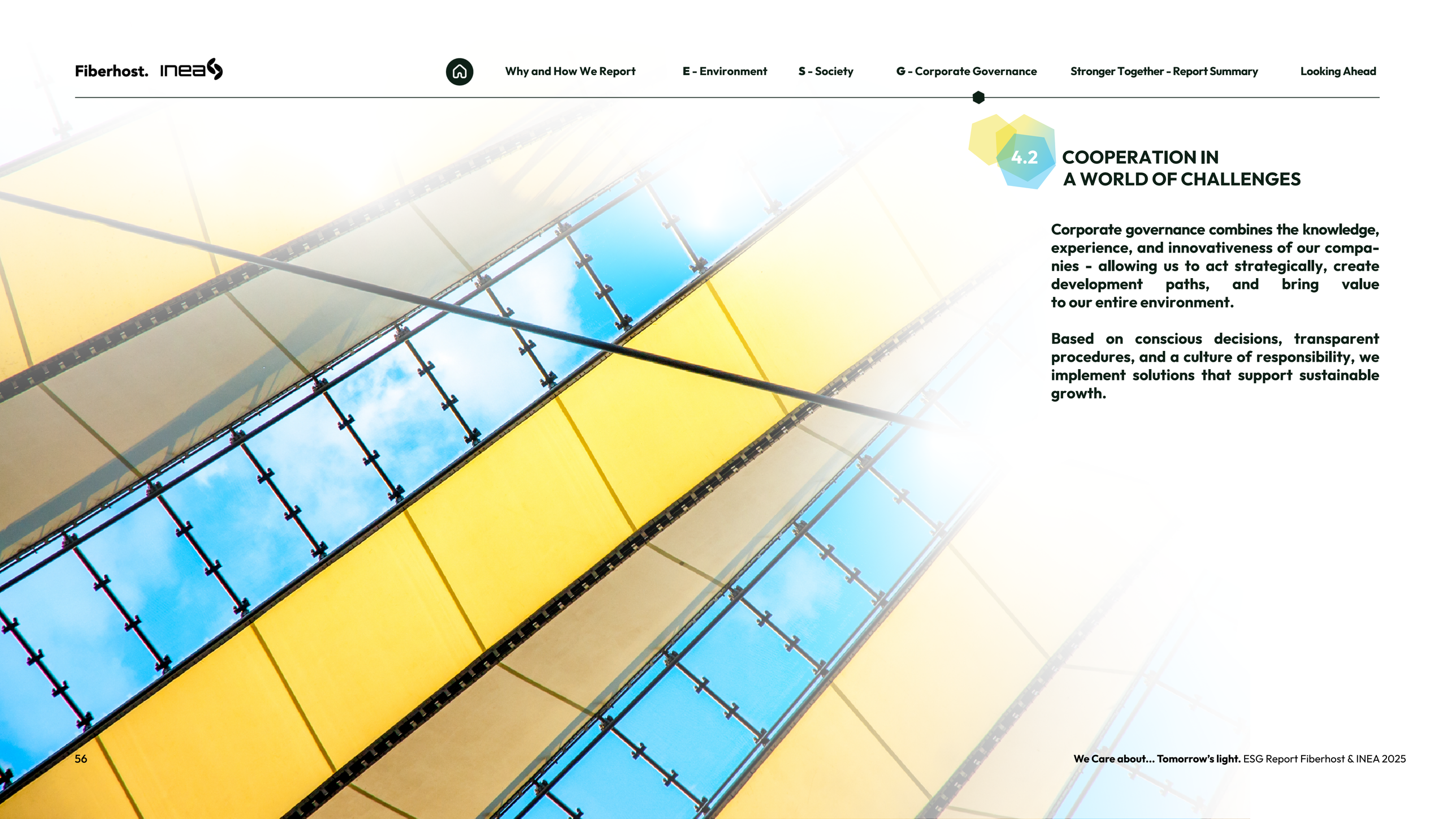
At INEA, we believe that sharing knowledge creates a space for innovative ideas and growth. That is why our experts actively participate in industry events, conferences, and debates, supporting the development of the entire market.

