CIBICOM GROUP

SUSTAINABILITY REPORT 2024

CIBICOM | CIBICOM SERVICES | CIBICOM MOBILITY | TELPARTNER

Foreword

Cibicom Group's Sustainability Report covers the year 2024.

It communicates the Group's overall activities at a time when sustainability is valued highly by employees, customers and suppliers.

Cibicom Group is a signatory member of the UN Global Compact and the membership covers the companies Cibicom A/S, Cibicom Services A/S, Cibicom Mobility ApS and Telpartner A/S.

Being able to incorporate sustainability into operations and product development is becoming ever more important for the various companies within Cibicom Group, and is being increasingly seen as a 'licence to operate' rather than an optional extra.

Key Cibicom stakeholders include employees, customers, suppliers, our owners, local communities and government authorities in Denmark.

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CEO's Statement

Cibicom Group is a leading supplier of digital infrastructure in Denmark in areas such as critical tower infrastructure (used for broadcasting TV and radio, etc.), data centres, fibre networks, indoor mobile coverage (DAS) and telecom services. This position carries with it the obligation to take care of and participate in the society that Cibicom Group is part of, particularly in relation to emergency preparedness.

Our work with ESG (Environmental, Social & Governance) is important for Cibicom Group. The Group is owned by Agilitas Private Equity LLP, which as part of its annual and ongoing ESG reporting under the name Agilitas, Sustainable Value Creation, reports on the ESG progress of its portfolio companies.

Cibicom Group is fully committed to the UN Global Compact's 'ten principles', reflecting our deep respect for human rights, labour rights, the environment and anti-corruption in our daily operations in relation to employees, customers, suppliers and government authorities.

At Cibicom Group, we view our provision of green power for our customers' activities in data centres and the like as our 'licence to operate'. Cibicom Group offers green power (hydroelectric) from Entelios to its data centres in Ballerup, Copenhagen West, Søsterhøj (Aarhus) and Kappa (Hinnerup).

Mette Slesvig
CEO, Cibicom Group

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Employee welfare:
Cibicom Group conducts regular employee satisfaction surveys to monitor well-being and ensure we have a forum where employees can express themselves, so the Cibicom Group can maintain our employees' satisfaction with their work tasks and the organisation, and Cibicom Group as an employer.
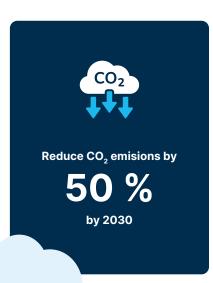
With a job satisfaction score of 81 %, which is higher than the national average for comparable companies, we have a strong foundation for developing Cibicom Group into an even better workplace for existing and future employees.

Future compliance requirements:
All companies in Cibicom Group will be covered by the NIS2 directive either directly or indirectly. Efforts to ensure compliance will therefore begin in 2025.

Our goals by 2030:
Cibicom Group aims to reduce its carbon emissions (climate impact) by 50 % by 2030, using 2019 as the baseline. We will also focus on gender diversity and employee satisfaction.

CO_2

Reduce CO_2 emisions by

50 %

by 2030

Diversity

25/75 %

average **by 2030**

Employee satisfaction

80 %

average **by 2030**

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Company Structure

CIBICOM GROUP

- Digital Radio Cibicom A/S
- Cibicom A/S
- Cibicom Property A/S

- Telpartner A/S
- Cibicom Mobility ApS
- Cibicom Services A/S

- Telpartner AB

Cibicom Group

Cibicom Group can highlight the following business-related activities out of many undertaken during the period:

- **Cibicom A/S won the EU tender for a major business and mission-critical contract for the operation and maintenance of Banedanmark's nationwide GSM-R network**
  Under the contract, which runs for up to 8 years and has an estimated value of approx. DKK 200 million, Cibicom A/S will be responsible for the 24/7/365 operation, service and maintenance of Denmark's 5th largest mobile data and telecommunications network, with over 400 base stations and two geographically separate core sites, which Banedanmark uses to operate the train and railway systems throughout Denmark.

