

2023

SUSTAINABILITY

REPORT

ufinet

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INTRODUCTION



About this REPORT


We are proud to present Ufinet's Annual Sustainability Report 2023. This document follows on from our initial edition, which marked the consolidation of our focus and efforts on environmental, social and governance (ESG) issues. **This report builds on our initial reflections and details the progress we have made since integrating sustainability principles into our processes and company culture.**

We are aware of the profound impact that companies can have on society and the environment. **Committed to transparency**, we have compiled key data in line with the commitments made in our first Sustainability Report, to provide insight into our performance and results.

In this report, you will discover our efforts **to integrate sustainability** into our operations, **mitigate environmental impact**, **promote social responsibility** and **uphold Ufinet's values and principles** in a comprehensive manner.

This report reflects our ongoing **commitment to long-term sustainable value creation** as we navigate a constantly evolving and changing landscape.

We invite you, therefore, to explore our journey towards a more sustainable future.



Your gateway to Latin America

Ufinet is a fiber optic operator in the wholesale telecommunications market. We offer capacity and connectivity services through a fiber optic network that connects Latin America and the United States.

About
Us

UFINET: YOUR GATEWAY
TO LATIN AMERICA

We strive to provide our customers with **agile**
and **secure connectivity**:

MAJOR AWARDS AND
CERTIFICATIONS

CARRIER COMMUNITY GLOBAL AWARDS



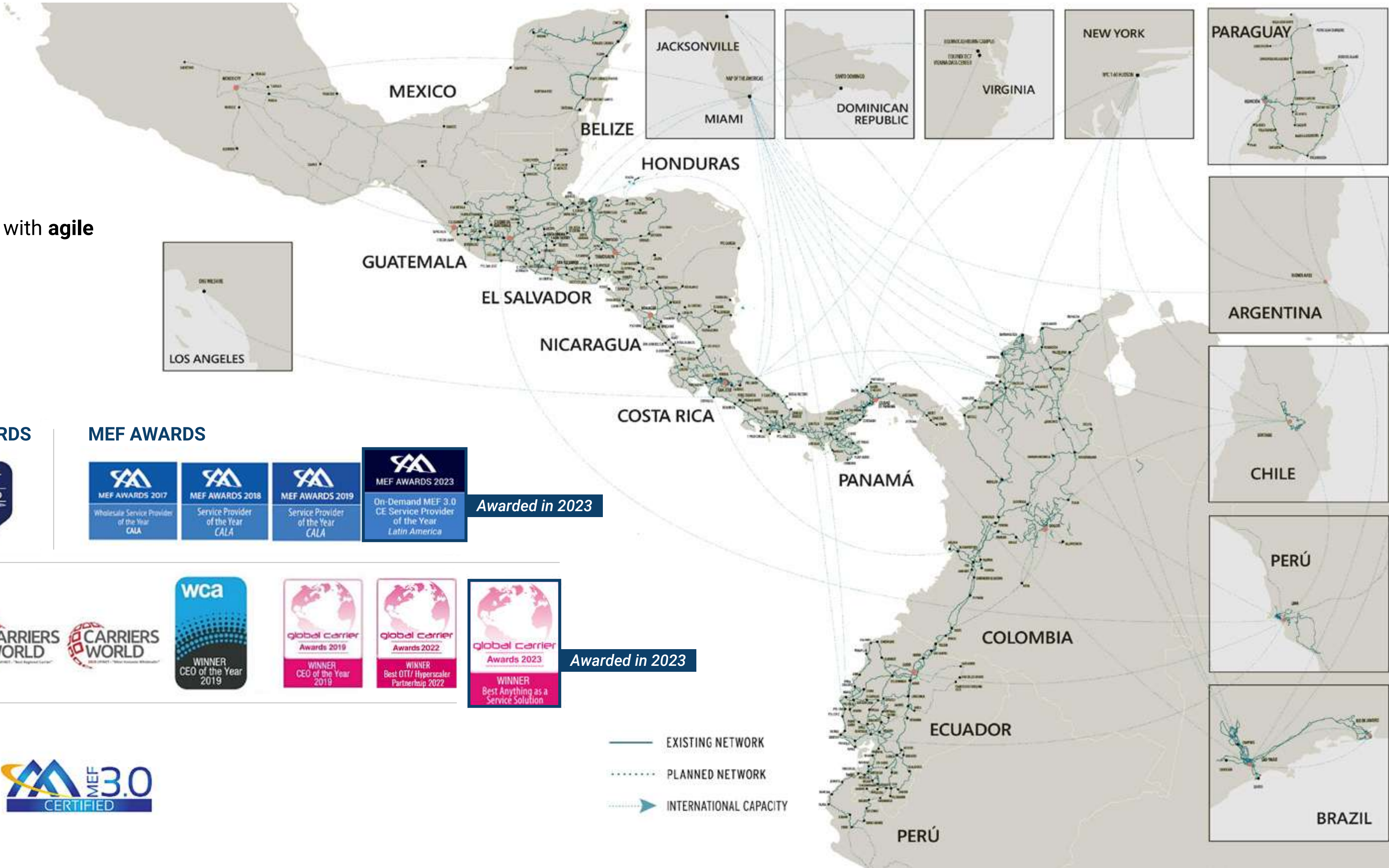
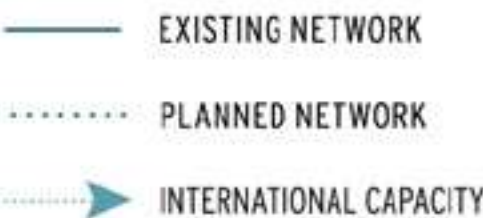
MEF AWARDS