#INDUSTRY VOICE - Maciej Piechociński for the Polish Chamber of Electronic Communication

We actively participate in events that play a key role in the telecommunications market. One such event was the **National Conference of Electronic Communication Operators,** organized for the first time in history by the **Polish Foundation for the Support of Electronic Communication Development (PIKSEL) and the Polish Chamber of Electronic Communication,** together with operators associated with the **iNET Group.**

The variety of topics provided a platform for discussion and exchange of experiences, including areas such as the balance of interests and key cooperation between OZZ and operators in the digital age. Maciej Piechociński supported the debate with his experience, emphasizing that: **Strong partnership and open cooperation in the age of digitalization is a strategy for the future, where everyone wins.**

As a nationwide fiber-optic service operator, we take actions that have a **real impact** on shaping the future of a modern digital economy.



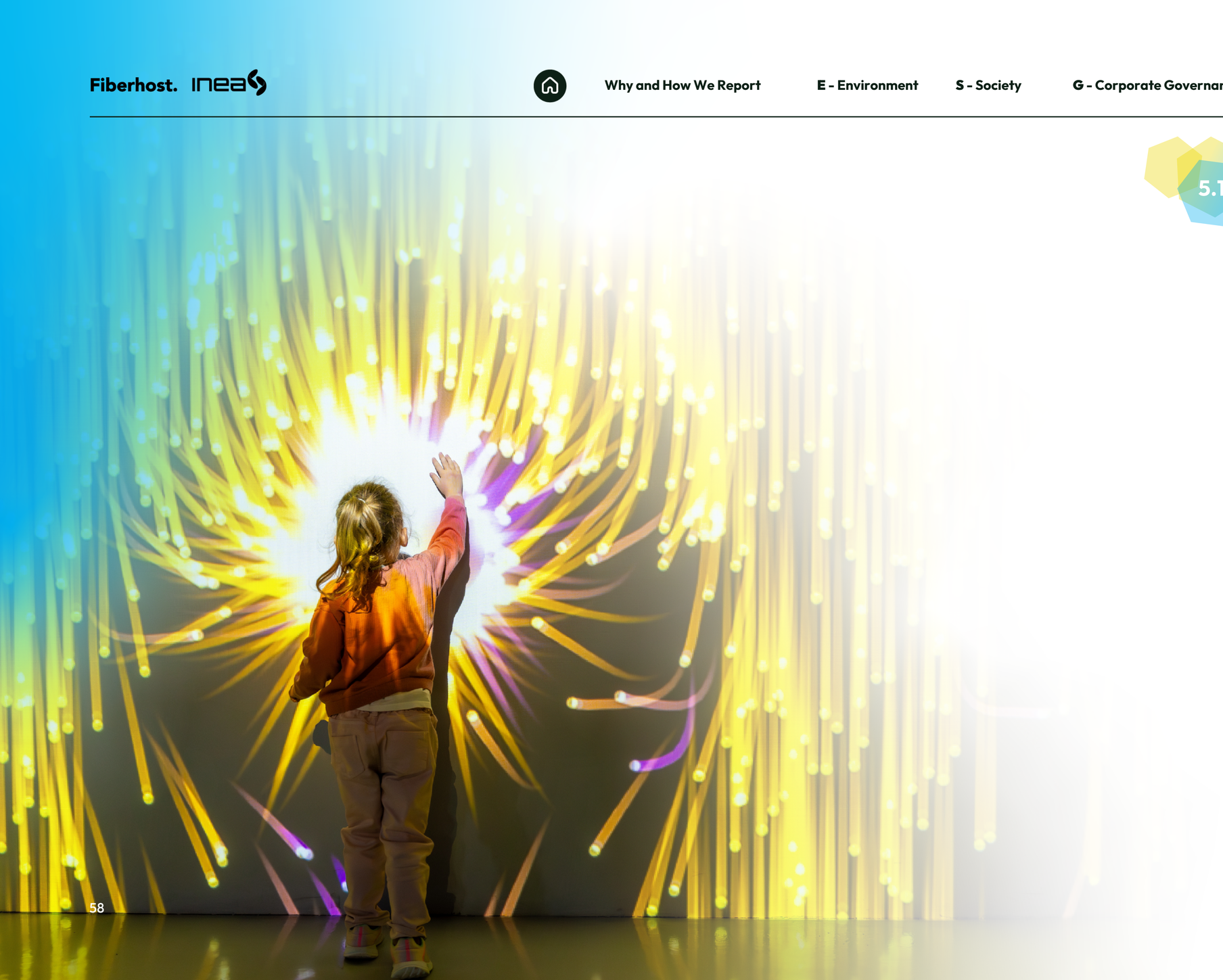
4.2 COOPERATION IN A WORLD OF CHALLENGES