- **Cibicom A/S nominated for 'Construction Team of the Year' by Danish Data Centre Industry (DDI) for Kappa data centre**
  The Construction Team of the Year award recognises teams that have shown a commitment to exceeding expectations in an industry where standards for speed, quality and sustainability are already sky-high. Cibicom and Microsoft were both nominated, with Microsoft ultimately winning the award.

- **Cibicom A/S awarded its two largest colocation data centre contracts with terms of up to 15 years from two of the largest global Tier 1 IT service companies**
  Cibicom A/S has signed the two largest colocation contracts to date with Danish units of two of the world's largest Tier 1 IT service companies, both of which help companies and government authorities run their mission-critical systems and operations, etc. Cibicom is very pleased to be able to attract such global Tier 1 IT service companies as colocation customers, which further highlights Cibicom's strong position in the market.

- **Promising contract for the gaming industry involving racks with 30 KW cooling**
  Cibicom A/S has designed a data centre colocation solution with a focus on the gaming industry's need for extraordinary cooling capacity etc., which goes beyond what traditional colocation can normally offer.

  This further highlights Cibicom A/S' flexibility in meeting our customers' diverse needs.

Employees: 156
Head offices: 2
Other locations: 37

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- **Cibicom A/S develops and launches the 'SecureCom LTE 450' communication network**
  In an increasingly uncertain world, it is essential to strengthen our communication networks to ensure effective communication between both humans and machines. Utilising its exclusive right to the 450 MHz frequency band in Denmark, Cibicom A/S has established a robust solution that ensures 24-hour power backup via diesel generators at our large towers. SecureCom LTE450 uses the internationally recognised LTE450 technology in an innovative way, ensuring reliable and secure communication.
  The network is designed to maintain communication during crisis situations, with the following advantages:
  - 24-hour power backup: Ensures a functional network even without power, which is critical for maintaining communication.
  - BTB and BTG only: Providing no access for BTC prevents congestion and ensures the network remains stable in crisis situations.
  - Closed network: Nationwide and wireless, with no access to/from the internet and mobile networks, eliminating hacker threats and protecting critical communication channels.

- **Cibicom Services A/S signs groundbreaking agreement with a top-three telecom network in Denmark**
  Cibicom Services A/S has signed a ground-breaking contract with a top-three telecom network in Denmark. The framework agreement covers traditional telecom services (build), as well as network services for all events and music festivals in Denmark. Furthermore, with this framework agreement, the telecom tower developed by Cibicom Services A/S in collaboration with Ramboll Danmark A/S – with a 40 % reduced carbon footprint – has become the telecom network's preferred telecom tower.

- **Telpartner A/S**
  Telpartner A/S supplied a comprehensive DAS (Distributed Antenna System) solution to Copenhagen Metro, providing mobile coverage at stations and in tunnels throughout the Copenhagen Metro.

- **Cibicom A/S and information security ISO 27.001:2022**
  Cibicom A/S has been re-certified by DNV, so the information security certification is now valid until 28 January 2028.

- **Ladywalk 2024: Sunshine and broad smiles from the 'Ladies of Cibicom'**
  The 'Ladies of Cibicom' participated in Ladywalk 2024 and it was a great day of exercise, smiles and socialising on the 12, 7 or 3 km walk. They enjoyed the fresh air on the beautiful route and built upon their team spirit. Thank you to everyone who participated – we are already looking forward to next year!

Ladywalk 2024: Sunshine and broad smiles from the 'Ladies of Cibicom'

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'Vild med Vilje':

Cibicom Group partnered with NGO 'Vild med Vilje' (an organisation supporting wildlife) to create more biodiversity at our locations and tower stations. Cibicom Group has gone live on the 'Vild med Vilje' website, where our initiatives here in Ballerup, Kappa and at tower locations are described.

