

2024

SUSTAINABILITY

REPORT

u finet

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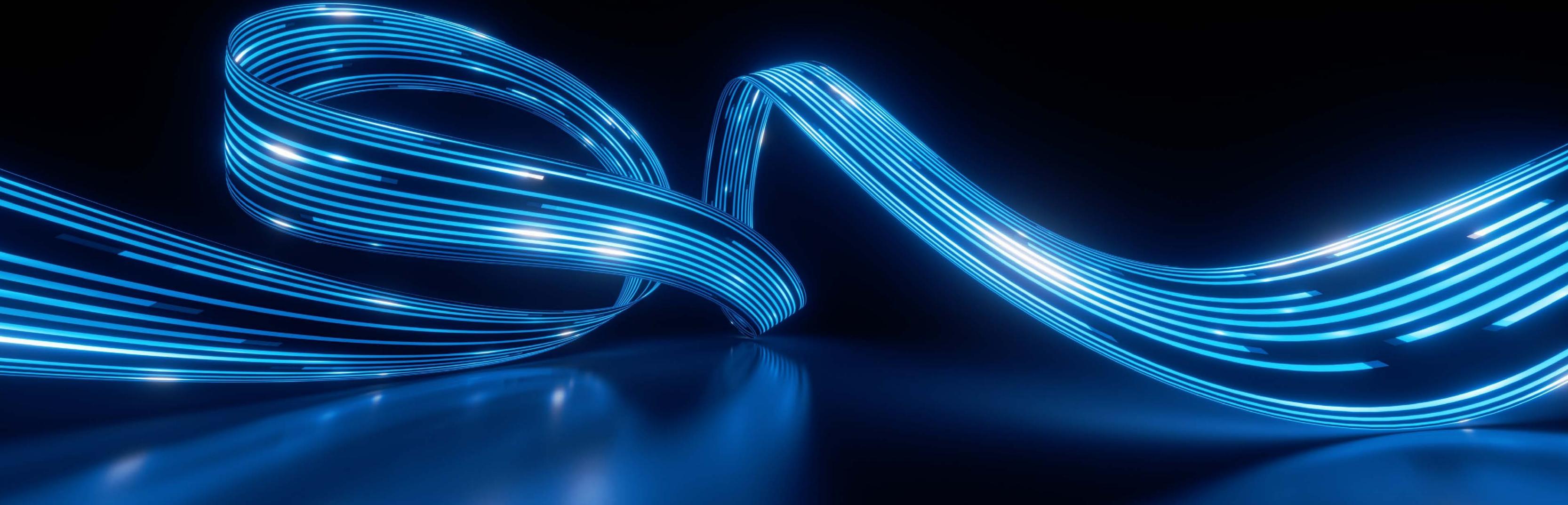
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INTRODUCTION





About this Report

This year has been a year of consolidation for our sustainability strategy, marking a clear step forward in our progress in this area. The integration of sustainable practices, considering the expectations of our partners, collaborators, and communities, aims to create long-term value.

The sustainability efforts undertaken in 2024 have helped solidify key pillars of our strategy, deepening our understanding of the broader context and reinforcing our commitment to responsible management.

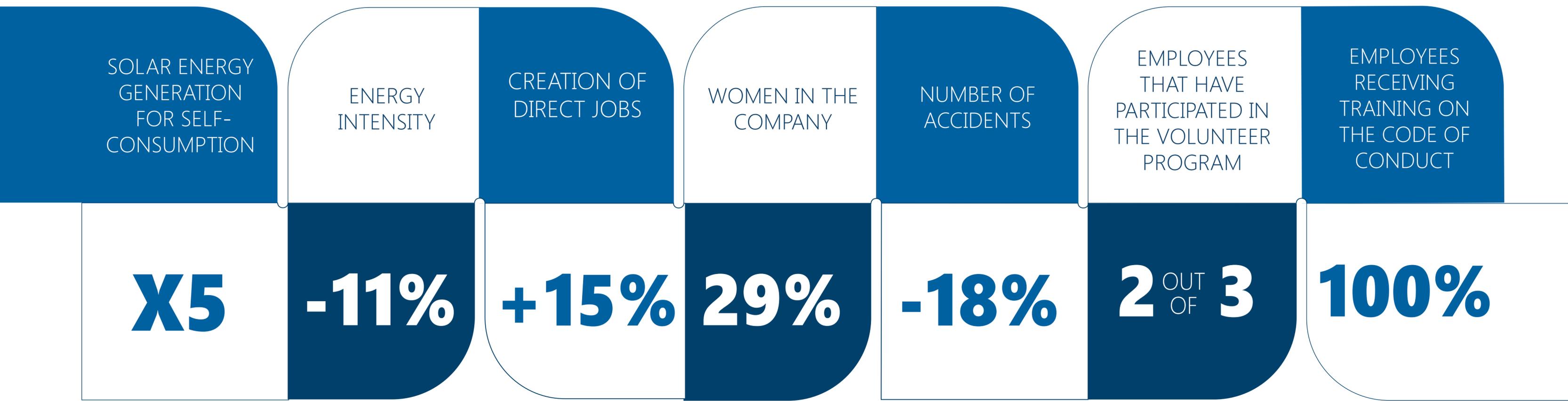
The following pages reflect the main milestones of governance, environment and social achievements reached during this year. We invite, therefore, all our stakeholders, to discover our advances, challenges and achievements.



Your gateway to Latin America
Ufinet is an infrastructure operator in the wholesale telecommunications market. We offer connectivity services through a fiber optic network and data centers that connect Latin America and the United States.

About this
Report

Sustainability highlights 2024



About Us

YOUR GATEWAY TO LATIN AMERICA
We strive to provide our customers with **agile and secure connectivity**.

MAIN AWARDS AND CERTIFICATIONS

CAPACITY AWARDS



NaaS AWARDS



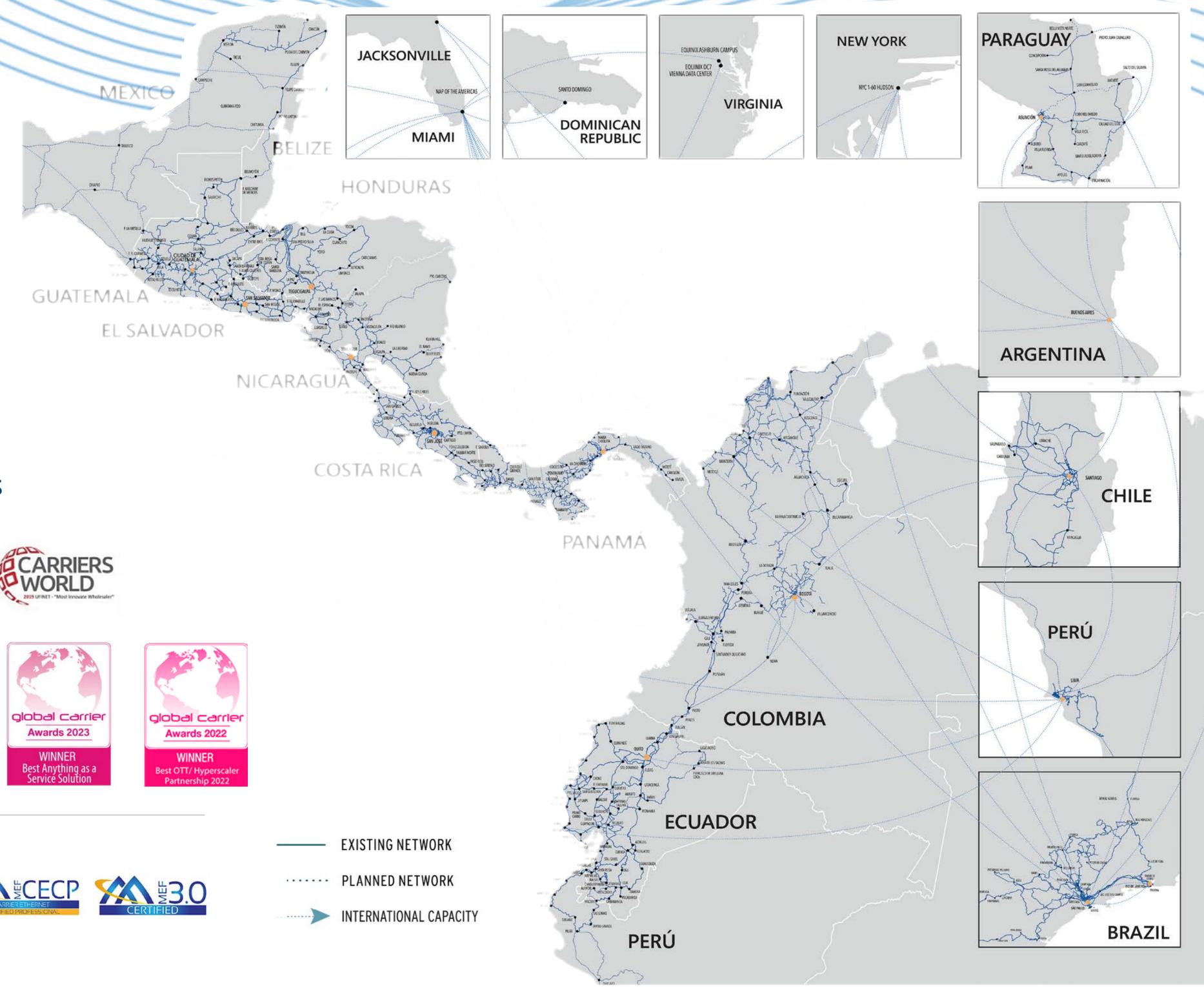
OTHER AWARDS



Certifications



- EXISTING NETWORK
- PLANNED NETWORK
- INTERNATIONAL CAPACITY



About
Us

TOTAL
WARRANTY

CARRIER
-CLASS
NETWORK

COMPLETE
SOLUTION

**ONE-
STOP**
SHOP

INNOVATION

FOCUSED ON
CUSTOMERS

**QUALITY AND
COMMITMENT**

WIDE
CAPILLARITY

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

About **Us**

The digital transition, facilitated by telecommunication networks, is a key element for sustainable development, minimizing environmental impact through digitization, promoting efficiency in production processes, and enabling global communications, helping to close the digital gap.

