

An aerial photograph of a Swedish rural landscape during sunset. The foreground is dominated by vibrant green agricultural fields. In the middle ground, a small town or village is visible, featuring a prominent white church with a red roof and a steeple. The background shows rolling green hills and a body of water under a sky with soft, warm colors from the setting sun.

open infra

Sustainability Report

Sweden 2022

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This is Open Infra

Open Infra develops, owns and manages fiberoptical infrastructure networks for digital communication. We are present in Sweden, Germany, the USA and the UK. Open Infra International AB owns and operates our network in Germany, the USA and the UK. Open Infra Group AB owns a group of companies that plans new networks and operates existing networks. It also owns Open Infra AB (publ) whose sole purpose is to own the fiber optical network in Sweden.

The group was established in 2009 in Stockholm, Sweden, when the demand for high-speed Internet increased outside of the city centres. In total, we employ c. 400 persons, of which about 80% are indirect as sub-contractors.

Our vision

Our vision is to create an open platform where unlimited digital traffic can move freely within a competitive marketplace, allowing all our users access to fast and stable Internet service regardless of location.

Open Infra plays a vital part for the future's digital society by building the foundation on which high speed- and dependable communication rests. Our digital platform creates enhanced quality of life as increased digitalization allows people to focus on the important things in life wherever they are geographically. It safeguards inclusion in the modern society and the democratic rights for all citizens. It also enables people to work and enjoy entertainment from home, enabling reduction of unnecessary travelling and associated emissions.

Thus, the deployment of upgraded internet infrastructure to new houses is the most important objective for the group. The chart below shows new deployments quarterly. In total we have upgraded more than 16 000 houses between Q2 2021 to Q1 2022.

New deployments	Carbon footprint	Customer satisfaction	Stability of service
16 860 (15 263)	0,42 (0,51)	0,04% (0,25%)	99,40% (98,66%)
	Measures as consumed liters of diesel per meter of new fiber infrastrucutre.	Measures as complaints to ARN and KO divided by the total number of customers.	Measured as uptime minutes / total minutes in the fiber network.

Contribution to sustainable development

Open Infra has identified the following Sustainable Development Goals that we can affect and maximize our contribution to a sustainable global development.



9. Industry, innovation and infrastructure

A functioning and resilient infrastructure is the foundation of every successful community. To meet future challenges, our industries and infrastructure must be upgraded. For this, we need to promote innovative sustainable technologies and ensure equal and universal access to information and financial markets. This will bring prosperity, create jobs, and make sure that we build stable and prosperous societies across the globe.

Our impact

By expanding the reach of high-speed and stable Internet infrastructure we create the foundation for the future community.



11. Sustainable cities and communities

The world's population is constantly increasing. To accommodate everyone, we need to build modern, sustainable societies. For all of us to survive and prosper, we need new, intelligent urban planning that creates safe, affordable, and resilient cities with green and culturally inspiring living conditions.

Our impact

Modern life and sustainable societies will be enabled by better Internet infrastructure. The Covid-19 pandemic has paved the way for remote work which could lead to decreased urbanization, less commuting and greatly improve the possibilities for modern life also in rural areas.



15. Life on land

A flourishing life on land is the foundation for our life on this planet. We are all part of the planet's ecosystem and we have caused severe damage to it through deforestation, loss of natural habitats and land degradation. Promoting a sustainable use of our ecosystems and preserving biodiversity is not a cause. It is the key to our own survival.

Our impact

While deploying new fiber infrastructure the deployment of fiber infrastructure will affect the surrounding nature and life on land. By using nature friendly deployment techniques that minimizes the risks for damaging the surroundings, we take responsibility for not leaving a negative biological footprint.

Sustainability, our three key performance indicators

We firmly believe that our vision will contribute to a more sustainable society. Regardless of this, the execution and deployment of the future's infrastructure must minimize the risks for adverse effects.

We identify the following business areas in which the risks for adverse effects are increased:

1. Deployment of new infrastructure
2. Customer satisfaction
3. Stability of service

Strategy

Open Infra prioritizes tangible and measurable efforts to minimize the risks and effects in the three identified areas.

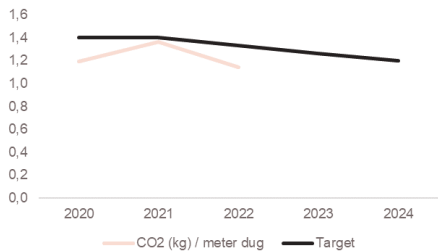
1. Deployment of new infrastructure

Investing in infrastructure is capital intensive. Every year Open Infra deploys and installs over 1.5 million meters of fiber optical cable. The digging is performed by sub-contractors. The operations have two main risks; the governance and compliance of subcontractors; and the environmental footprint from deployment.