CO$_2$ Accounts

	Unit	2030	2024	2023	2022	2021	2020	2019
Environment								
Energy Consumption*	kWh		25.960.482	22.380.000	19.681.410	18.262.690	19.864.097	22.989.465
Energy Consumption in % (From baseline)	%		113	97	86	79	87	100
Waste	Ton		138	132	156	145	175	72
Waste recycling**	%		TBD	TBD	TBD	TBD	TBD	TBD
CO$_2$e (Scope 1)	Ton		379	509	536	523	502	377
CO$_2$e (Scope 2)	Ton		12.699	9.445	10.413	7.786	8.461	14.742
CO$_2$e (Scope 3)***	Ton							
Total carbon footprint for Scope 1+2+3	Ton		13.078	9.945	10.948	8.309	8.963	15.119
Total carbon footprint in % compared to baseline	%	50	87	66	72	55	59	100
Social								
Gender diversity / female/male)	%	25/75	12/88	12/88	16/84	17/83	21/79	16/84
Employee satisfaction	NPS	80	83	83	78	75	N/A	N/A
Governance								
Gender Diversity Board (Female/male)	%	25/75	33/66	25/75	0/100	0/100	0/100	0/100

* The difference between baseline and up to 2021 is mainly due to the purchase of green energy and optimisation of grid components based on recommendations from an independent external energy consultant.

The rise from 2021 to 2024 is explained by an increased influx of data centre customers and date centres.

** Cibicom Group only has agreements with approved waste collectors, and is well on the way to forming an overview of overall waste management together with a partner.

*** The 2024 report focused on Scope 1 and Scope 2. We will include Scope 3 when the Group is ready for it.

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Cibicom A/S

Cibicom A/S provides the design, installation, operation and service of solutions for business-critical communications and public service broadcasts, or, in other words, digital infrastructure. Cibicom A/S is an independent network operator and Internet Service Provider (ISP). We own and operate a nationwide infrastructure of 35 transmitter towers up to 300 metres high, used for broadcasting television (DTT) and radio (FM/DAB+), Internet-of-Things (IoT) and critical communication solutions for the emergency services and industry.

We have built a national, redundant and fibre-based IP backbone and access network (3,500 km) connecting our data centres, nodes and other network operators. Cibicom provides solutions and services for socially important communications to Kystradioen (the Danish coastal radio service), the Danish Armed Forces and infrastructure for telecoms operators.

Service and monitoring of nationwide solutions:
Cibicom provides network monitoring and Field Service nationwide based on our own nationwide service organisation and round-the-clock monitoring centre (NOC).

Specialised skills:
Cibicom's engineers, systems specialists and technicians have built up highly specialised know-how and solid experience, ranging from design, planning and establishment to operation and service of reliable IP, IoT and broadcast infrastructures for transmission of TV, radio, data and solutions for critical communication. We therefore also provide professional advice at a high level from design and concept development over coverage calculations and deployment plans to mission-critical operation, service, installation and drone inspections.

Cibicom A/S can take responsibility from installation to operation and service:
Depending on your current solution, we offer a wide range of transmission connections from fibre to radio chain links. We have our own nationwide service organisation, and monitor all installations at our round-the-clock Network Operations Centre (NOC), which allows us to take full responsibility from installation to operation and maintenance.

Cibicom A/S has been owned by the European private equity fund Agilitas Private Equity LLP since November 2018 and changed its name from Teracom to Cibicom in January 2019 with a view to initiating a commercial transformation.

The Cibicom name is a contraction of '**Critical Infrastructure for Broadcasting, IoT and Communication**'.

Cibicom further strengthened its range of skills regarding installation, service and establishment of towers and mobile networks through the acquisition of the Swedish Relacom AB's Danish activities (now Cibicom Services A/S) in 2019, and the acquisition of the Norwegian ICE Group's Danish activities in ICE Danmark ApS in 2020 (now Cibicom Mobility ApS).