Corporate governance combines the knowledge, experience, and innovativeness of our companies - allowing us to act strategically, create development paths, and bring value to our entire environment.

Based on conscious decisions, transparent procedures, and a culture of responsibility, we implement solutions that support sustainable growth.

STRONGER TOGETHER - REPORT SUMMARY





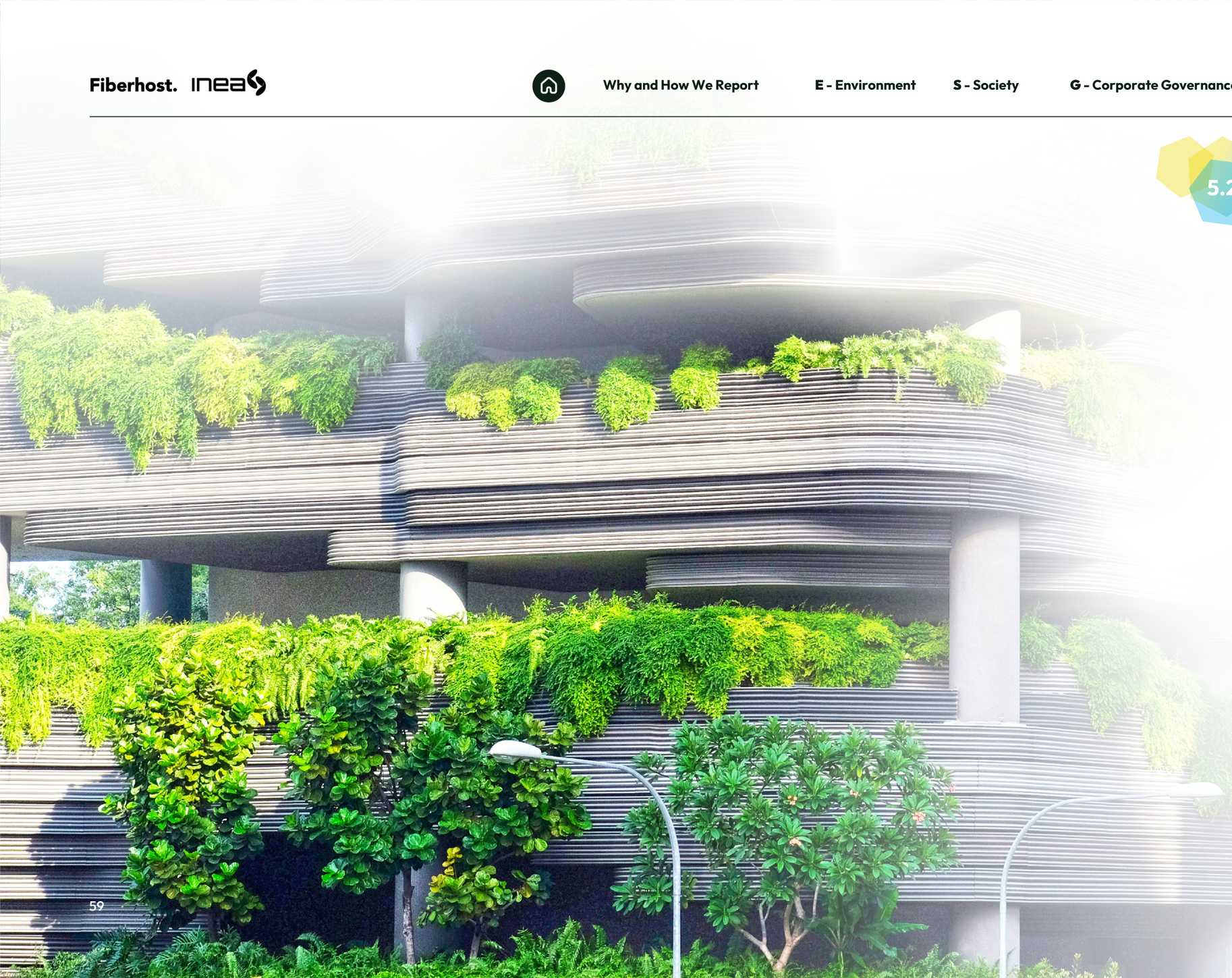
5.1. KEY CONCLUSIONS AND RESULTS OF COLLECTIVE ACTION