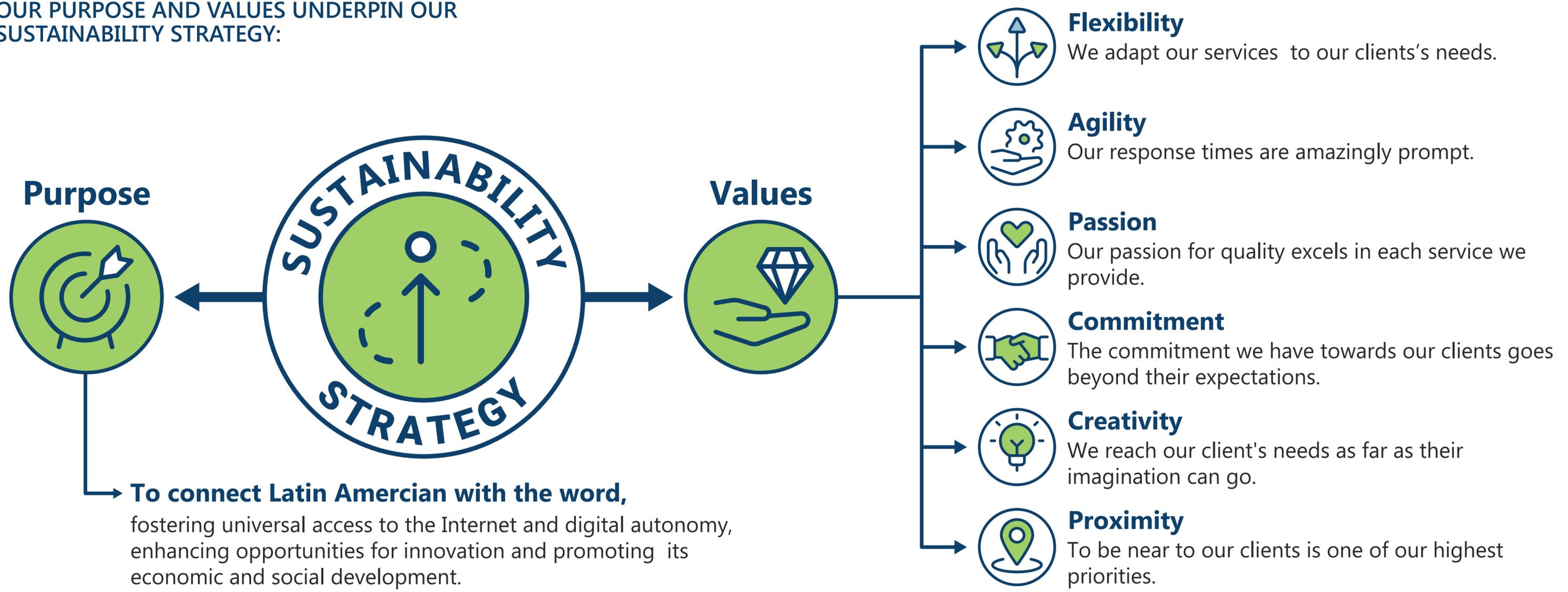
POLICY OF SUSTAINABILITY

"We believe that it is impossible to separate Ufinet from the environment in which it operates, and that issues related to sustainability are deeply connected to Ufinet's responsibility and its interest in generating long-term value."



About Us

OUR PURPOSE AND VALUES UNDERPIN OUR SUSTAINABILITY STRATEGY:



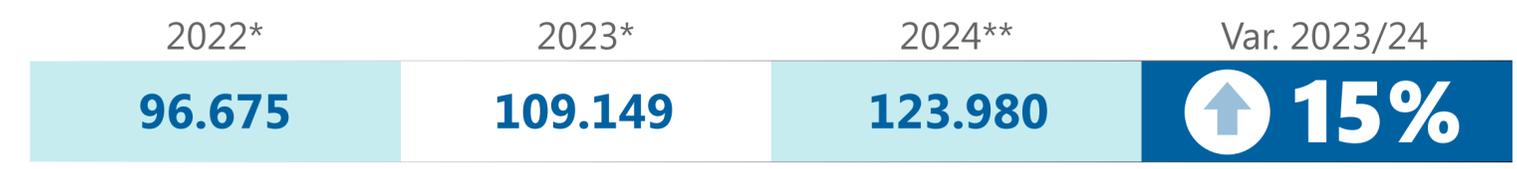
About Us

OUR NUMBERS

With the aim of fulfilling our mission, we work every day to continue growing.

The constant expansion and diversification in technologies and new markets motivates us to extend our presence throughout Latin America. Through active commitment, we seek to contribute to a more connected, sustainable, and prosperous society.

KM OF FIBER DEPLOYED



CITIES CONNECTED 2024



TOTAL SERVICES



(*) The data for 2022 and 2023 have been updated with respect to the data published in the 2023 Sustainability Report.
(**) The data for 2024 has been updated as of April 2025.



Ufinet Letter



"Sustainability, as we understand it at Ufinet, is a key element in addressing the global challenges of our time. In this report, we reaffirm our commitment to transparency, reflecting the actions taken during 2024 to continue integrating sustainable criteria into our operations.

Throughout 2024, we have worked to integrate sustainability issues into our activities, with a clear focus on creating value for customers and employees and building a positive legacy for all.

Among the most significant advances, we highlight the **consolidation of our sustainability strategy**, centered around the Double Materiality Assessment and with a clear path set out in our Sustainability Plan.

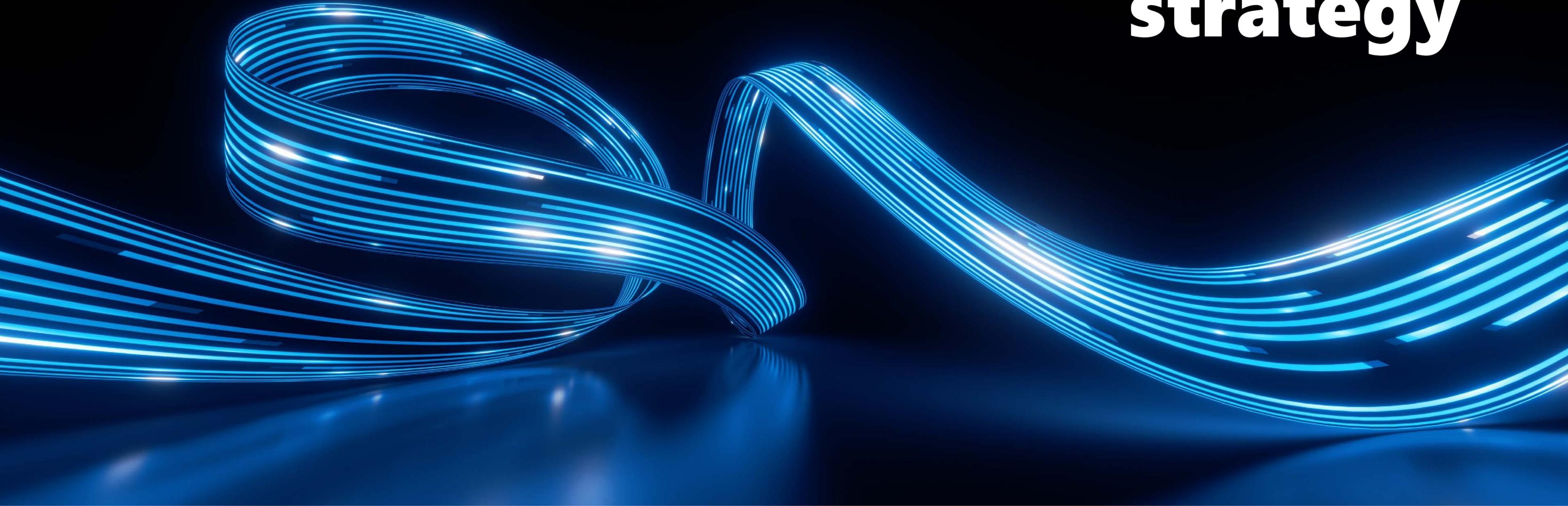
Environmentally, it has been a year in which we have committed to **increasing investment in solar projects** that contribute to mitigating one of the major global environmental challenges, while improving our ability to continue operations in remote locations. In terms of social responsibility, we have always placed special importance on social responsibility actions, but 2024 stands out for the participation and involvement of everyone at Ufinet in these actions, reaching **exceptional participation rates**.

