

# 6

VALUE CHAIN  
Extending our  
commitment to  
the value chain



### 2022 main actions and KPIs

### Follow-up of the ESG Master Plan targets

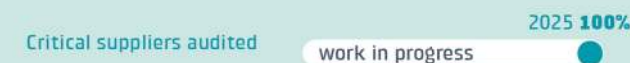
Actions have been carried out to facilitate the commercial team with up-to-date information on the solutions, services and products that Cellnex can offer

Supplier Code of Conduct published



New Global Security Master Plan for Cybersecurity and Physical Security 2022-2025 deployed

Supplier Risk Management model defined to integrate risks and ESG in the homologation, selection and evaluation of suppliers



Cellnex Procurement Policy updated

"What We Do" contents updated and improved

● Target ● Status

Information security awareness-raising and training campaigns for all employees

### Next steps for the upcoming years

Homologation and evaluation of critical suppliers through EcoVadis and CDP

Fully implementation of the Ariba tool

Development of action plans for suppliers with the highest risk of non-compliance

Complaints Management process for the entire Company, to be implemented in 2023



- 5 sessions of Cellnex Connectivity Days
- Customer Engagement Survey: 7.6 customer satisfaction and 40% response rate
- 14 awareness campaigns using "Phishing" simulations
- 91% of local suppliers
- 71% of main suppliers assessed

# 6.1 Customers

*"Cellnex Telecom and our partner M.G.A. Technologies organised the "Cellnex Connectivity Day" event on the first private 5G network entirely dedicated to the manufacturing and bio pharmacy industry. This was an opportunity to present use cases on private 5G and our vision of the industry of the future 4.0 to industrial partners"*

**Philippe Thouroude, Private Networks Business Development - Cellnex France**

## Our customer-centric approach

Customers are the core of Cellnex's value creation model, which is why Cellnex has defined a relationship model with its customers based on proximity, transparency and the search for constant improvement.

Cellnex aims to guarantee a personal and stable relationship with its customers and does so with a continuous interaction with them throughout the entire service provision process, from commercial management to response to incidents, reporting and possible

queries and complaints during provision, operation and maintenance. These are the reasons why Cellnex is orienting its sales force by market segment, strengthening the role of the manager, whose mission is a specialised end-to-end relationship with customers, offering then a comprehensive and personalised value-added solutions and services, helping them to solve their needs and focusing on their overall satisfaction.

Moreover, customers are part of Cellnex's ESG strategy, as they are a fundamental pillar for the Company. In this regard, Cellnex also offers customers a wide range of communication channels over which Cellnex receives complaints by its

customers and analyses them. In this regard, the Quality Master Plan defines the establishment of a common Complaints Management process for the entire Company, to be implemented in 2023. This process aims to define the methodology for managing customer complaints in order to minimise impact and ensure customer engagement.

In 2022, there were 16 complaints (124 in 2021), of which 99% (98% in 2021) were processed and resolved in accordance with the company's procedures before the end of the year, the rest are still being processed in 2023. Most complaints relate to a specific decline in service.

### Cellnex Connectivity Days

<b>Cellnex Connectivity Day Live in Barcelona</b>	29 March	Nokia & Cellnex Kick Off Meeting
<b>Cellnex Connectivity Live in Ireland - Dublin</b>	25 May	Building Smart Communities
<b>Cellnex Connectivity Live in France - Lyon</b>	13 October	La connectivité pour stimuler la nouvelle ère de la productivité industrielle
<b>Cellnex Connectivity Live in Sweden - Stockholm</b>	26 October	How Private Networks enable Industry 4.0 - Connectivity is the critical foundation for success
<b>Cellnex Connectivity Live in Finland - Helsinki</b>	17 November	5G Private Networks: a key enabler of Industry 4.0



## Global customer service model

A part of Cellnex's Industrial Model, the Global Commercial Vision, aims to implement a common business perspective and commercial strategy, offering a broader vision of the market and a clear customer focus.