For Fiberhost and INEA, 2025 was a year of organizing, strengthening, and maturing our ESG approach. In the environmental area, we focused on measurability, emission reduction, and preparing for reporting in compliance with CSRD and ESRS. We established ambitious reduction targets and began activities within Scope 3, building a systemic approach to ESG.

In the social area, we strengthened a culture of well-being, safety, and growth. We prioritized education, well-being, and leadership skills, while simultaneously developing external initiatives - from the Fiberhost Academy to social campaigns and support for local initiatives.

In the area of corporate governance, we developed our risk management, compliance, and cybersecurity systems. Industry awards confirm that responsible leadership and transparency are our real standards.

Tomorrow's Light is more than just infrastructure today - it is a way of thinking. It is the light of technology combined with responsibility.



5.2 SUMMARY OF INDICATORS

This year, we strive to continue the review of our key ESG goals across the most important areas of our operations. These goals represent a continuation of our adopted strategy and reflect our long-term commitments to the environment, employees, safety, and innovation.

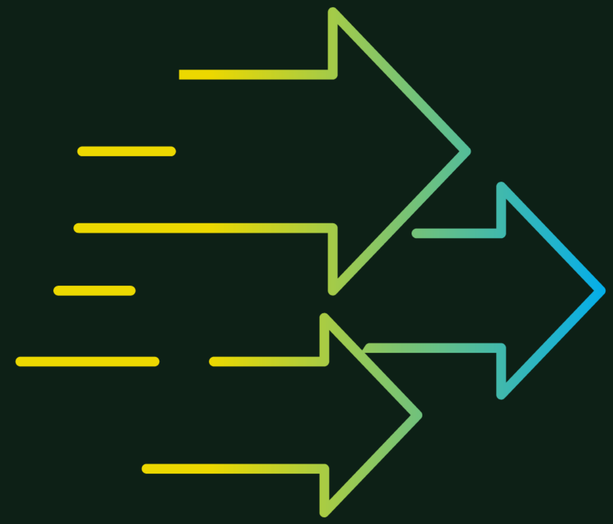
We consistently implemented planned initiatives, and in many areas, we managed to achieve intended results or make significant progress. The experiences of the past year provide a solid foundation for the further development of our activities and the realization of goals set for the coming years.