Both companies are currently wholly-owned subsidiaries of Cibicom A/S and are part of the Cibicom Group.
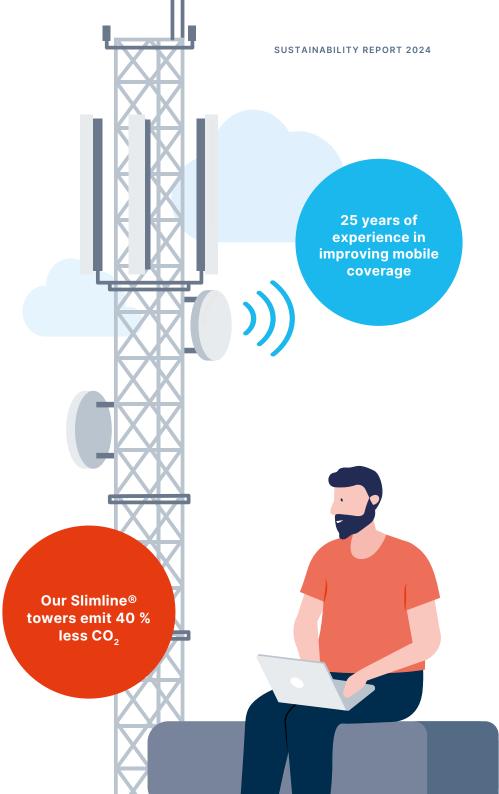
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Cibicom Services A/S

Cibicom Services is the leading player in Denmark within all types of installation of telecommunications equipment in towers, etc. and within the past 20 years has worked for all the largest Danish telecommunications operators and on various projects in Sweden, Norway, Greenland and the Faroe Islands. Our expertise includes the following:

- Mobile roll-out and Swap-projects – 5G
- Tower installation turnkey solutions
- Sale of 42-48 m telecom towers developed together with Ramboll Danmark A/S
- Transmission
- Construction
- Indoor solutions/DAS
- Site management SA/CW
- Project management
- Documentation CAD
- Fuel Cells backup for telecoms sites
- Event & TEMP sites (festivals etc.)
- FO sites management
- Outsourcing

Telpartner A/S

Studies show that 80 % of all mobile phone use takes place indoors, a figure which is expected to rise to over 90 %. New buildings are constructed according to modern, energy-efficient standards. Many older buildings are also being renovated to become more energy-efficient. However, the energy-efficient materials in walls and windows mean that radio waves from the main mobile network are less able to penetrate buildings. Energy-efficient buildings can thus lead to poor indoor mobile coverage. This is why it is important to consider indoor mobile coverage when planning new construction or major renovations.

Telpartner has focused on ensuring and improving indoor mobile coverage with its tailor-made, comprehensive indoor communication solutions for over 20 years, meaning that regardless of whether there is a need for DAS solutions, 5G private networks, M2M or IoT, Telpartner can deliver the solution.

25 years of experience in improving mobile coverage

Our Slimline® towers emit 40 % less CO_2

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Cibicom
Mobility ApS

SecureCom LTE450

Cibicom Group has developed a new communication network called SecureCom LTE450. This can safeguard control of vital elements of our utilities, transportation and emergency services during a crisis situation, until everything is back to normal.

As a society, we need to be prepared for power outages and breakdowns of varying duration. Power is essential to almost every aspect of our lives. When it fails, our open communication technologies, such as the internet and mobile networks, can quickly become overloaded and shut down. This exposes our vulnerability to cyber attacks where hackers exploit security holes. When the power fails, the internet and mobile networks will shut down after 3-4 hours.