Looking ahead, we will continue to move forward with responsibility and determination, strengthening our actions and directing our efforts toward more sustainable development that generates a positive and shared impact for people and the environment.



Javier Lacasa
Executive President of UFINET

Sustainability strategy



Sustainability strategy

In line with our goal of building a more connected society, we believe that sustainability must be viewed from a comprehensive perspective that encompasses environmental, social, and governance elements.

By addressing a wide range of issues, such as reducing greenhouse gas emissions, conserving natural resources, creating a solid governance model, and creating a work environment that respects human rights, this vision of sustainability ultimately aims to create long-term value for Ufinet and the environment in which it operates.



Sustainability strategy

DOUBLE MATERIALITY ASSESSMENT

In 2024, we updated our Double Materiality Assessment by incorporating both impact materiality and financial materiality perspectives, aligning with the methodology established by the European Financial Reporting Advisory Group (EFRAG).

MATERIALITY MATRIX



- Environmental
- Social
- Government
- Others

Sustainability strategy

PLAN OF SUSTAINABILITY

During 2024, the 2024-26 Sustainability Plan was approved as the central pillar of the sustainability strategy.

Through the Plan, which acts as our roadmap for sustainability, we have defined the main projects and metrics, incorporating sustainability principles into our activities and culture.

SUSTAINABILITY PLAN 2024-2026.

The Plan is structured around the following strategic lines:



Protect the **environment**.



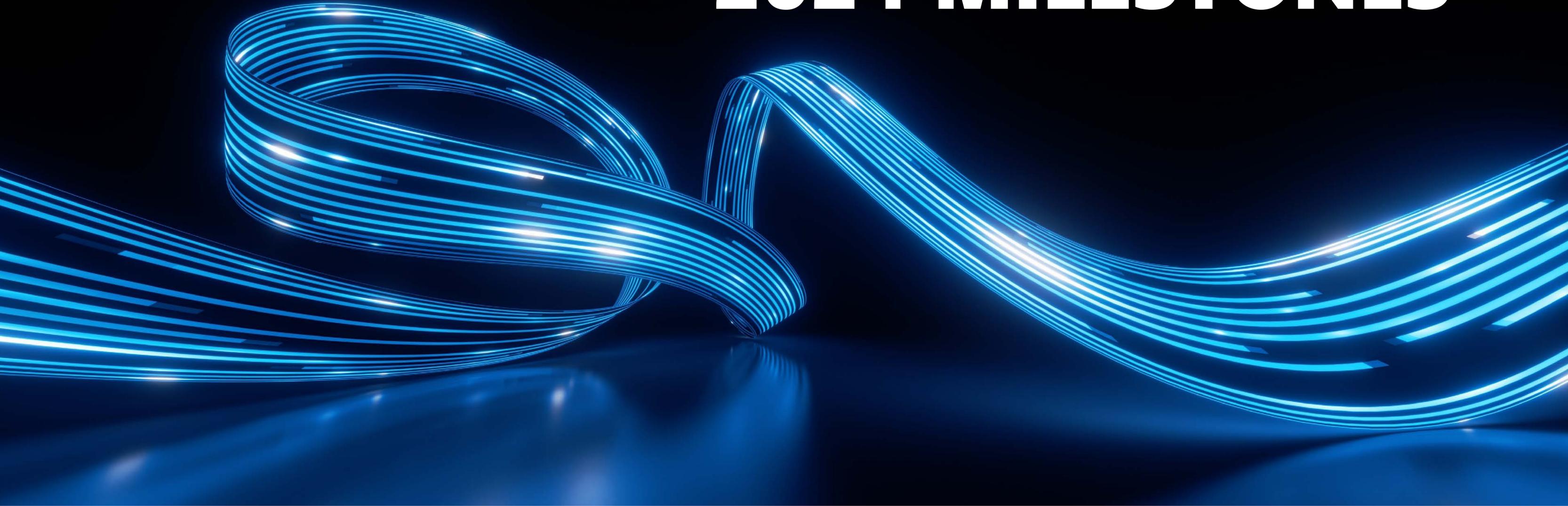
Promoting the **development of our employees and the communities** where we operate.



Establish monitoring mechanisms to ensure ESG compliance and **strengthen our governance model**.

Through this Plan, which is our main sustainability management framework, internal systems are structured to improve sustainability performance in the coming years.

2024 MILESTONES





2024 Milestones

Governance

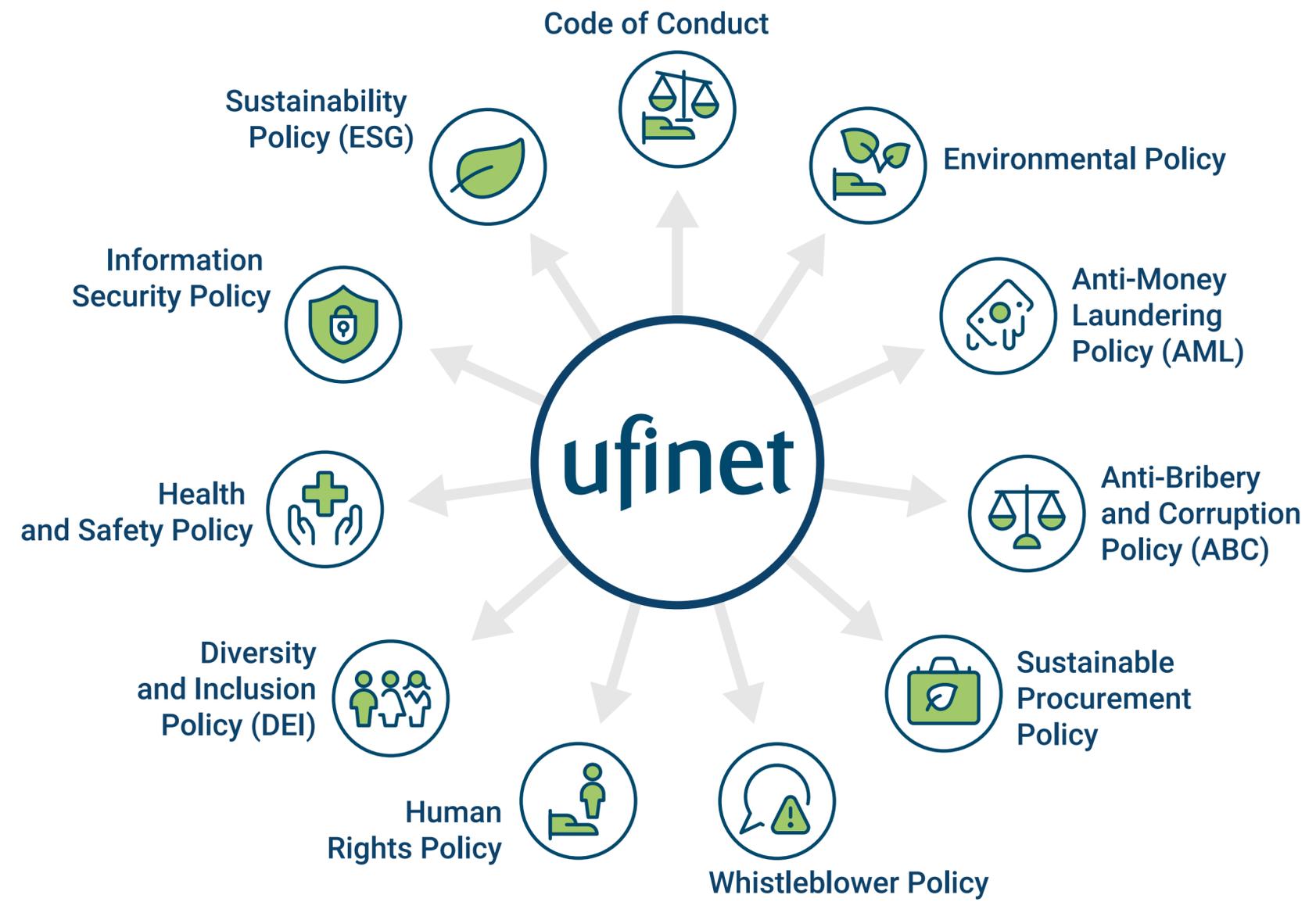
One of the fundamental pillars for Ufinet is good governance.

Our goal is to foster a corporate culture aligned with the principles of transparency and accountability. To this end, we continue to work on implementing mechanisms that promote good practices in the areas of regulatory compliance, ethics and information security in our own operations and those of our business partners.

- **During 2024, the first exercise to collect sustainability information from our suppliers has been carried out.**

In this line, **100% of our employees receive training** on existing policies as well as the Code of Conduct.