Pillar and Commitments	Target for 2027	2025 Result	2025 Status
Climate Action			
Carbon Footprint Reduction	By 2030, our goal is to reduce CO2 emissions by 72% (first reduction target), and 2040 is the date by which we plan to achieve carbon neutrality (second reduction target) in Scopes 1, 2, and 3.	Reduction of Scope 1 and 2 emissions by 85.05% (2024 result).	Completed according to plan.
	For Scope 3, our reduction goal is to lower emission intensity (CO_2) to 14.0kgCO2e/Mbps by 2030, measured against internet traffic volume.	Detailed analysis of Scope 3 and adoption of 2024 as the base year for KPI 3 -covering indirect greenhouse gas emissions across the company's entire value chain.	Under analysis.
Promoting Ecological Awareness	Focus on engagement: spreading climate awareness and creating events that engage employees and the local community in information and education initiatives related to responsible resource use and environmental impact reduction.	Spreading climate awareness among local community and our employees. We organized an eco-competition and 3 volunteer days for employees related to spreading ecological awareness.	Completed according to plan.
Health & safety			
Audits	Conduct monthly OHS audits covering 100% of employees working in the company.	Reduced the risk of accidents at workstations by conducting 280 remote work audits.	Completed according to plan.
	Continue on-site visits to technical partners with a frequency of at least once per quarter (technical partner audit).	On-site visits to technical partners carried out in accordance with the adopted quarterly assumptions.	Completed according to plan.
	Increase the level of safety reporting through the implementation of checklists in the Forwood system by technical partner technicians at a level of at least 50% relative to the number of completed orders.	Implementation of the Forwood application enabling the completion of checklists by technical partner technicians; the app is operational.	Completed-the application was implemented and is functioning operationally.
Trainings	Maintain the number of people trained in pre-medical first aid, including the use of an AED defibrillator and evacuation of a victim from a vehicle in life-threatening situations.	Theoretical and practical training in pre-medical first aid (AED/evacuation). Additionally, participants learned effective methods for stopping bleeding and dressing wounds. Trained 15 people responsible for first aid and evacuation.	Completed according to plan.
	Maintain 100% attendance among new employees in OHS, fire protection, evacuation rules, and first aid training.	100% of new employees trained in OHS, fire protection, evacuation, and first aid, ensuring full readiness to follow safety rules.	Completed according to plan.
Evacuation Drills	Maintain evacuation time from three buildings under 3 minutes, ensuring efficient coordination and high safety levels.	In accordance with applicable regulations, evacuation drills were not required in 2025 - the obligation falls in 2026.	Not applicable-scheduled for 2026 according to the legal timeline.

Pillar and Commitments	Target for 2027	2025 Result	2025 Status
Gender equality			
Gender Equality Projects	Promote the gender equality strategy by creating events and webinars to build awareness.	In 2025, actions were taken to strengthen the DEI Strategy. Diversity Month was celebrated with a Referral Fair (articles, webinars, e-books). Awareness was built through workshops on 8 topics (e.g., strength from generational differences, Jackal and Giraffe in teams, unconscious bias). Access to knowledge was provided based on TA/PCM (8 training topics). Celebrated Women's Day (Can courage be learned? webinar) and Boy's Day (Brainbeing. The power of brain webinar). Volunteered at the MONAR center for homeless women. Held interview series Women like Rockets and Male Talks	Completed according to plan.
Equal Access to Knowledge in the organization	Ensure access to knowledge within the organization regardless of gender.	In 2025, 97 internal training sessions were held, allowing participants to strengthen communication, management, specialized, and technical competencies.	Completed according to plan.
Wellbeing			
Caring for the well-being of employees, supporting their development, and promoting a healthy, s ustainable lifestyle.	Continuation of the hybrid work model.	Consistently implemented hybrid work assumptions. Digital Golden Rules allow for effective daily tasks regardless of location. Deep Balance Time meetings held once a month in the office (short sessions/trainings to restore body and mind harmony). Mixed stationary/online form; average event rating: 4.77/5. Ongoing support for employees in changing habits and daily organization.	Completed according to plan.
	Wellbeing index not lower than 3.	3.2 average for the year 2025. Continued Mental Health & Wellbeing initiatives (Appreciation Day, Health Month). Offered tools like access to psychological support. Innovations Continued Academy’s activities, conducting workshops on internet use for people of all ages across Poland (focusing on rural/semi-rural areas). In 2025, 450 participants were trained (vs. 83 in 2024).	Completed according to plan.