Cibicom offers a robust solution – SecureCom LTE450, which ensures 24-hour backup power via diesel generators at our large towers. This network is designed to maintain communication during crisis situations, with the following advantages:

- 24-hour power backup: Ensures a functional network even without power, which is critical for maintaining communication.
- BTB and BTG only: Providing no access for BTC prevents congestion and ensures the network remains stable in crisis situations.
- Closed network: Nationwide and wireless, with no access to/from the internet and mobile networks, eliminating hacker threats and protecting critical communication channels.

100 years
of experience with broadcast and critical infrastructure

Certificates, Certifications and Memberships

Cibicom Group is certified according to a number of international standards.

Cibicom A/S:

- **ISO/IEC 27001:2022**
  Information security management system

- **DS/EN ISO 9001:2015**
  Quality management system

- **ISAE3402 Type 2**
  Auditor's statement regarding data centre operations

- **KLS-EL**
  Electrical quality management system

- **Entelios Certifikat 2024**
  for green energy hydro

Cibicom Services A/S:

- **DS/EN ISO 9001:2015**
  Quality management system

- **DS/ISO 45001:2018**
  Health and safety management system

- **DS/EN ISO 14001:2015**
  Environmental management system

- **KLS-EL**
  Electrical quality management system

Membership of the UN Global Compact:

Cibicom Group has been a signatory member since 2022, going on to include all companies.

Critical Telecommunications Infrastructure:

Cibicom A/S is an A-rated member of TeleDCIS (Telecommunications Sector's Decentralised Cyber and Information Security Units) and is an active member of its Board of Directors.

Cibicom A/S is part of the critical infrastructure in Denmark (significant commercial provider according to the Act on Security of Networks and Services), and is thus obliged to report incidents to the Centre for Cyber Security.

The Confederation of Danish Industry (DI):

Cibicom Group is a member of the Confederation of Danish Industry (DI), Denmark's largest trade organisation and employers' association. DI represents 20,000 companies of all sizes from virtually every branch of the Danish business community, nationwide. The organisation represents the interests of employers and the political interests of its members – locally and globally.

Telekommunikationsindustrien i Danmark (the Telecommunications industry in Denmark):

Cibicom A/S is a member of the Telecommunications Industry Association in Denmark, a body that works for common telecommunications industry policy interests of its members – nationally and internationally – in particular with regard to the legislature and authorities.

The LoRa Alliancen: is an open, non-profit association that has become one of the largest and fastest-growing alliances in the technology sector since its inception in 2015. Its members collaborate closely and share their experience to promote the success of the LoRaWAN® standard as the leading open global standard for secure, carrier-grade IoT LPWAN connectivity. With the technical flexibility to handle a wide range of IoT applications, both static and mobile, and a certification program to guarantee interoperability, LoRaWAN® has already been deployed by major mobile network operators globally, with continued broad expansion into 2024 and beyond.

The LTE450 Alliancen: is a trade association representing stakeholders in the 450 MHz spectrum. The members of the alliance include wireless operators, equipment manufacturers, and companies in various vertical markets for machine-to-machine communications. The Alliance is committed to promoting the potential of the 450 MHz spectrum and helping its members achieve their goals more effectively.

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CSR

Cibicom focuses on taking joint responsibility to make things simple. Joint responsibility for us means not only responsibility for our own efforts to work together, but also for the community at large. As a responsible business, we want to commit ourselves and our suppliers to live up to standards that are fair and sustainable. Our Code of Conduct, together with our CSR policy, is based on the general principles included in:

- The UN Global Compact
- The UN's Guiding Principles for Business and Human Rights
- OECD Guidelines for Multinational Enterprises

Our CSR policy applies to us internally and externally. We have a responsibility to our employees and to our local communities.

Principles:
Cibicom and our suppliers support the 10 principles of human and labour rights, eco-friendliness measures and the fight against all forms of corruption and bribery.