- **During 2024, the Information Security Policy was added to the internal regulatory framework.**



2024 Milestones

Governance

CYBERSECURITY

During this period, we have significantly strengthened our cybersecurity capabilities, with significant investments and the support of leading global strategic partners. These actions allow us to guarantee data protection, ensure operational continuity and offer greater confidence to all our stakeholders.

- A Security Regulatory Body has been established, consisting of a Security Policy aligned with the ISO 27001 standard, as well as a series of associated standards, which help to establish more robust security controls.
- An employee awareness and training program has been established based on periodic information pills. In addition, the level of user awareness is measured by means of phishing exercises.
- Cybersecurity Plan to strengthen all aspects of the company's information security.

"Information is not only critical to the success of the organization, but strategic to its long-term sustainability"



2024 Milestones

Governance

TRANSPARENCY AND ACCOUNTABILITY

During 2024, in order to strengthen our corporate governance, we have incorporated a specialized sustainability reporting platform, implementing a sustainability information control system aligned with the European Sustainability Reporting Standards (ESRS).

WhistleB[®] By NAVEX As part of Ufinet's commitment With the creation of a culture of transparency and integrity, we have incorporated an anonymous whistleblowing channel, available to interested parties, which seeks to ensure that anyone can report irregularities in a secure manner.

Additionally, we have a Business Integrity Committee (BIC) to address any issues received through the available channels.

BIC communication channels:

 bic@ufinet.com

 **Business Integrity Committee**
Paseo de la Castellana 47, 1º, Madrid, Spain





2024 Milestones

Environment

ENERGY AND CLIMATE CHANGE

Energy consumption, which is directly linked to Greenhouse Gas (GHG) emissions, is a key element of Ufinet's environmental sustainability. Energy efficiency and conversion to renewable energy sources have therefore become fundamental pillars of our environmental strategy.

DIRECT EMISSIONS AND EMISSIONS FROM ENERGY CONSUMPTION

Scope 1 (tnCO2e)	963,83
Scope 2 (tnCO2e)	4.986,65
Total Scope 1 y 2	5.950,47
INDIRECT EMISSIONS	
Scope 3* (tnCO2e)	26.311,40

During 2022 and 2023 we began to closely measure the energy consumption of our operations, which has allowed us in 2024:



Refine our Carbon Footprint measurement, expanding the calculation for scope 3.



Explore projects for transitioning to renewable sources for major consumption points.



Increase self-generated energy from renewable sources: during 2024 we continued to increase the number of solar panels installed at nodes. At the end of the year, we had nodes in 6 countries.



(*) Categories 1, 3 y 6

2024 Milestone

Environment

ENERGY TRANSITION

In 2023 we had panels installed at nodes in Nicaragua, El Salvador and Honduras.

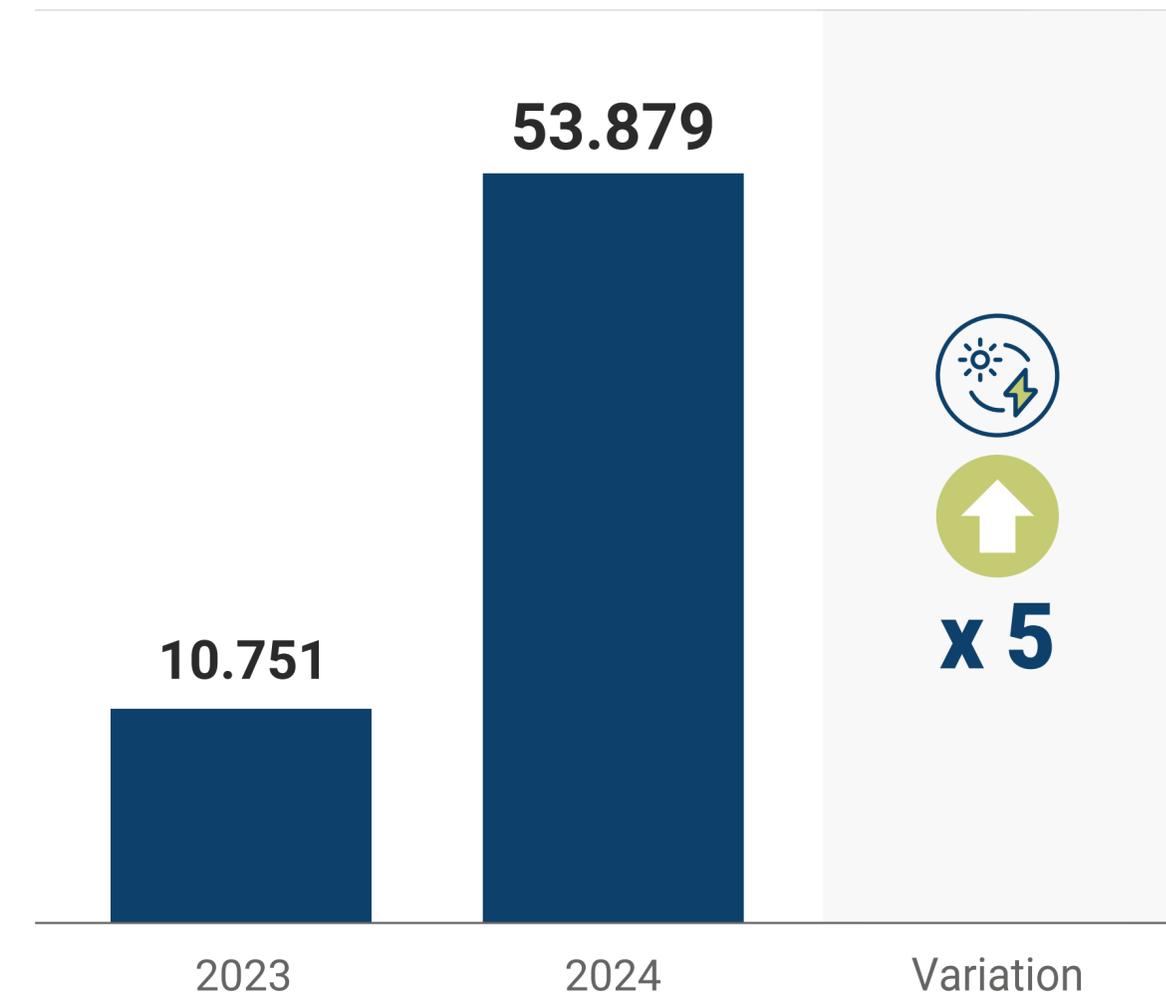
By the end of 2024 we have panels in Colombia, Nicaragua, El Salvador, Panama, Honduras and Costa Rica.

The autonomy provided by self-generation of energy, together with the sustainable component of renewable energy generation, are two key elements that we incorporated during 2023 and 2024 and that we will continue to work on during future fiscal years.

During 2025 we will continue to expand this project, with approved projects that will increase the number of nodes with self-supply through panels.

2% of our nodes have solar panels for self-generation of solar energy

SOLAR PANELS ENERGY GENERATION (kWh)



The generation of energy through our solar panels has multiplied by 5 in the last year.