Subcontractors are usually small entrepreneurial businesses that have 5-10 employees. The work orders for each project are very detailed on exactly how the cable should be dug and placed to comply with permits, agreements, industry standards and environmental aspects. The dug cable's GPS-coordinates are always recorded. That way, we track that the process is compliant.

The contractor market in general has challenges with respect to compliance. We have established a close-knit and long-term relationship with our sub-contractors due to the complexity of our deployment projects. Thus, we also have good knowledge of the real principals and the way their business is carried out. The strategy to cope with the risks is in general administrative procedures to make sure no misjudgments are made.

Digging is heavy work and to a large extent requires construction machinery. However, depending on the deployment technique the use of heavy machinery can be minimized. Less heavy machinery means less greenhouse gas-emissions, which also correlates with the deployments cost. Thus, to choose the most environmentally friendly technique is a win-win for our customers and Open Infra.



Main risks	Strategy
Governance and compliance of subcontractors	<ul style="list-style-type: none"> - Documentation of real principal of sub-contractors - Check employer contractors' certificate, tax and payroll-benefit - Code of conduct including anti-corruption and whistle blowing - Apply ID06 for all material (contract value in excess of SEK 5m) Swedish sub-contractors - Ensure general compliance at sites by unannounced visits
Greenhouse emissions	<ul style="list-style-type: none"> - Measure KPI for Greenhouse gas emissions / meter dug

Please note that Open Infra AB (publ), an independent subsidiary of Open Infra, is not engaged in the deployment of fiber networks as it operates solely as a network owner.

2. Customer satisfaction

Customer satisfaction is important for all businesses, Open Infra being no exception. We have a long-term relationship with our customers as our product (fiber network) has a technical lifetime well over 30 years. However, the fiber market is relatively immature and has in recent years shown a varying level of customer satisfaction, this has also been the case for Open Infra.

There are a set of key reasons as to why the customer satisfaction in the industry has been varying. Most of the dissatisfaction amongst customers reside in a delay of the fiber connection delivery compared to the original time plan. Several fiber projects have experienced delays for numerous reasons.

One of the reasons are the dependence on digging permits from third parties (like authorities, municipalities and landowners). Often many permits are required for each project and quite often this process has been experiencing unforeseeable delays causing delays to the entire project. Another reason is the challenging ground conditions that can occur in rural areas. Fiber is now being deployed in areas where digging distances can be very long, and the ground conditions can be changing. This could make progress for our contractors difficult to plan and hence cause delays to the final customer delivery.

Delays in general have a negative impact on customer satisfaction. In addition, the handling of customers wanting to exit a delayed project has not been standardised resulting in a negative impact on customer satisfaction. The general terms and conditions of customer agreements, (often copied from urban projects), did initially have some ambiguity with respect to the customer's responsibility (e.g. if the project extends beyond the initial timetable or if the customer moves during the deployment process). All in all, this has resulted in varying customer satisfaction.

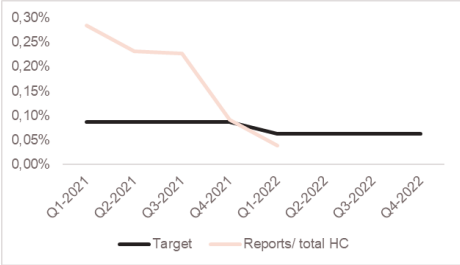
Since October 2021, we have taken the following measures to clarify and align our general terms and conditions on the back of remarks submitted by the Consumer Ombudsman (Konsumentombudsmannen, "KO") and the National Board for Consumer Disputes (Allmänna reklamationsnämnden, "ARN").

- Clarifying when a customer agreement can be terminated by the customer free of charge if installation has not occurred after 24 months from signing
- Clarifying the cancellation fee when termination is made within 24 months from signing
- Allowing verbal termination of contracts

With these measures, we believe we have well-balanced general terms and conditions in our customer contracts which will improve our general customer satisfaction over time.

We also strive to build a stronger customer engagement and higher customer satisfaction by keeping a high service level in our customer service team and by measuring customer satisfaction after installation.

The key KPI for the area is the number of complaints to KO and ARN as a percentage of total customers to ensure that the mentioned actions above keep the complaints to a minimum.