- Respect for and no violation of human rights (Principles 1-2)
- Support freedom of association and collective bargaining and prevent all forms of forced and child labour and discrimination (Principles 3-6)

- Focus on environmental challenges, environmental responsibility and the development and dissemination of environmentally-friendly technologies (Principles 7-9)
- Combating corruption, extortion and bribery (Principle 10)

We call the 10 principles our CSR principles, but it is our ambitions and combined efforts that make up our CSR policy. Our CSR principles are consistent, but our CSR policy contains more than just our principles - it contains action.

Our CSR policy enables us to take responsibility for and secure the community we are all part of.

Human and labour rights:
Our people are critical to our success. That's why we focus on the health, safety and well-being of our employees at work.

In addition to living up to our 10 CSR principles, we have specific focus on ensuring a healthy and safe working environment through the correct certifications and standards, ensuring that our employees enjoy rest, time off and holidays, ensuring living wages and privacy, and combating unworthy treatment in the workplace. As such, we naturally accept and support human and labour rights.

Cibicom Group intends to reduce its carbon impact by 50 % by 2030 (Measured from 2019).

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Environment:
Cibicom focuses on our impact on the environment and constantly seeks to explore opportunities for sustainability. We therefore work to avoid unnecessary waste of food and resources, to recycle and reuse, to ensure safe handling and correct sorting of waste and to reduce our water and energy consumption and carbon emissions where possible.

We will ensure there are acceptable levels of noise, odours or light in our workplaces that can affect our working environment, to ensure that our employees have the best means of doing their work without inconvenience.

Anti-corruption:
Cibicom does not tolerate corruption in any form. We have measures in place to ensure that none of our employees accept bribes and do not make or accept particularly advantageous offers to or from persons, agents, intermediaries or other third parties. This also applies to gifts, hospitality, contributions or sponsorships, which, if accepted, must be disclosed transparently.

Compliance:
Cibicom operates with a common understanding of our responsibilities based on the following principles:

- We conduct business with respect and follow all relevant laws and regulations in all countries in which we operate and in accordance with internal rules and policies

- We conduct business in accordance with the UN Global Compact principles.

Risk and risk management:
We recognise the risk of corruption and bribery taking place when dealing with suppliers and in sales negotiations. In addition, there is a risk that employees will be offered large gifts to obtain or promote business. To mitigate these risks, we inform new employees that Cibicom conducts business in a fair and lawful manner and has a zero-tolerance policy on bribery and corruption. A Code of Conduct has therefore been drawn up that describes how Cibicom wants to be perceived, and there is a whistleblower scheme in place to provide the opportunity to anonymously report violations of our code of conduct.

Suppliers:
We use our Supplier Code of Conduct, which Cibicom suppliers are encouraged to sign up to and comply with. This is done to ensure that our suppliers act in accordance with relevant legislation, ensure business integrity, set certain quality standards, environment, labour standards and human rights.

Supplier management and communication with suppliers is an area that we will focus more on in the coming years, particularly in relation to the upcoming NIS2 Directive.

Whistleblower:
Cibicom is a responsible company with a transparent and open corporate culture, where employees are encouraged to speak up if they experience compliance issues or other irregularities. Cibicom has implemented an anonymous digital whistleblower scheme that meets the requirements of the law and the employees' need for anonymity in every respect.

Data security:
Cibicom ensures data protection by processing customer and employee data securely, as demonstrated through our certification.

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Gender:

The information and telecommunications industry generally suffers from gender imbalance. The same is true of the more practical technical professions such as fitters and technicians in general.

Cibicom Group is not in favour of positive discrimination and will therefore work to ensure that women have better access and feel more inspired in relation to choosing the information technology and technology professions in general.
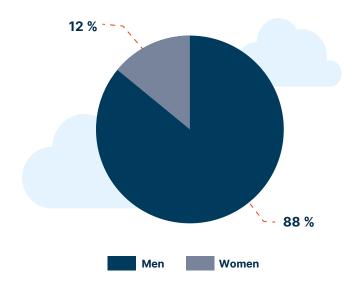
Cibicom Group's target for 2030 is a gender ratio of 25 % and 75 %.