2024 Milestones Environment

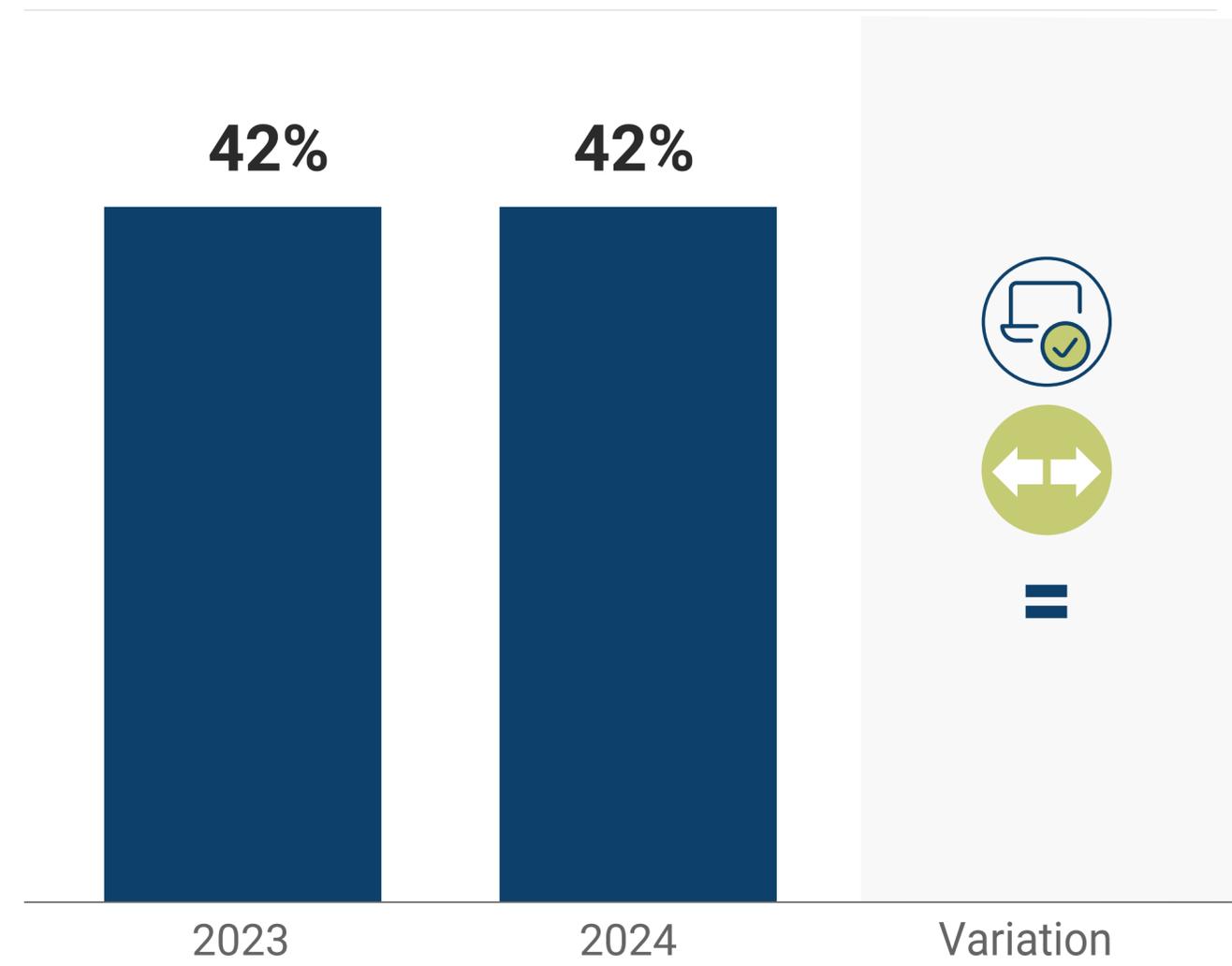
CIRCULAR ECONOMY

During 2024 we have focused on the incorporation of circular economy practices in the management of our waste.

Aware of the environmental impact of this type of waste, which is common in the telecommunications sector, in addition to improving the traceability of such waste, we have approved and begun to implement a hazardous waste management strategy that will allow us to mitigate the environmental impact we have in this area.

Furthermore, in line with what we have already been working on during 2022 and 2023, we have continued to prioritize the reuse of our resources, considering the diversion of waste from disposal at source as one of the key elements for incorporating the principles of the circular economy into our operations.

RECOVERED CPEs



>15 tons
of waist recycled in 2024



2024 Milestones

Our people

At Ufinet, our commitment to sustainable development and the well-being of our employees and communities has been reflected in several key initiatives throughout 2024. This report reflects the main advances in strategic areas such as **diversity, professional development, employee satisfaction, and our contribution to the community.**

We have strengthened our **Diversity and Inclusion** policies, promoting an equitable and respectful environment. At the same time, we continue to promote the **professional growth** of our talent through training and development programs. The **eNPS** measurement has allowed us to evaluate the experience of our employees and to continue improving our work environment.

Finally, through our **social responsibility** actions, we have strengthened our presence and support in the communities where we operate, generating a positive impact beyond our own operations.



2024 Milestones

Our people

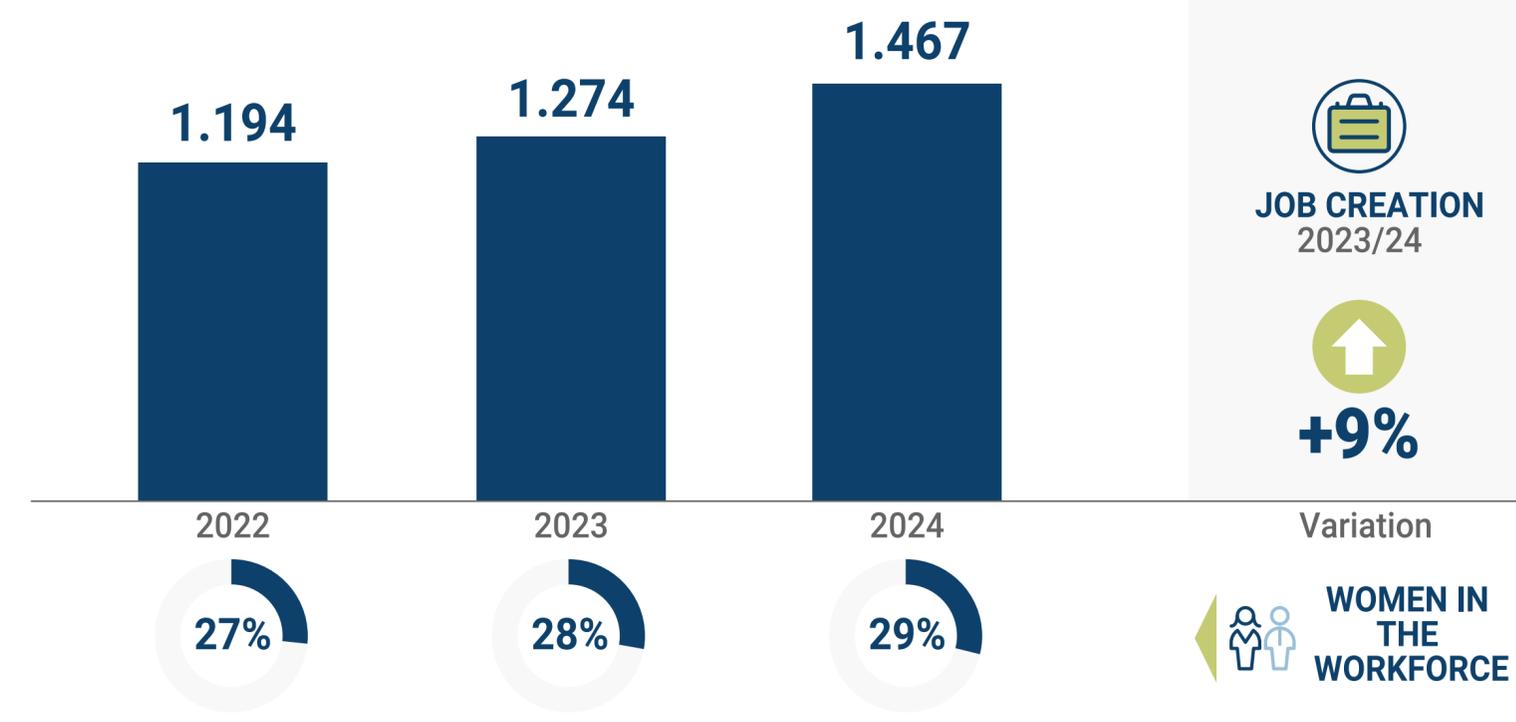
EMPLOYMENT AND DIVERSITY

Ufinet reaffirms its commitment to equal opportunities, promoting an inclusive work environment free of discrimination.

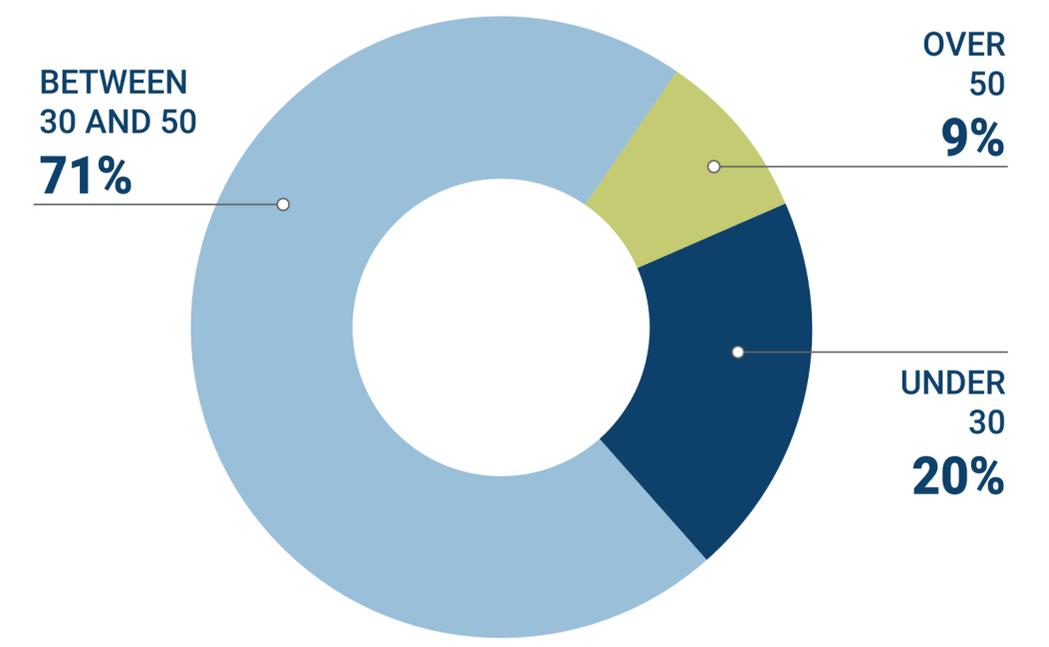
The company's continued growth over the past year has resulted in 9% job creation in 2024 compared to 2023.

