

Message from the Group CEO

Delivering on our sustainability commitments



During another year of momentum, e& continued to deliver on its sustainability commitments, reinforcing our belief that by putting our ambitions into action our technology is making the world a better place.”

Hatem Dowidar
Group Chief Executive Officer

Having published our **Climate Transition Plan** we took two critical steps forward this year in the management of our environmental performance. We rebaselined our 2022 emissions numbers to take account of the growth in the Group, including our first baseline exercise for water, biodiversity and circularity performance. Having successfully rebaselined over 70 companies across the Group, we externally assured our emissions numbers, validating that we remain on track to achieve our 2030 targets outlined in the e& Climate Transition Plan.

While managing our environmental performance, we also remain committed to delivering meaningful progress across all areas of sustainability. The governance of our sustainability programme is of critical importance to us and is regularly reviewed by our Board and our Sustainability Committee. During this year, we undertook a review of all legal and regulatory frameworks relating to sustainability across our international footprint. We used the findings to refresh our supplier code of conduct,

our work on human rights, conflict minerals, and child online safety. We also refreshed our approach to charitable donations, as we continue to be proud supporters of many charitable and NGO initiatives.

We have always understood that our products and services transform the lives of our customers; this year, we took the time to understand the cumulative impact of our company. We estimate that we will improve the lives of 500m people by 2030, by building stronger communities, helping people and businesses adapt to a climate-challenged world, and deploying technology for good. We remain committed to unlocking the potential of transformative technologies to empower the communities we serve.

Finally, it is a great honour that this work has been recognised by the winning of the prestigious Sheikh Hamdan Bin Zayed Environmental Award. This recognition of all the hard work across the Group inspires us to continue driving forward our sustainability performance as one of the building blocks of e&.