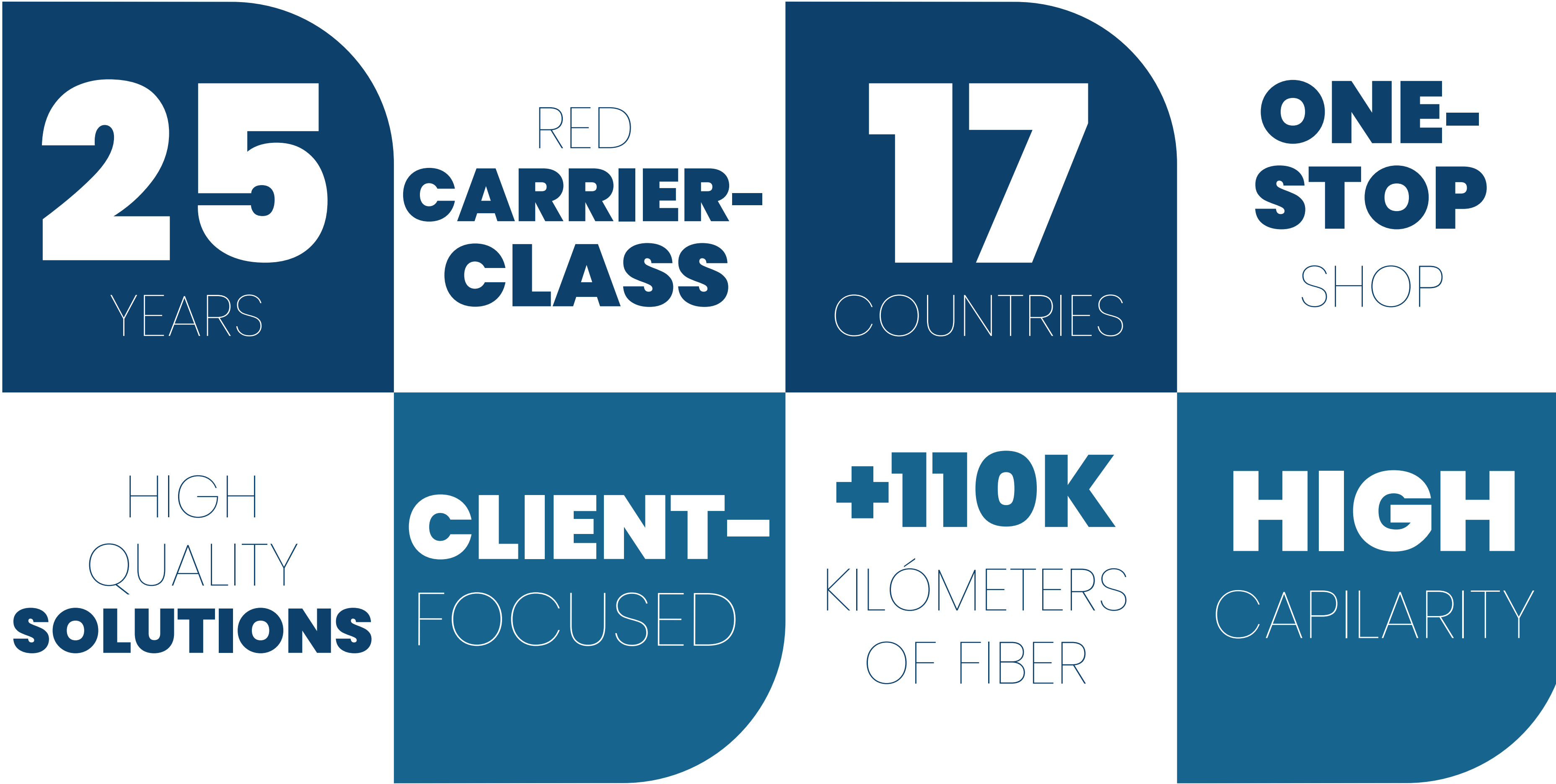
OTHER AWARDS



CERTIFICATIONS



About
Us



**We are the network
that connects you to
Latin America.**

Ufinet letter



The presentation of our latest report is not only a reflection of our past actions, but also a clear roadmap for the future. In a world where environmental and social challenges are more interconnected than ever, **our company's commitment to sustainability is both a strategic imperative and a responsibility** that we take seriously.

This report details our pragmatic approach to sustainable practices and the key role that each of our employees plays in this journey. **Our approach to sustainability is based on practicality and long-term vision.** Recognizing that effective change requires more than aspirational statements, we are committed to integrating sustainable practices across our business

operations. This is a methodical and strategic process, based on measurable objectives and continuous improvement.

The role of our employees, our community and our stakeholders in this process is also paramount. Their opinions and feedback are invaluable and allow us to refine our strategies and better adapt our actions to the overall needs of society. Our commitment to transparency means that we share not only our successes but also our challenges, fostering a culture of continuous learning and improvement.

As we celebrate our 25th anniversary in 2023, **our belief in the power of ethical and sustainable business practices has only**

strengthened. We are proud of the journey we have embarked on and excited about the future we are building. Together, we are not only working toward a sustainable future, but actively shaping it with every decision we make.



Íñigo García del Cerro Prieto
CEO

SUSTAINABILITY STRATEGY

Sustainability

Strategy

At Ufinet, we leverage innovation not only for our business, but also for the communities and the environment around us. Through active engagement and collaboration, we strive to build a more connected, prosperous society.

Ufinet aspires to be at the forefront of technological advances, driving sustainable and inclusive growth in Latin America. Our vision is to integrate our commitments to sustainability, fostering entrepreneurship and community engagement, creating a future in which digital autonomy goes hand in hand with environmental responsibility and social empowerment.

In this report you will find the milestones achieved during 2023, where the framework established in 2022 was consolidated.



ufinet

Sustainability Strategy



Ufinet's

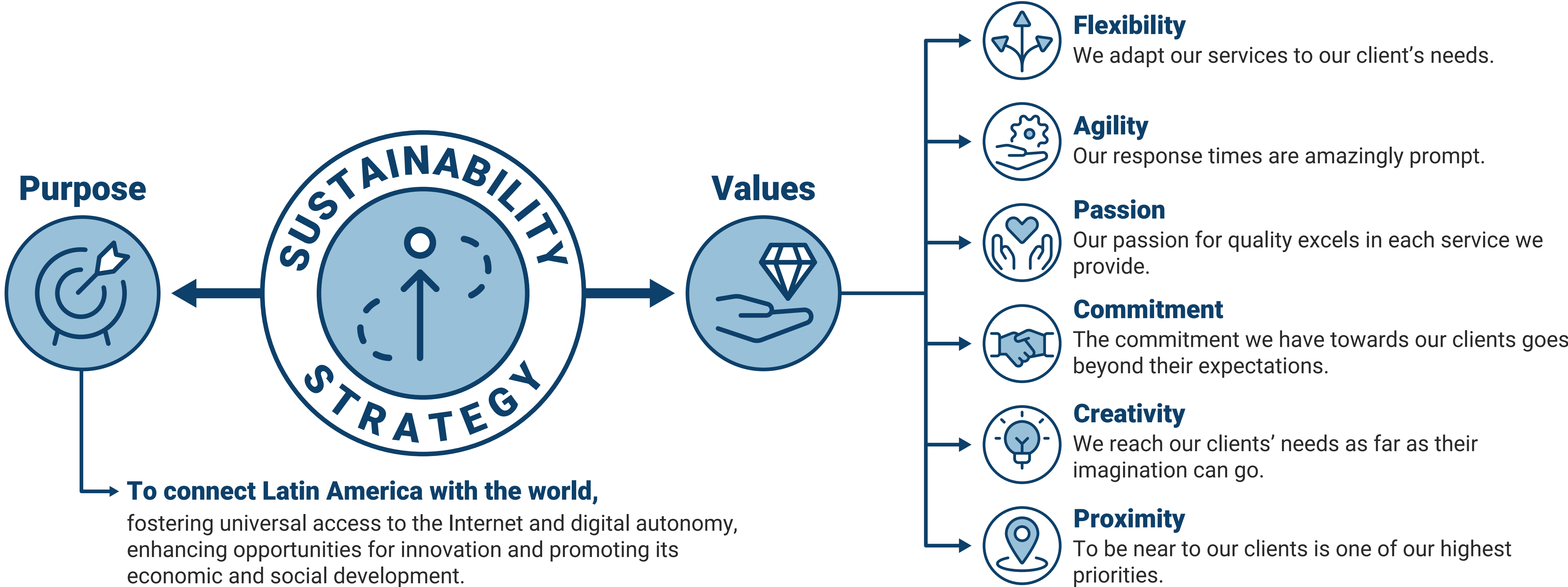
Purpose

To connect Latin America with the world, fostering universal access to the Internet and digital autonomy, enhancing opportunities for innovation and promoting its economic and social development.