29% of our workforce is made up of women, with 33% in Network Engineering and Operations roles.

NUMBER OF PEOPLE



EMPLOYEES BY AGE



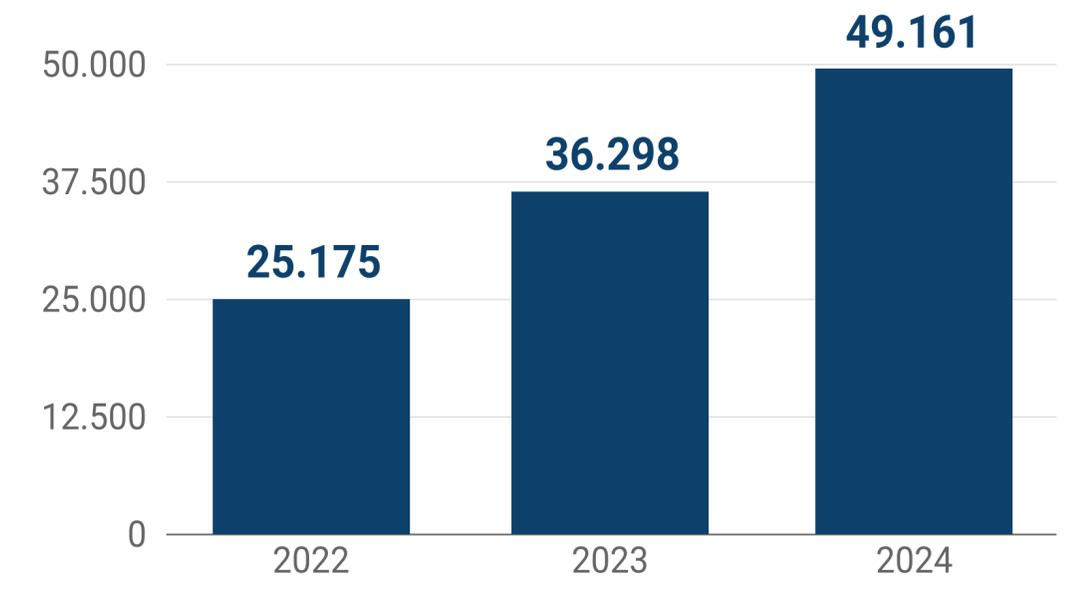
2024 Milestones

Our people

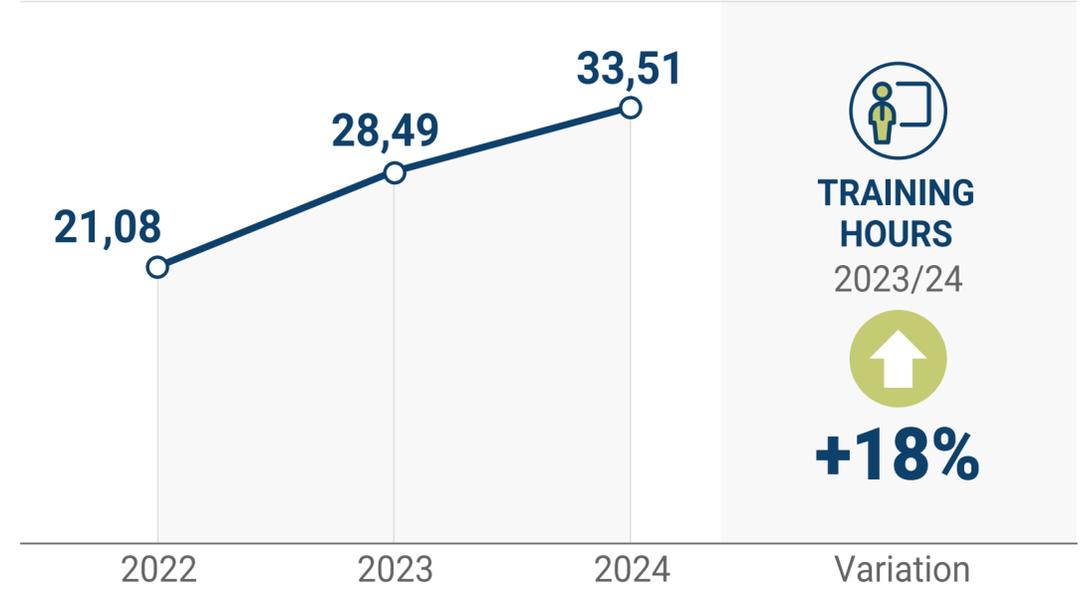
TRAINING AND TALENT

The talent and professional growth of our team are essential elements to drive innovation and the strengthening of Ufinet. For this reason, we offer various training programs designed to strengthen their skills and competencies.

TRAINING HOURS
TOTAL



PER EMPLOYEE



- Our Technical Department received 72% of training hours, highlighting its importance as the technical core of the business.
- 87 training courses were given on new technologies, totaling more than 9,000 hours of training, which represents 18% of the total training hours for the year.

18% increase in hours of training per person

2024 Milestones

Our people

SATISFACTION

In 2024, as in previous years, we conducted the eNPS (Employee Net Promoter Score) Survey to measure the level of satisfaction and commitment of our employees. This tool provided us with key information on the perception of the organizational culture and areas for improvement. The results will allow us to drive strategies to strengthen the sense of belonging and improve our team's experience.

Our eNPS results are well above the industry average*.

e-NPS 2024 results **60**

↑ **15%**

■ In 2024, we increased participation by 15% compared to 2023, which allows us to learn more about the satisfaction of our employees.

69%

■ The majority of employees show a high level of satisfaction and commitment, representing 69% of the company.

Among the aspects most valued by employees are the work environment, teamwork and growth opportunities.

(*) According to Bamboo's "Technology Average eNPS 2023-2024" study, the average is 33 for the technology sector.



2024 Milestones

Our people

OCCUPATIONAL HEALTH AND SAFETY

Ensuring a safe working environment for the entire team is a top priority at Ufinet. Therefore, we implement strict protocols to identify, evaluate, analyze and mitigate the risks associated with our activities, promoting a culture of prevention and well-being that ensures optimal conditions for the development of our talent.

80%

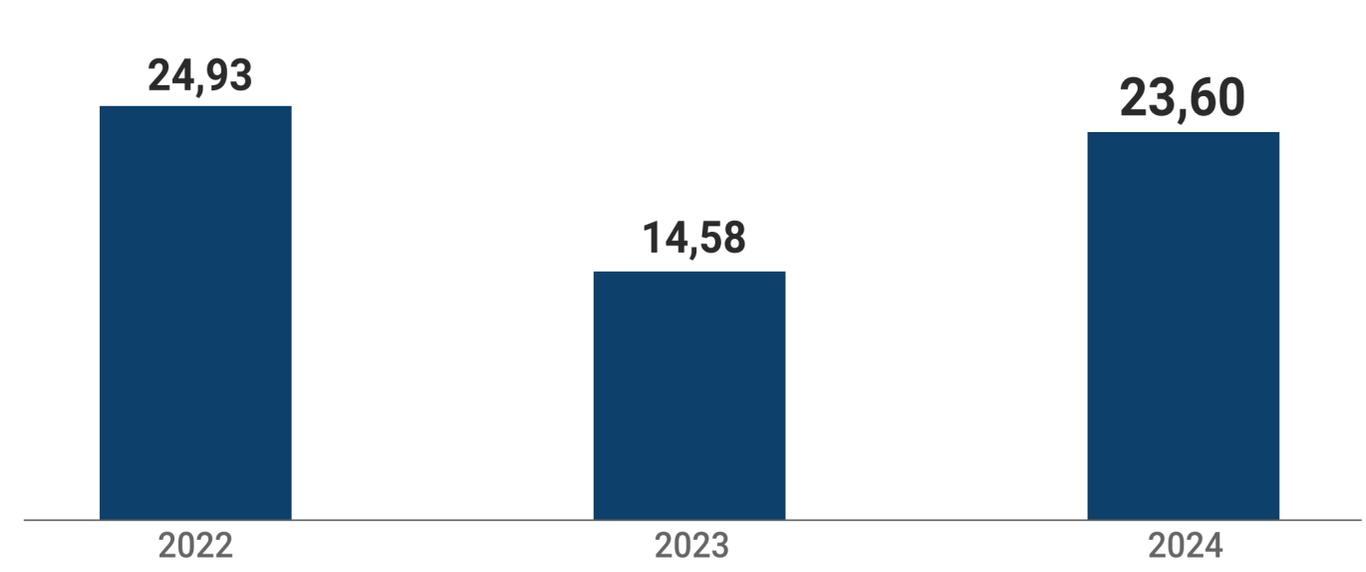
■ **80% of employees** have received occupational health and safety training.

100%

■ **100% of the operating technicians** have been certified in safe work at heights and rescue, reaching a total of **2,000 hours of training**.