Cibicom Group makes itself available as an advocate and ambassador for women to find technology more inspiring. Cibicom recognises that a lot has yet to be done at the point when an education is chosen, which is why the company's efforts cannot do it alone.

We want dialogue with our suppliers about the same values of inspiration for women in relation to technological professions, but will not make demands – either in terms of attitude or goal setting.

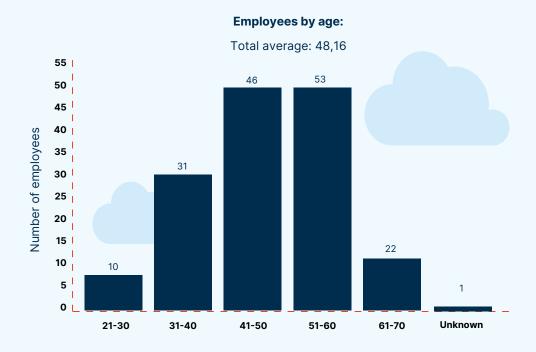We believe that discussion and inspiration are the way forward.

Employees by gender:

12 %

88 %

■ Men   ■ Women

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Age:

Cibicom Group is aware of the generally high age of its employees. The age level is generally high, as Cibicom's many positions require a significant level of specialised skills, which is why older and more experienced employees have been selected.

This also means that Cibicom risks not benefiting from the younger generations' natural approach to technology, but we are attentive and confident, as the Cibicom Group is constantly evolving, including in relation to activities, etc.

It should be emphasised that Cibicom generally wants greater age diversity in all employee groups to ensure the long-term survival of the company. This is especially true in the practical technical functions, which also require a certain physique.

The graph shows that Cibicom's biggest age group is 51-60 years old, but the percentage of employees aged 41-50 is rising, so we are on the right track.

Employees by age:

Total average: 48,16

Cibicom Group wants to be a company that encourages young people to choose an education within information and telecommunications technology as well as practical technology.

Internally, we aim to more closely scrutinise our training procedures and our opportunities to integrate younger employees, which we succeeded in doing in 2024.

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Employee welfare, responsibility and decency:
Cibicom Group wants to be a company that employees perceive as being responsible and orderly, and where they experience job satisfaction.

Cibicom Group uses the GAIS job satisfaction tool. Our overall job satisfaction score was **81 in 2024**, which we are happy with, but can still do better.

Total score for job satisfaction:

81

Our score is above average for the general Danish labour market and variation between the individual departments has been reduced significantly, which actually means that everyone has a good and positive experience of working at Cibicom Group.

Working with the Sustainable Development Goals (SDGs)

Cibicom's business supports SDG number 3. To promote job satisfaction, quality of life and health for our employees, Cibicom has established a 'Caring policy', to create the best working conditions possible, while still optimally protecting the company's interests.

Cibicom's business supports SDG 4 by providing educational opportunities for students and apprentices to be trained at Cibicom while taking a technical or data science education.

Cibicom's business supports SDG number 9 by providing infrastructure to help boost the positive economic, social and environmental connections in Denmark, as we help to deliver the broadcasting of: DTT, FM and DAB signals to all households in Denmark. Cibicom's Slimline Tower design ensures less visual impact on the surroundings, is quick to implement and thus better for the climate and the environment, see also SDG number 13.

Cibicom's business supports SDG number 11, by developing and delivering IOT (Internet of Things) infrastructure that enables cities and communities to be able to collect and monitor data to help reduce waste of resources such as water, electricity, etc.

Cibicom's business supports SDG number 13, by taking a climate stand with waste management and sorting cabinets and metals for recycling and refraining from any use of plastic water bottles at our facilities. Cibicom has a policy to reduce food waste in our canteen, and we implement an organic and healthy approach to feeding employees.

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Cibicom Group – 23.06.2025