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Sustainability Strategy

OUR PURPOSE AND VALUES UNDERPIN OUR SUSTAINABILITY STRATEGY.



2023 MILESTONES

2023 Milestones

Governance



At Ufinet, we believe that responsible and proactive corporate governance is key to long-term value creation.

Therefore, we not only ensure that we comply with the legislation of each of the countries in which we operate, but we actively maintain a model of responsible governance that promotes good practices in terms of governance, ethics and prevention of corruption and bribery, with a firm commitment to the principles of transparency, truthfulness, and good faith.

"Ufinet is governed under solid fundamentals of integrity. We are committed to operating according to the highest legal, professional and ethical standards."

Anti-Bribery and Corruption Policy (ABC)



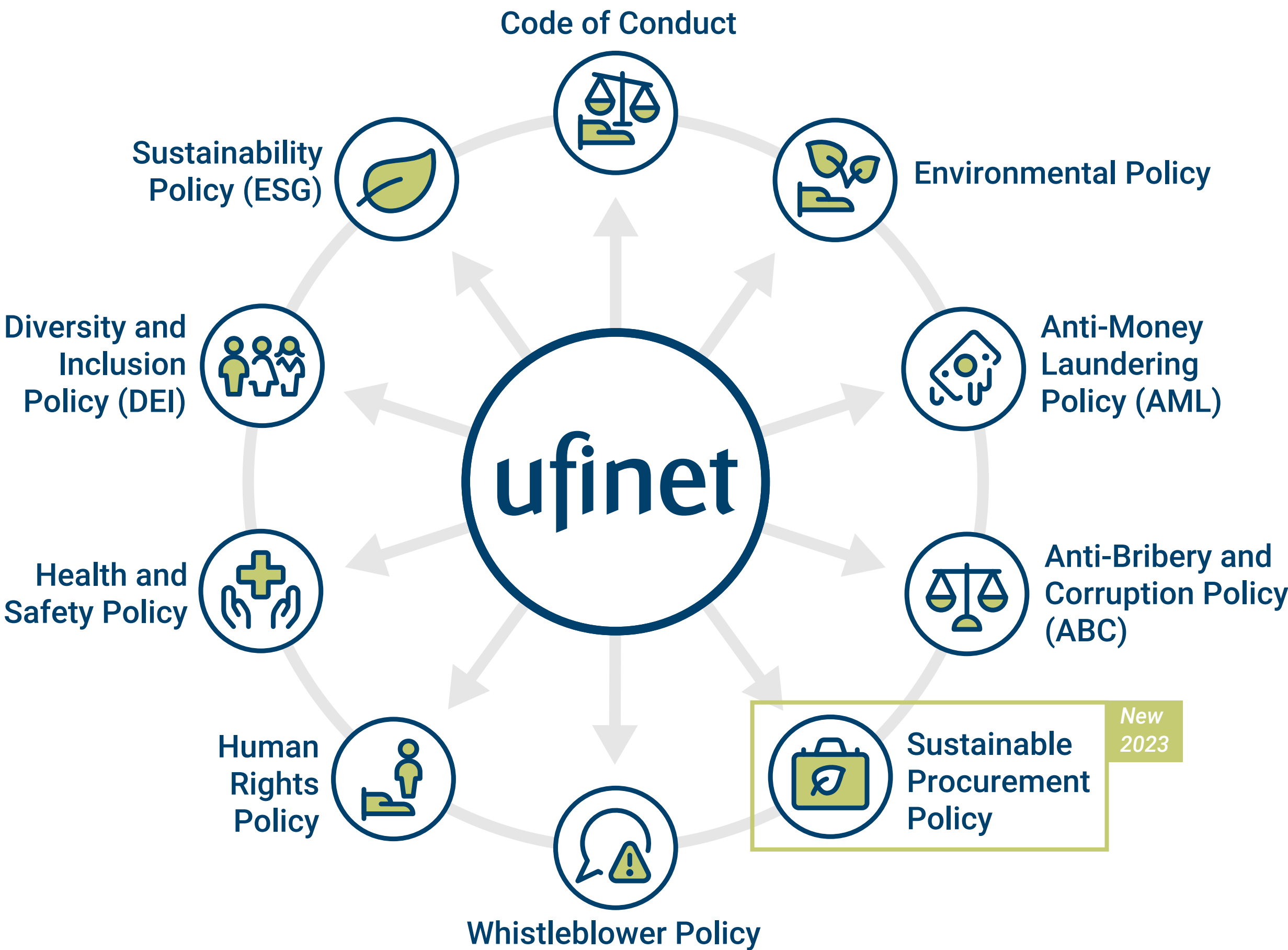
Sustainability in Ufinet is articulated as follows:



* Includes the CEO, the CAO and the ESG Manager.

2023 Milestones
Governance

In this line, Ufinet is supported by the following internal policies where the main values and commitments of the company with the different stakeholders are captured:



2023 Milestones

Governance

At Ufinet, 100% of employees receive training on existing policies and the Code of Conduct.

During 2023, the main milestones in terms of governance are: the inclusion of the Sustainable Procurement Policy, as well as the reinforcement of all cybersecurity practices.

As part of the commitment to a transparent and responsive culture, all Ufinet employees, as well as customers or business partners, have at their disposal the whistleblowing channel of the Business Integrity Committee (BIC), to confidentially report any incidents or non-compliance they may have detected.

The BIC's communication channels are as follows:

 bic@ufinet.com

 Comité de Integridad Empresarial
C/Velazquez 24, 1D - 28001 - Madrid - España



2023 Milestones

Our
people



The protection of human rights, diversity and inclusion are core values for Ufinet.

We are committed to upholding the rights of everyone associated with our company and to fostering an environment of respect and dignity.

This commitment extends to ensuring the health and safety of our employees, recognizing that a safe and healthy workplace is critical to our success.

"A diverse, equitable and inclusive Ufinet is more innovative and successful" - Diversity, Equity and Inclusion (DEI) Policy.



2023 Milestones
Our people

COMMITMENT TO DIVERSITY

Ufinet continues to offer equal opportunities, always ensuring the absence of discrimination of any kind.

EMPLOYMENT AND DIVERSITY



The company's continued growth over the past year has led to 26% job creation in 2023 compared to 2022.