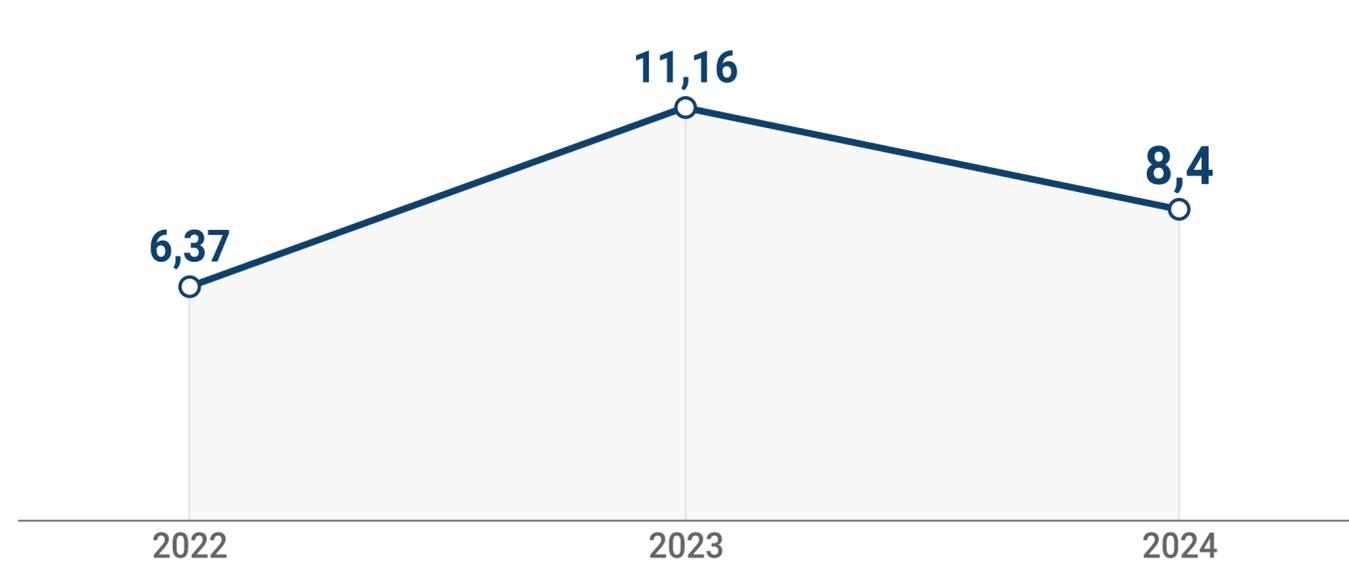
DAYS LOST DUE TO ACCIDENTS

Total days off work / number of significant accidents



INCIDENCE RATE

(no. of significant accidents / total no. of people)*10^3



2024 Milestones

Our people

OCCUPATIONAL HEALTH AND SAFETY

These are our milestones achieved from the Occupational Safety and Health area during 2024.



HEALTH SURVEILLANCE
Surveillance systems were implemented for the planning, execution and evaluation of H&S programs, identifying and monitoring work-related disorders and injuries, as well as absenteeism due to illness.



IDENTIFICATION AND RISK ASSESSMENT
Continuous identification of hazards and threats was promoted, evaluating and assessing risks to determine controls to mitigate hazards and reduce occupational risks



IMPLEMENTATION OF NEW SAFETY STANDARDS
We have updated and strengthened our internal safety policies, aligning them with the implementation of the ISO 45001 standard. The policies include clear guidelines on the use of personal protective equipment (PPE), risk management procedures, and emergency protocols



TRAINING AND CONTINUOUS TRAINING
We have intensified our safety training programs, achieving locally established goals for our employees in occupational health and safety and risk management training.

During 2024, we allocated >14,000 hours of training in Health and Safety.

In 2024, we conducted emergency drills to strengthen our capacity to respond to incidents, reaffirming safety as a priority that will continue in 2025.



2024 Milestones

Our community

In pursuit of our purpose, our activity seeks to expand internet access in Latin America. We work every day to continue expanding our network, striving to build a more connected, sustainable and prosperous society.

Our actions have ranged from recycling programs for technological materials, such as fiber optic cables and obsolete network equipment, to corporate social responsibility (CSR) initiatives, promoting education, environmental responsibility, inclusion and volunteering in each of the countries where we operate.

Each of these initiatives reflects our purpose of generating a positive impact on the environment, consolidating Ufinet as a company committed to the future, sustainable development and the construction of a more equitable and responsible society. We will continue to move in this direction, strengthening our strategies and promoting actions that contribute to a better world.

- **We have developed volunteer activities in all the countries in which we operate.**

2 out of 3 Ufinet employees have participated in our various volunteer activities.



2024 Milestones

Our community

HIGHLIGHTED ACTIONS:

■ CONNECTION IN HONDURAS:

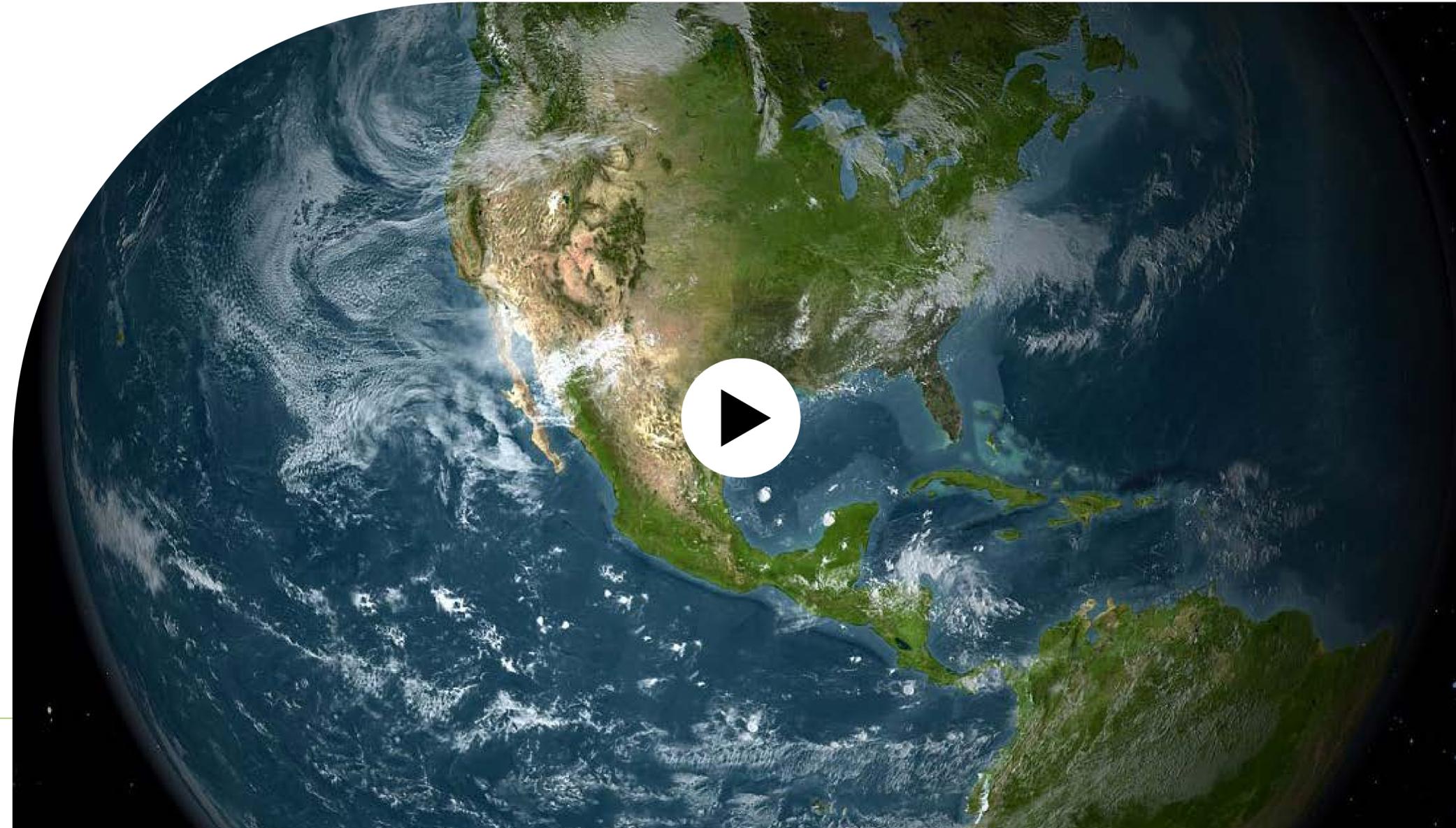
During 2024, hand in hand with ACOES Honduras, we had the opportunity to bring internet to marginalized areas of the country, providing access to this tool to students with whom this organization collaborates.

With this action we have been able to help:

- **245 student homes.**
- **4,446 students in schools where there is connection, through the use of laboratories.**
- **258 people in youth training centers.**

■ Video:

www.youtube.com/watch?v=XOUMqJn9dyA



2024 Milestones

Our community

TECHNICAL PROGRAM IN COSTA RICA

In December 2024, we proudly celebrated the second graduation of GBM's Technical Program for Introduction to Computer Science, of which Ufinet Costa Rica is a key part. On this occasion, three young women successfully completed a comprehensive educational process, combining theory and practice in the fundamentals of technology.