Pillar and Commitments	Target for 2027	Wynik 2025	2025 Status
Innovations			
Expanding access to services	Fiberhost Academy. Opening people to technology and spreading knowledge. Target for 2027: train 500 people. Long-term target for 2030: train 4,000 residents	Continued Academy's activities, conducting workshops on internet use for people of all ages across Poland (focusing on rural/semi-rural areas). In 2025, 450 participants were trained (vs. 83 in 2024).	Completed according to plan.
	Respond to Customer Service inquiries: average first response time < 6:30h, FCR (First Contact Resolution) on >=80% level.	In 2025, average first response time was 6:45:39 (reduced by 7:40:02 compared to 2024). FCR level: 76.36% (an increase of 12.8 p.p. compared to 2024).	Completed according to plan.
	Strengthen service attractiveness (fast/stable Wi-Fi, new TV platform).	Updated the TV platform on the fiber-optic network. Updated the graphyne ®environment to version 3.0, improving user experience and content clarity for all HIWAY TV set-top boxes.	Completed according to plan.
	Create a new platform for easy product browsing and intuitive purchasing.	Joint goal of popularizing modern technologies and pilot projects. Partnership includes educational programs and increased access to modern telecommunications infrastructure through INEA.	Completed according to plan.
	Cooperation with Poznań CityLab - development in the Smart City area.	Joint goal of popularizing modern technologies and pilot projects. Partnership includes educational programs and increased access to modern telecommunications infrastructure through INEA.	Completed according to plan.
	Digital transformation - Local Trends.	INEA was active in the European Local Government Forum (Local Trends Poznań). In 2025, INEA invited municipalities to the Voucher for Municipal Digitization	Completed according to plan.