2023 Milestones
Our people

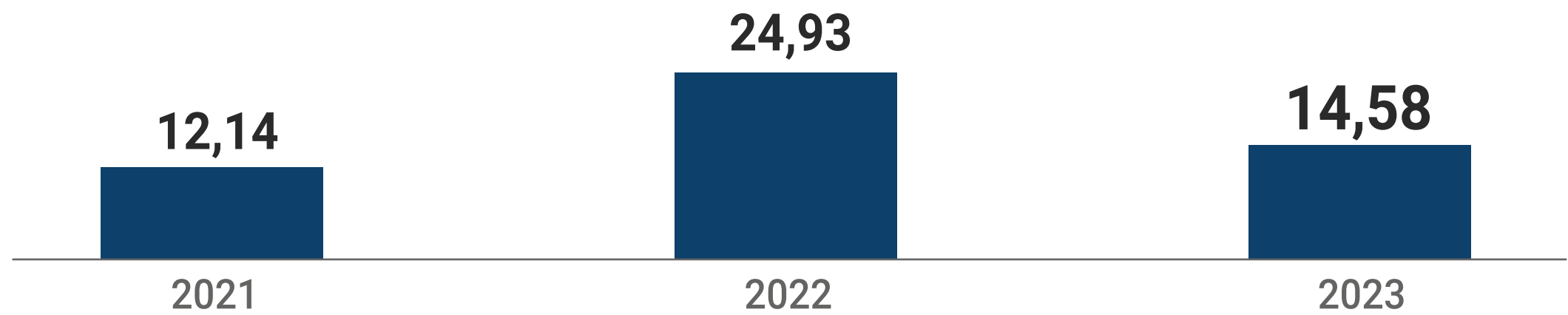
OCCUPATIONAL HEALTH AND SAFETY

Maintaining a safe working environment for all employees is one of Ufinet's priorities. This includes the implementation of rigorous protocols for the identification, evaluation, analysis and control of the risks inherent to the activities developed by the company.

OFF WORK DUE TO ACCIDENTS

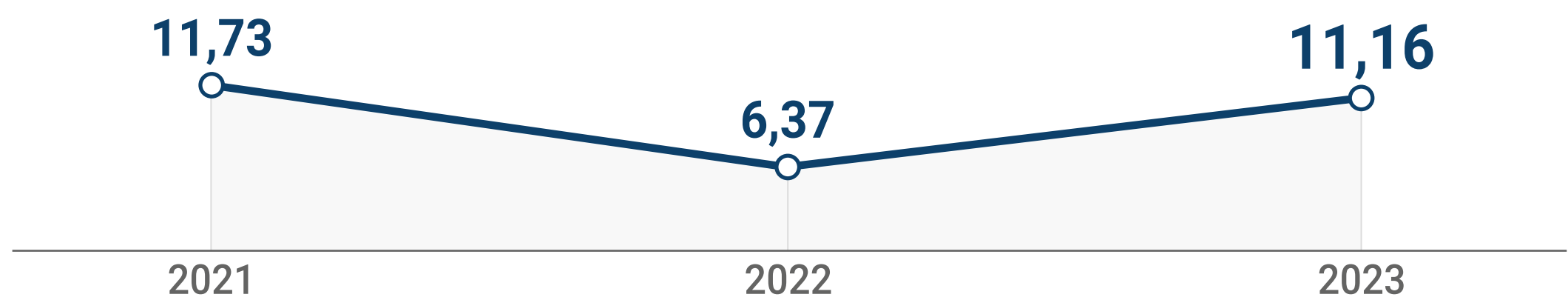
DAYS OFF WORK DUE TO ACCIDENTS

Total days off/no. of significant accidents



INCIDENCE RATE

No. of significant accidents / total headcount



As can be seen, in 2023 compared to 2022, despite an increase in the incidence rate, there was a decrease in the number of days of sick leave due to accidents.



As stated in the Health and Safety Policy:

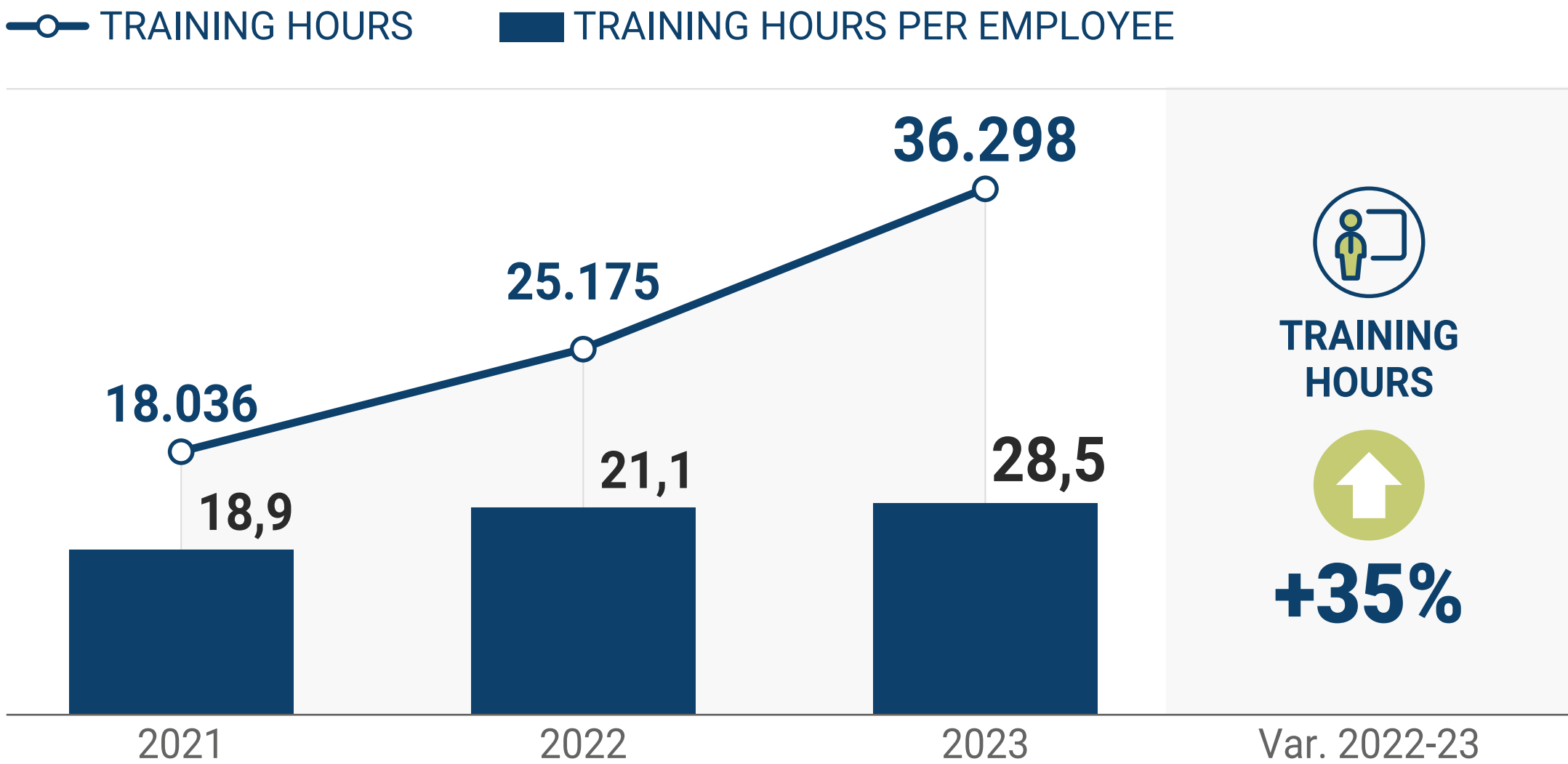
"You are our most valuable asset. That is why we continuously strive to improve working conditions and quality of life and to achieve the right level of protection for our employees, as well as to prevent property damage and reduce absenteeism."