The corporate Global Marketing and Sales department is responsible for identifying international opportunities, developing

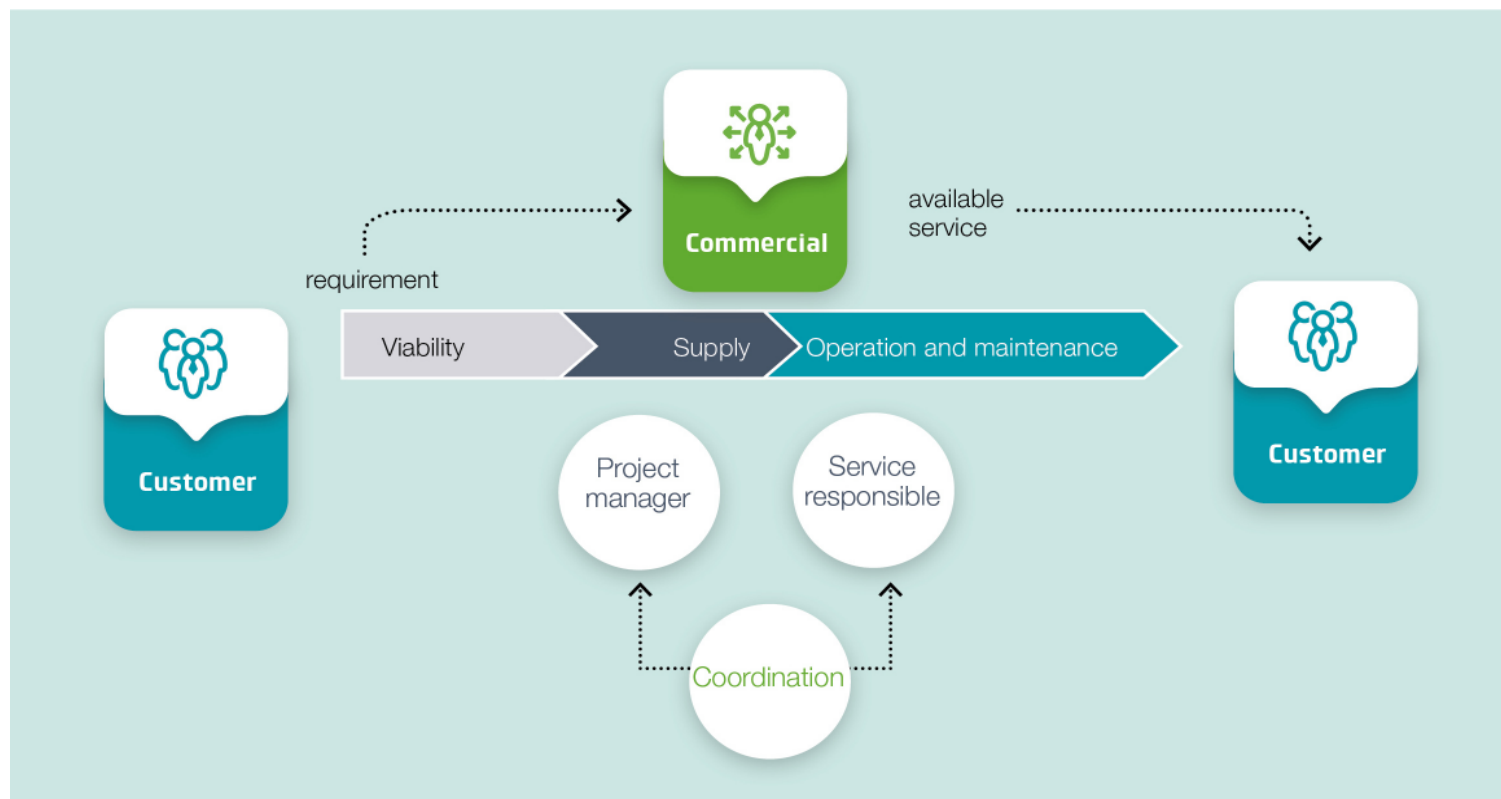
commercial activity in each country by providing support materials, introducing new solutions, services and products, and extending good practice to all sales representatives. To this end, the Salesforce tool has been implemented in all countries to homogenise and standardise the sales process and to better coordinate and understand the commercial process.

Moreover, to guarantee a personal and stable relationship with customers, Cellnex has designed a global customer service model.