This initiative, framed within our social responsibility strategy, aims to reduce the digital divide and encourage greater female participation in STEM areas, promoting real opportunities for professional development.

We thank our allies: Casa de la Virgen de Sor María Romero, ASOSMAR and GBM, for their commitment and support in the labor insertion of these talented women.

During 2024 we have expanded this program with GBM to Panama.



2024 Milestones

Our community

■ TREE PLANTING IN COLOMBIA

In Colombia, three tree planting volunteer activities were carried out simultaneously on November 24, for the offices in Bogota, Cali and Barranquilla, led by the Tree Network Foundation.

The goal was to contribute to the restoration and conservation of local ecosystems generating environmental awareness among Ufinet collaborators and contributing to the mitigation of climate change, thanks to the role of trees in the capture of carbon dioxide.

- **A total of 156 trees of different species were planted, selected according to the characteristics of each ecosystem, seeking to prioritize native species in order to contribute to the mitigation of climate change, thanks to the role of trees in carbon dioxide capture, soil conservation, and at the same time ensure better tree growth and adaptation to the terrain.**



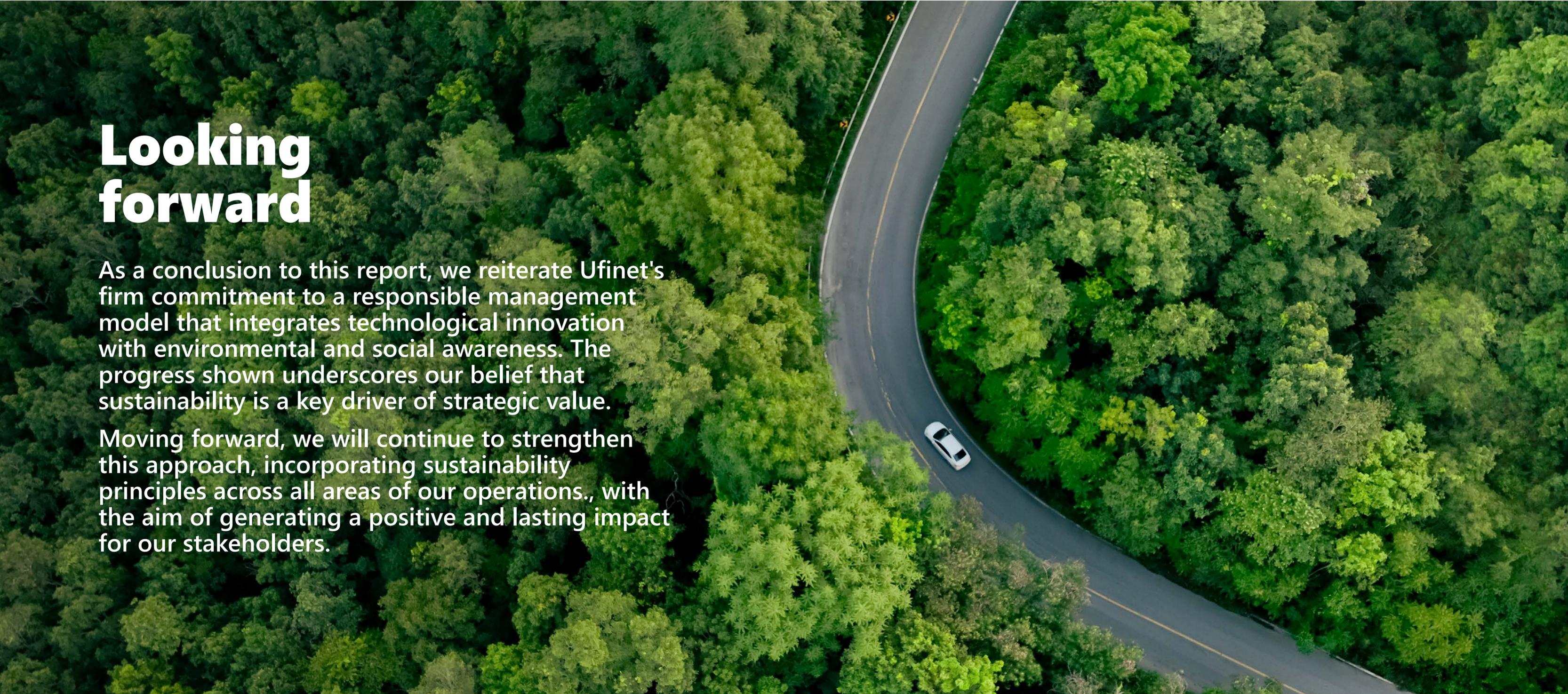
LOOKING FORWARD

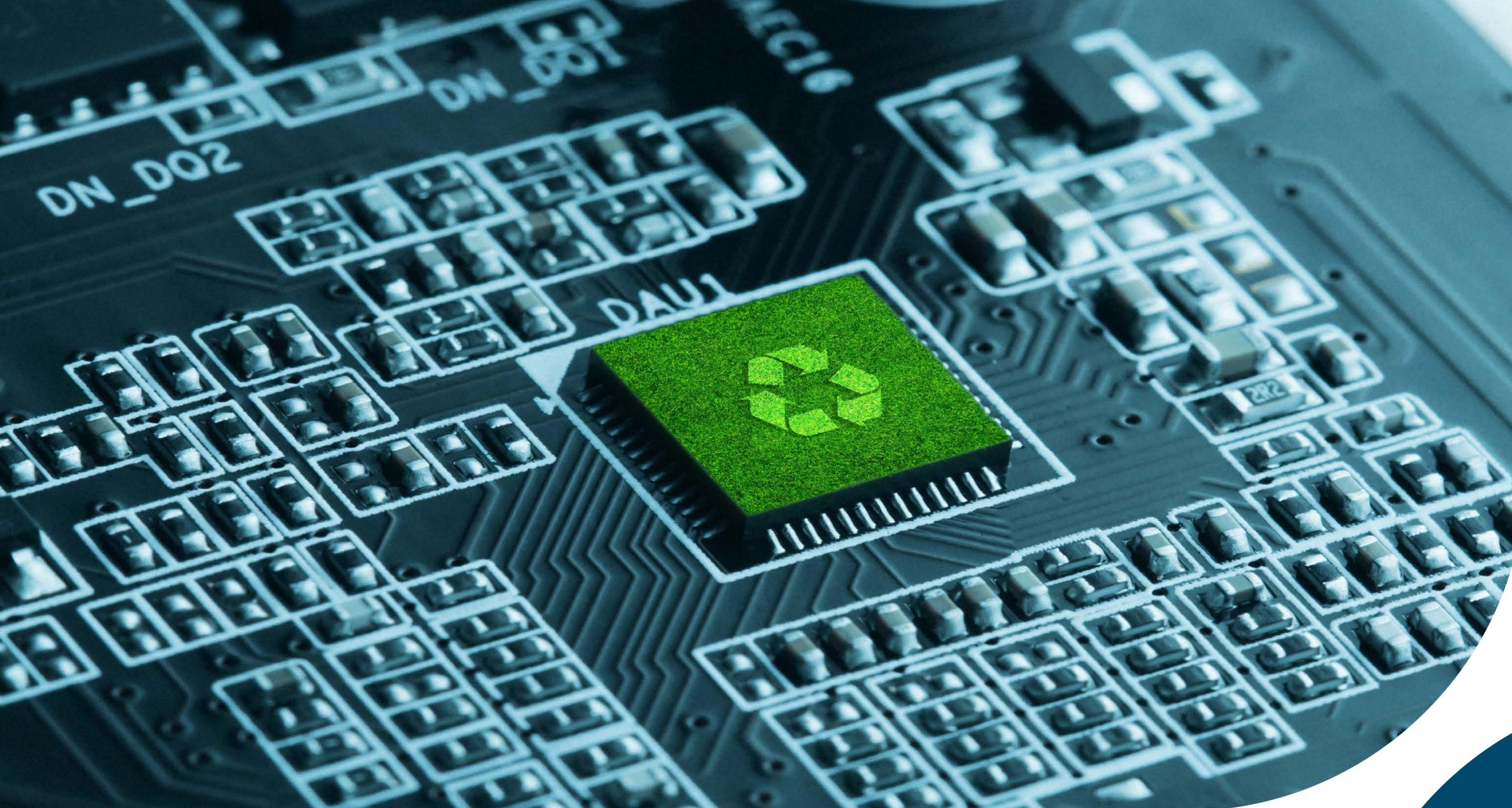


Looking forward

As a conclusion to this report, we reiterate Ufinet's firm commitment to a responsible management model that integrates technological innovation with environmental and social awareness. The progress shown underscores our belief that sustainability is a key driver of strategic value.

Moving forward, we will continue to strengthen this approach, incorporating sustainability principles across all areas of our operations., with the aim of generating a positive and lasting impact for our stakeholders.





2024

SUSTAINABILITY

REPORT

u finet