2023 Milestones
Our people

PROFESSIONAL DEVELOPMENT

At Ufinet we want to support our employees in their professional development within the company, through **different training programs**, to develop their skills and competencies and with the objective of creating long-term value for both the company and its employees.

TRAINING



This commitment to development has led to a 35% increase in training hours per person compared to 2022.




2023 Milestones
Our people

EMPLOYEE SATISFACTION

Using the eNPS (Employee Net Promoter Score) tool to evaluate employee satisfaction, we continue to improve the overall rating year after year.

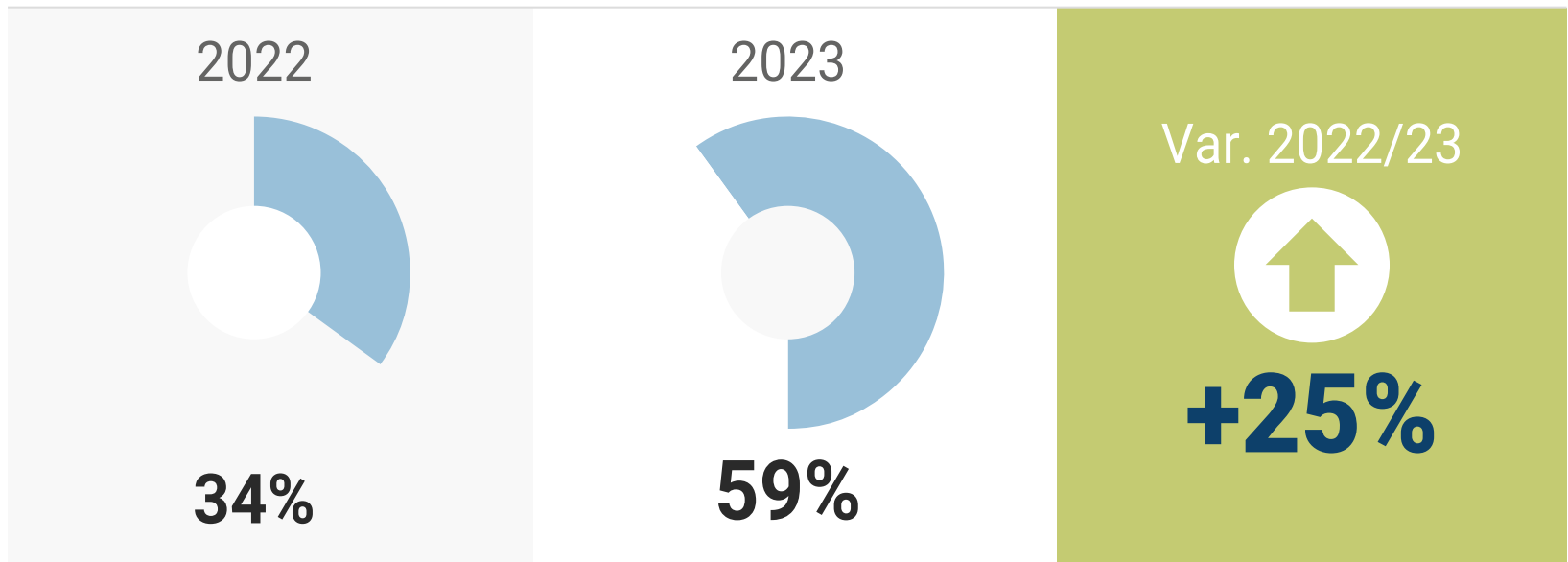
eNPS RESULTS

ANNUAL SCORE

2022	2023	Var. 2022/23
57 pts.	64 pts.	+7 pts. 



AVERAGE PARTICIPATION RATE



The items in which the most significant increases in scores were recorded were:

- Personal and professional growth.
- Work environment.



2023 Milestones

Our community



At Ufinet, we focus on leveraging innovation to benefit not only our business, but also the communities we serve. Through active engagement and collaboration, we strive to build a more connected, sustainable and prosperous society.

In this sense, we work every day to continue to expand our network and contribute, through connectivity, to closing the digital divide in Latin America:

RED

KM OF NETWORK INSTALLED

2021	2022	2023	Var. 2022/23
88.860	100.653	107.964	+7%

FTTH - HOMES PASSED

Var. 2022/23

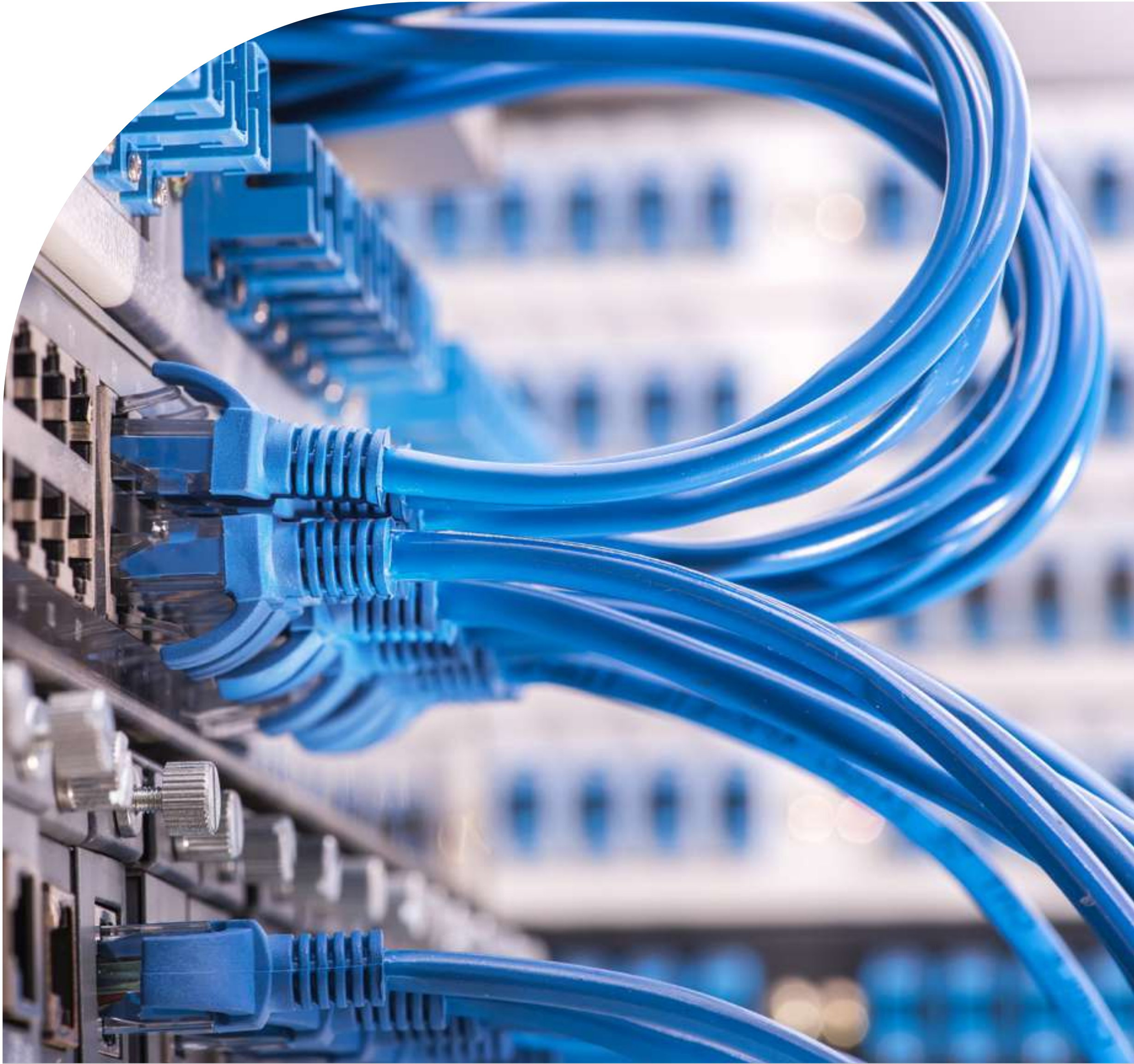
+30%

FTTH - CONNECTED HOMES

Var. 2022/23

+81%

FTTH = Fibre-To-The-Home



2023 Milestones
Our community

Our impact on the local communities in which we operate goes further, thanks to our commitment to a proactive contribution through:



Annual volunteer programs

Through the volunteer program we have the opportunity to integrate Ufinet employees in contributing to different social responsibility initiatives.



Social responsibility activities during the company's annual conferences

On the occasion of the annual Country Days, we like to incorporate different environmental and social activities as a way to materialize our values, strengthen our commitment to the community and teamwork.



Partnership with GBM in Costa Rica in the Technical Program for the digital inclusion of young talent in vulnerable areas

From Ufinet Costa Rica and hand in hand with GBM we have had the opportunity to participate in the Digital Inclusion Technical Program aimed at training young people from vulnerable areas, with the aim of reducing the digital divide and promoting the participation of women in STEM areas.

We are committed to continuing this partnership for the expansion of the project through 2024.

2023 Milestones
Environment



ENERGY AND CLIMATE CHANGE

We continue to work on the transition to renewable energy sources with a greater emphasis on reducing energy consumption in data centers, network operations and office spaces, taking advantage of technological advances.

As can be seen, Ufinet's energy intensity has decreased in 2023 compared to 2022. This indicates that energy consumption has become more efficient as the company's activity has increased.

In this line, the following projects have been carried out:

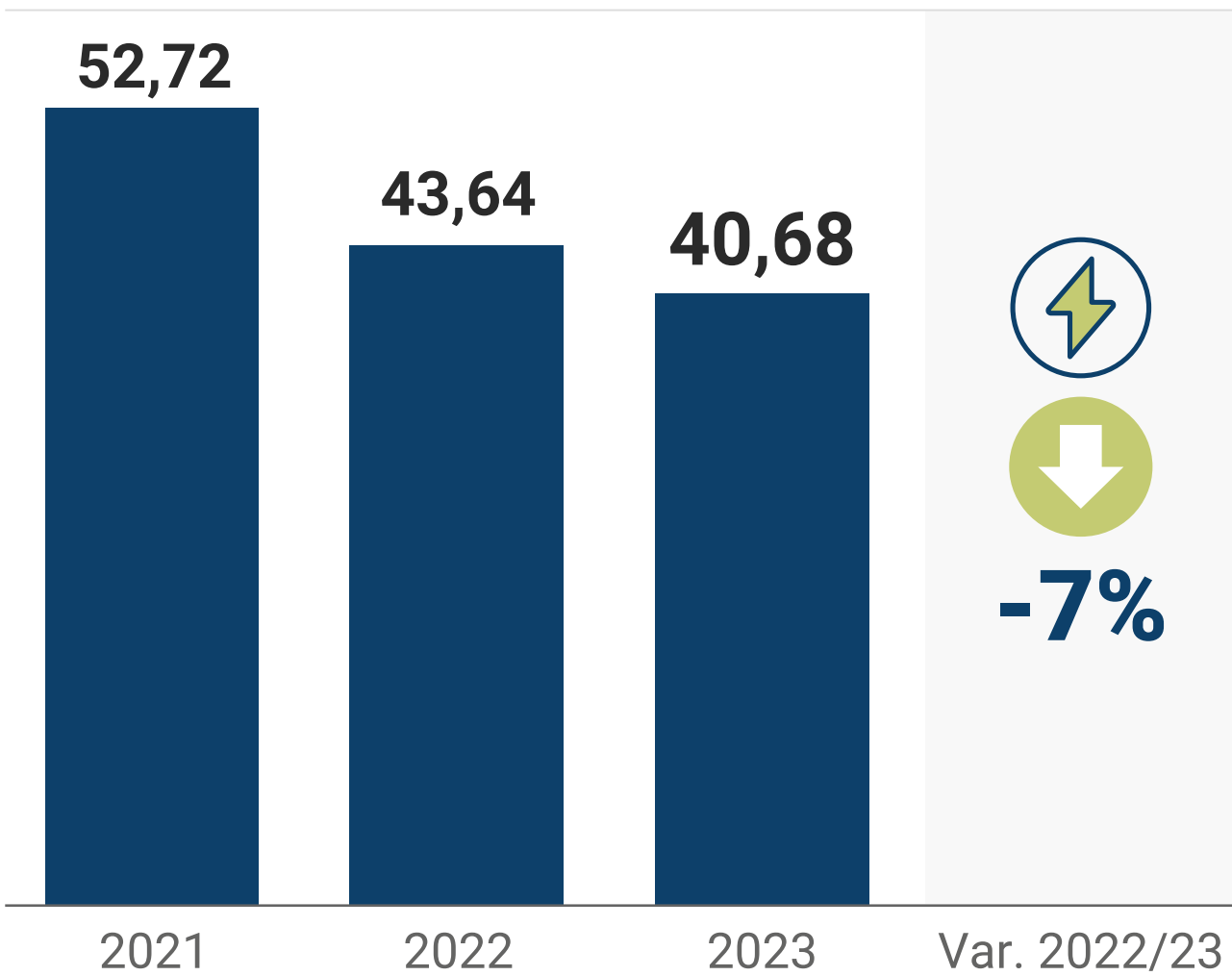
- **Installation of solar panels.**
During 2023, solar panels have been installed in Nicaragua, Honduras and El Salvador, which together have generated more than 10,000 KWh of energy for the self-consumption of 3 nodes. In 2024 we will continue to expand this project, doubling the generation of solar energy through our panels. In all, through our efforts to combat climate change, we aim to continue implementing and expanding carbon-friendly practices to better our alignment with global climate action goals.