LOOKING AHEAD



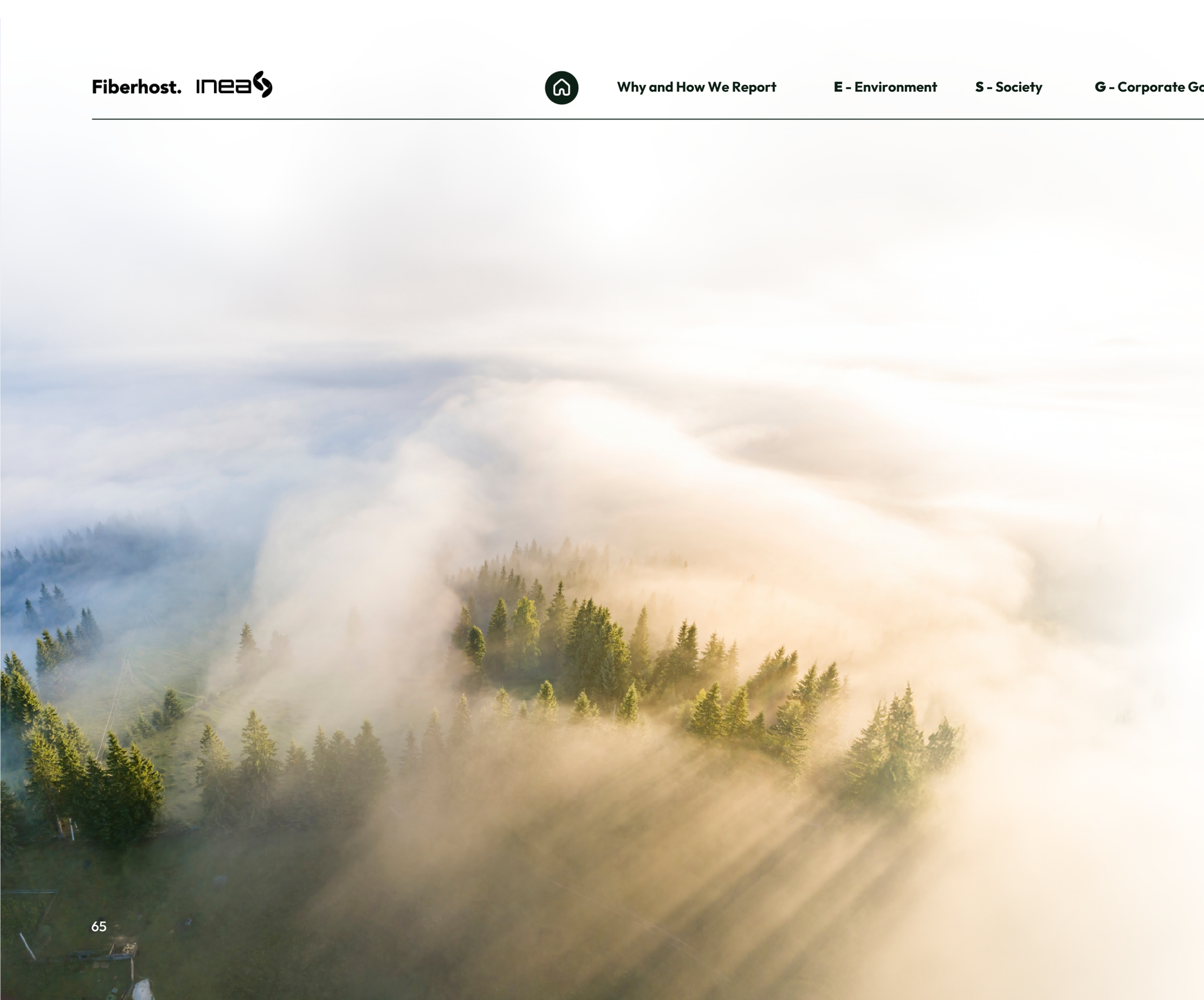


6.1. PLANS, AMBITIONS AND COMMITMENTS FOR THE YEAR AHEAD

A New Year marks the next chapter in our responsible journey.

Our direction remains unchanged: grounded in the values that have guided us so far, driven by ambitious plans, and shaped by sustainable action.

In the year ahead, our priority will be to continue advancing our efforts towards climate neutrality - on an even greater scale and across every area of our business - while operating in an environment where people remain, as always, at the heart of what we do.



6.1.1 ENVIRONMENTAL GOALS

In the coming years, we will consistently expand actions to limit our impact on the climate, integrating reduction targets with our business model and value chain. By 2030, we plan to **reduce CO2 emissions in Scopes 1 and 2 by 72%,** with a perspective to reach carbon neutrality in these scopes by 2040 - prioritizing emission reduction at the source.

Parallel actions will aim to **lower emission intensity in Scope 3,** monitored via an emission indicator per volume of internet traffic. Strengthening employee engagement and **cooperation with local partners** to build a culture of environmental responsibility remains a key focus.



6.1.2 SOCIAL GOALS

Within internal operations, we consistently plan to perform activities based on our **sustainable development strategy.** In the coming year, we will focus on further strengthening employee engagement through developmental, communication, and well-being initiatives. We intend to grow an organizational culture based on our values.

Regarding external actions, we aim to continue the development of the **Fiberhost Academy.** Our goal is to connect technology with responsibility and provide real support to local communities by building future skills.

In an ever-changing world, we want to remain **The Good People of the Internet,** staying close to daily matters, challenges, and needs - supporting them with our services and modern solutions.



6.1.3 CORPORATE GOVERNANCE GOALS

Our goal in the corporate governance area is to further **strengthen transparency, organizational resilience, and responsible leadership.** We have been developing a systemic approach to management, integrating ESG issues with strategic and operational processes.

In 2026, we want to **strengthen our corporate governance.** Our ambition is to **build strong, competent structures** based on the knowledge and experience of qualified experts who guide responsible decisions. We will also strive to systematically **raise safety standards** and increase the scale of actions that ensure the stability of the entire organization.



We thank all Fiberhost and INEA employees for their daily work, responsibility, and commitment. It is thanks to you that Tomorrow's Light is a real direction, and not just a slogan.
We believe that the light of the future is built together - wisely, responsibly, and for the long term.