Main risks	Strategy
Customer complaints	- Measure KPI of reports to KO and ARN as a percentage of total customers.
Customer satisfaction	- Keep a high service level in customer service - Ensure customer satisfaction after installation

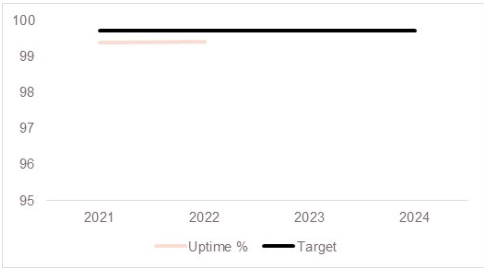
Please note that Open Infra AB (publ), an independent subsidiary of Open Infra, is not engaged in the deployment of fiber networks as it operates solely as a network owner. Open Infra AB (publ) assumes and operates networks from other parts of Open Infra, which in turn have been deployed by third party contractors. The absolute majority of customers complaints relates to the deployment of fiber networks. Open Infra AB (publ) is mindful of the perceived quality in the whole value chain since customer complaints elsewhere in the value chain may reflect negatively on Open Infra AB (publ).

3. Stability of service

One of the main advantages of fiber as a technical solution compared to wireless alternatives such as 4G and 5G is the stability. Proactive measures and swift response to unforeseen failures are important to maintain a high uptime in the network.

The increased dependency on digital communication from the community will increase the demand for stability of services provided.

One of our main risks is not to be able to maintain a high uptime. The uptime is managed on a daily basis and is governed by a structured maintenance plan and supported by resources able to act swiftly on unforeseen failures.



The operation of fiber networks requires electricity which amounts to c. 10 % of the operational cost. All electricity is renewable to minimize the environmental footprint. All worn out material shall be recycled.

Main risks	Strategy
Adverse effects on society of decreased uptime	<ul style="list-style-type: none"> - Track KPI for uptime in network - Continuous network improvements to ensure stability
Sustainable operations	<ul style="list-style-type: none"> - Sourcing renewable energy - Recycling worn out equipment and material

Responsibility

We aim to run our business in accordance with the Sustainable Development Goals which require Open Infra to be proactive in protecting human rights, labour ethics, the environment, and in promoting anti-corruption.

To ensure that Open Infra is managed effectively and to generate long-term value for shareholders, there is a clear division of responsibility among the decision-making levels in the company.

Anti-corruption and anti-fraud

The large investment for the completion of fiber deployment projects in combination with the many third parties involved increase the risks of corruption and fraud. Open Infra promotes a fair business and a free market. We condemn corruption and bribery. The main risks lie with permits granted by governmental and regional authorities as well as municipalities, and agreements with municipalities, landowners and subcontractors.

This is how we work to prevent bribery and corruption.

- Risk and vulnerability analysis to identify risks of bribery and corruption
- Ask questions and report issues of misconduct
- Do not give and do not accept any gifts, dinners or other benefits
- Preventive measures against money laundering
- Whistle-blowing routine
- Use resources for business purposes only
- Report potential conflicts of interest

Customer integrity

We respect the data privacy of our customers, employees, and business partners. Personal data may be collected and used only for business purposes and in compliance with applicable data protection laws and regulations. No specified data from digital traffic is collected except required by law.

Open Infra has an Integrity Policy which is published on the website openinfra.com. The policy complies with the data protection regulation GDPR, which serves to protect individuals' fundamental rights and freedoms, in particular their right to the protection of personal data.

This includes:

- System governance
- System and routine processes
- Security shields
- Control of personal information in our systems and services

Quality

We believe that all our staff should have good knowledge of fiber operations and therefore we have regular training in industry standards applied for fiber deployment ("Robust Fiber") and we require certification of all Swedish project managers.

Whistle blowing

We have adopted the Protection of Persons Reporting Misconduct Act (Lag om skydd för personer som rapporterar om missförhållanden, SFS 2021:890) early and have established routines for reporting misconduct or other risks. Reports can be made both by employees and by sub-contractors. Reports can be made anonymously and are handled by an appointed manager independent from the group management.

Work environment

We strive to ensure a safe and pleasant work environment for all our employees, be it direct or indirect as sub-contractors. In Sweden we apply collective employee agreement, and for our international operations we apply similar relevant salaries and benefits. The following key measures and processes are in place to ensure this:

- Safety representative.
- Access cards for the office and ID cards for everyone who represents Open Infra.
- All employees must protect work related equipment and company sensitive information must always be stored securely.
- We do not accept discrimination or harassment based on gender, transgender identity or expression, ethnicity, religion or other belief, disability, sexual orientation, or age. No one should be harassed because of political opinion.
- All recruitments are based on objective qualifications. The fiber industry combines two male dominated industries, technology and construction which makes gender diversity a challenge.

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