In addition to the progressive transition to renewable energy sources, the following specific projects have been carried out to reduce the company's carbon emissions:

- **Incorporation of a leading carbon accounting platform for measuring and reporting carbon emissions with greater accuracy, transparency and control.**
- **Awareness campaigns for Ufinet personnel through the internal Newsletter.**

ENERGY

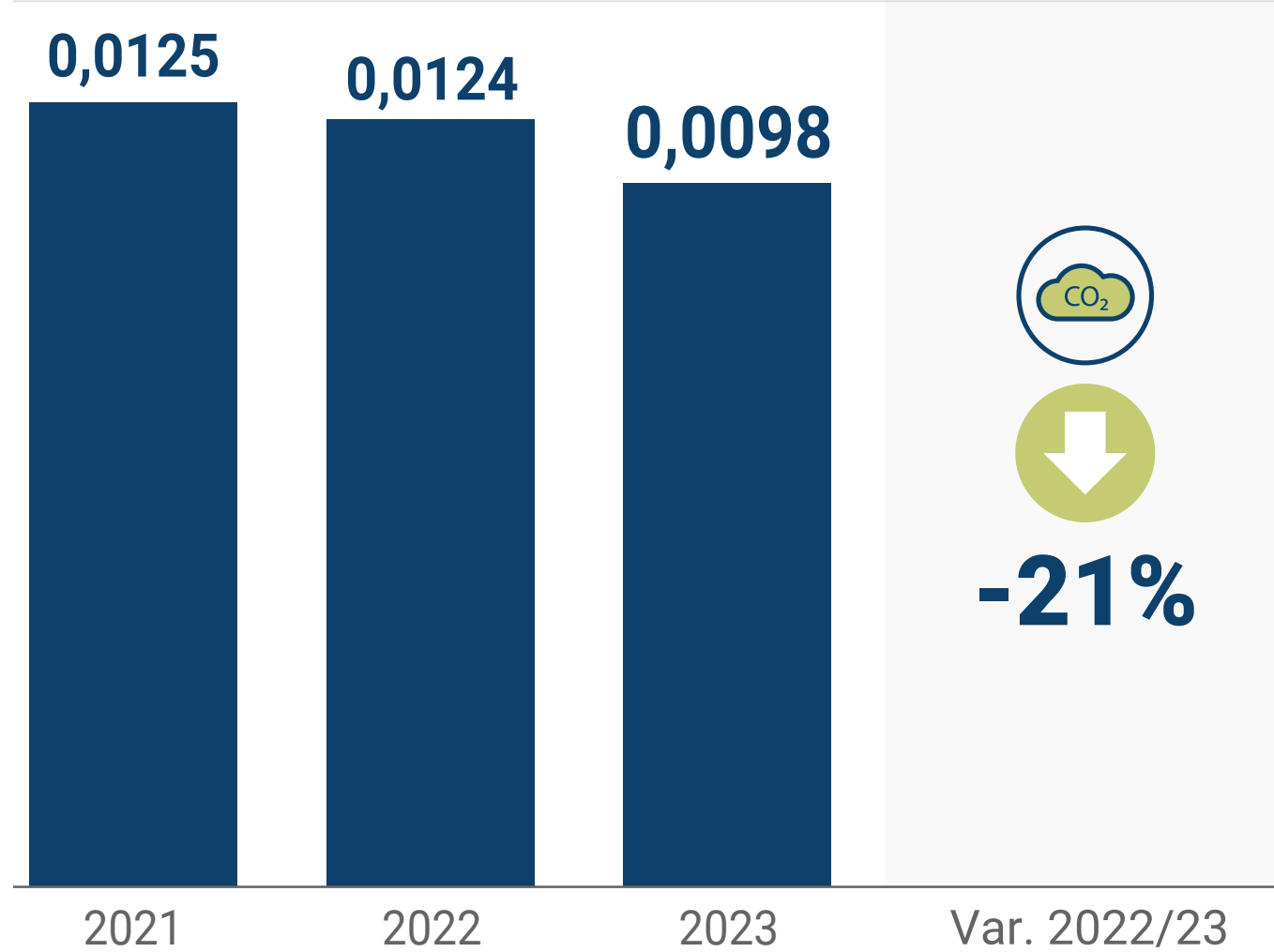
ENERGY INTENSITY (kWh / net revenue):



As can be seen, Ufinet's energy intensity has decreased in 2023 compared to 2022. This indicates that energy consumption has become more efficient as the company's activity has increased.

CARBON FOOTPRINT

GHG EMISSIONS INTENSITY (total TnCO2e / net revenue)



(*) Scope 2 (market-based) and Scope 3 category 6 have been included in the calculation of the total emissions. We are working on the calculation of Scope 1, which will be included in future reports.
(**) For the calculation of 2023 emissions, the IAE 2018-2022 emission factors were updated, which resulted in a decrease in total emissions derived from the reduction of the emission factors themselves.

2023 Milestones
Environment

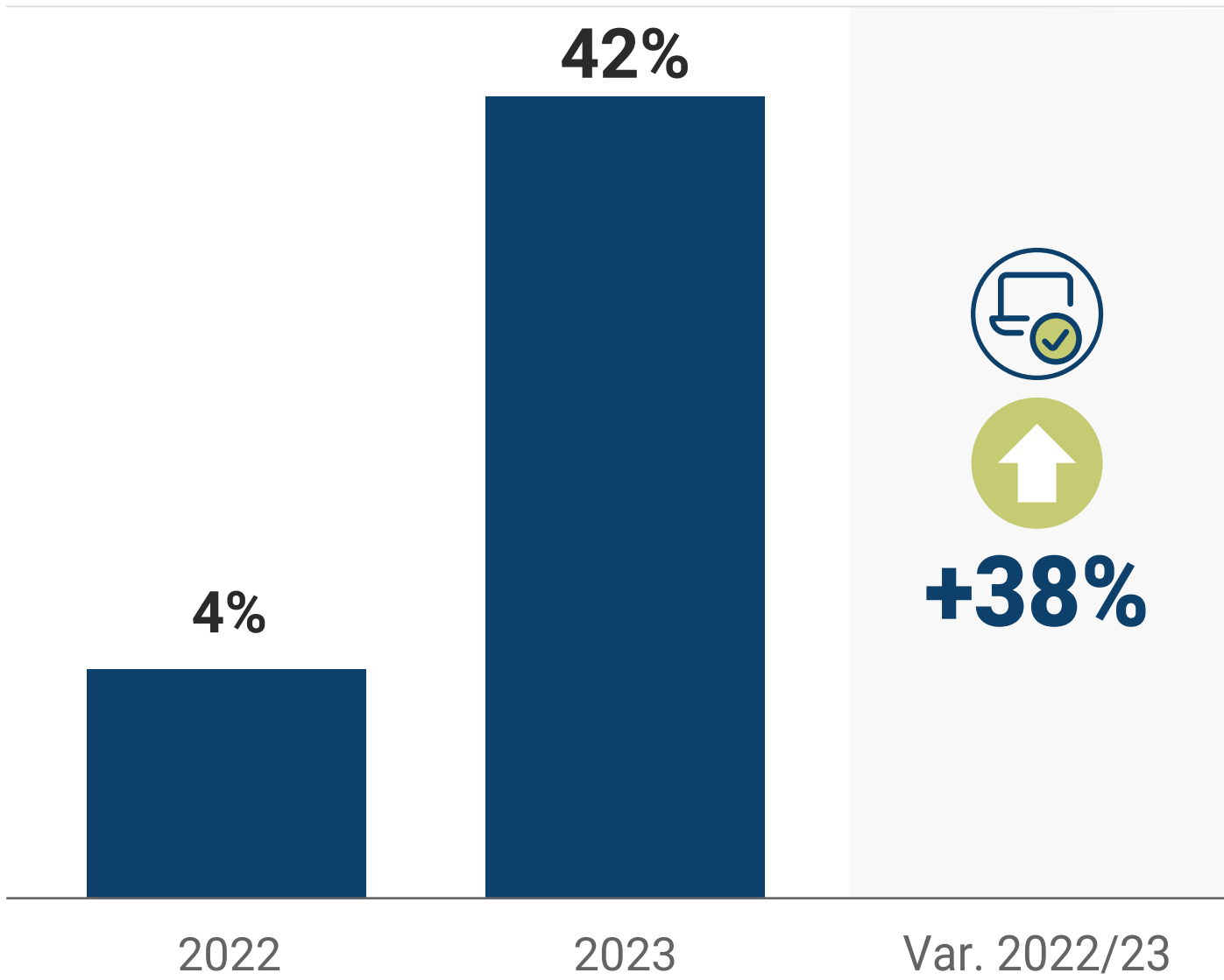
CIRCULAR ECONOMY

We focus on recycling and reusing telecommunications equipment to minimize waste and adopt the principles of the circular economy.

The main waste minimization actions include:

- Recovery of CPE equipment for reuse:

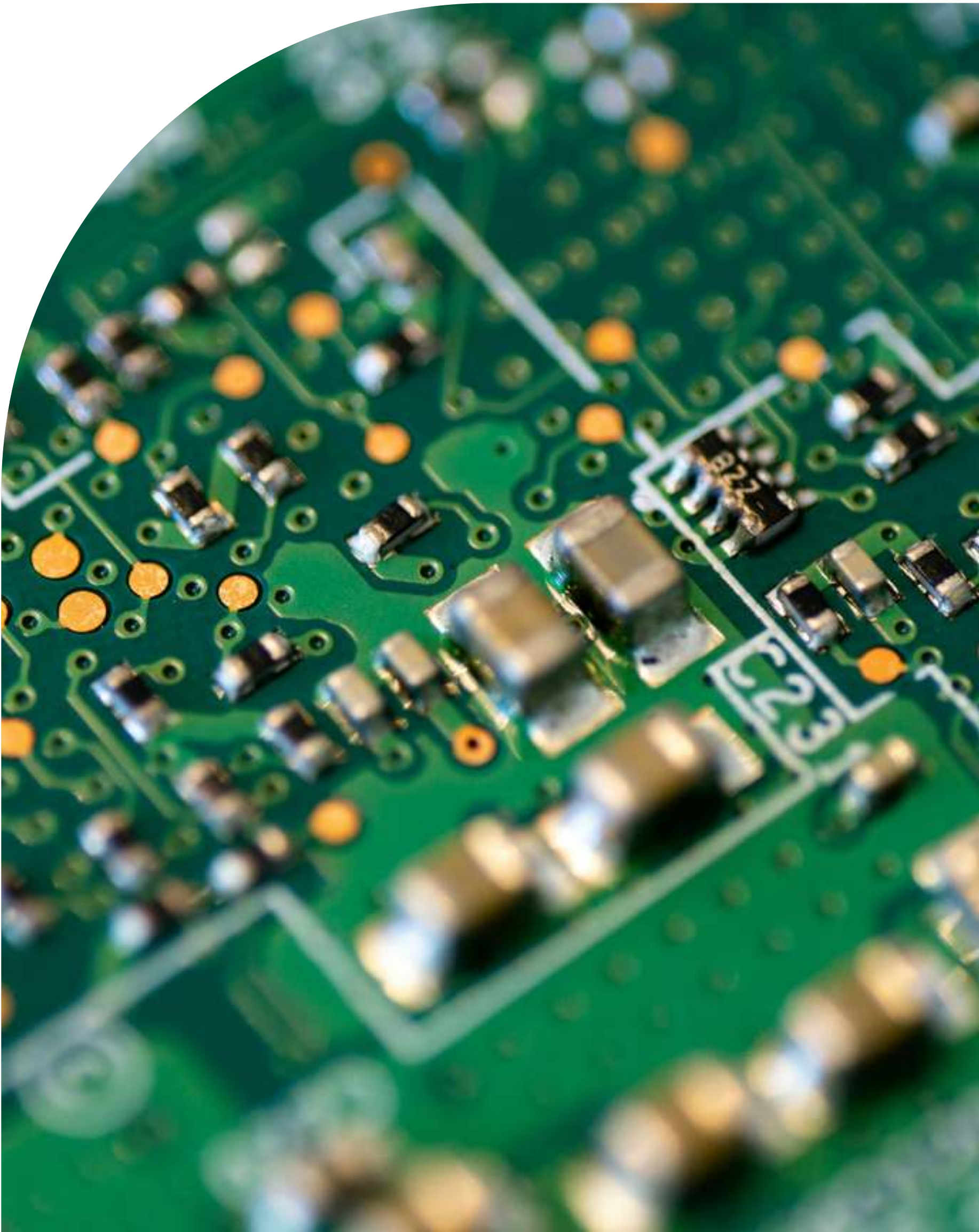
RECOVERED EQUIPMENT



- Use of Optical ByPass, which enables the connection of new services using existing services, allowing the use of existing means and materials in a more efficient manner.

**This solution
saved 3,148 km
of fiber by 2023**

In these projects to promote the circular economy and responsibility in waste management, a we work on **leveraging our value chain**, transmitting and promoting these actions to suppliers and customers.










FUTURE VISION

Future

Vision

As we move forward, Ufinet remains committed to producing annual Sustainability Reports that transparently disclose our performance and progress, demonstrating our ongoing commitment to creating a positive impact for our environment, people and communities.

The main areas of work in the short term include:

-  Ufinet Materiality Assessment Update, to help prepare for CSRD reporting.
-  Establishment of a sustainability roadmap to optimize Ufinet's strategy and actions.
-  Implementation of an internal control system to improve the collection of information on sustainability.
-  Decision-making based on key indicators to optimize sustainability efforts.
-  Better alignment with international reporting frameworks and standards.
-  Continue working to improve our performance in energy efficiency, carbon emissions reduction, waste management and contribution to the circular economy.
-  Continue volunteer programs and partnerships in social responsibility projects.



"We work together to build a better, stronger and lasting company for future generations" - Code of Conduct.

In Conclusion

This sustainability report highlights the efforts and achievements made during 2023. However, the journey towards excellence is ongoing and requires constant and collaborative engagement. Looking ahead, we will continue to work to address our current challenges and further integrate sustainability principles into all of our activities.

2023

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SUSTAINABILITY

REPORT

ufinet