This model enables Cellnex to provide its customers with three contact points throughout the service:

- Commercial/Account Manager: Each customer is assigned an account manager/commercial sales representative, whose responsibility is to keep abreast of all the relationships that Cellnex maintains with its customers to meet their needs and concerns from a global perspective.

- Project Manager: Together with Account Managers, they play an important role in customer satisfaction, as they are the ones who can influence customer satisfaction through optimal performance in designing the service to be provided.
- Supervisor: These are the main contact with the customer, together with the account manager, in the service delivery stage. They are responsible for ensuring the availability of service levels, and monitoring and optimising the service provided.



In 2022, the contents of *What We Do* have continued to be updated and improved, so that the entire sales team has up-to-date and more complete information on the solutions, services and products that Cellnex can offer customers, as well as references and new projects in other territories, allowing the transfer of skills and knowledge between the entire sales team. In addition, the commercial repository was reorganised and redefined to facilitate access to information and offer a more agile presentation for the entire sales team.

Furthermore, the Marketing Team Coordination Taskforce helps improve communication with customers, generate new materials, better understand the reality of the market in each country, and coordinate brand awareness activities to generate new potential Cellnex customers.

### Ensuring the availability and reliability of Cellnex services

Cellnex focuses on stakeholder needs and expectations, offers high quality services, satisfies customers and is continuously improving.

#### Cellnex Austria



Cellnex Austria is currently following the Cellnex's Industrial Model for maintenance and service, in order to provide availability and reliability of its products and services. In 2022 the average frequency of interruption was 3.5 days (no data in 2021), and the average duration of interruption was 0.006 hours (no data in 2021).

#### Cellnex Denmark



All structures which Cellnex Denmark delivers as a service to its customers are managed through preventive and corrective maintenance plans to ensure continuous operation for its customers. In addition, all sites are monitored and corrective maintained by a third party operations and maintenance supplier. Based on severity or potential impact to telecommunications services, tickets are divided into different categories, giving operations and maintenance suppliers the ability to react to cases before the network goes down. There is no data available of the average frequency of interruption, and the average duration of interruption.

#### Cellnex Spain



Cellnex Spain has a Business Continuity Plan, the objective of which is to establish the technical and logistical processes necessary to guarantee the continuity of the Company's critical activities that may be affected by any type of alteration that puts their continuity at risk. The Business Continuity Plan responds to incidents that may affect the main components of the Service; includes Continuity Plans for specific services and infrastructures that guarantee the continuity of certain critical services. At Cellnex Spain in 2022 the average frequency of interruption was 128 days (119 days in 2021), and the average duration of interruption was 5.4 hours (2.2 hours in 2021).

#### Cellnex France



To guaranty the availability and reliability of the services, the first step is the preventive maintenance, as it allows Cellnex France to ensure quality equipment. Then, Cellnex France uses a ticketing tool to have all the issues detected on site. The final level is the Network Operating Center (NOC), open 24/7, that can be used for urgent needs. In 2022 There is no data available of the average frequency of interruption, and the average duration of interruption.

#### Cellnex Ireland



Cellnex Ireland is not involved in management of networks. The MNOs manage the factors which would ensure quality of service in relation to reliability and interruptions.

#### Cellnex Italy



In 2022 Cellnex Italy completed the rollout of Preventive Maintenance plan and Evolutive Maintenance plan. Their goal is to improve the availability and reliability of its infrastructure. It is very important to Cellnex Italy to offer a very good service to its customers, and they try to improve the reliability of the telecommunication equipment and services offered. The annual maintenance plan is very efficient, and interventions are very fast in case of breakdown. In 2022 the average frequency of interruption was 164 interruptions per month (90 interruptions per month in 2021), and the average duration of interruption was 2 hours (3-4 hours in 2021). It should be noted that in for the calculation of the 2022 data, the perimeter of Cellnex Italy doubled.

#### Cellnex Netherlands



At Cellnex Netherlands there is an annual maintenance plan that addresses preventive and corrective maintenance, and a continuous incident reporting, registration and evaluation, as well as a Service Operating Centre available 24/7/365, for monitoring and maintenance. In 2022 there were 5 interruptions.

### Cellnex United Kingdom



Cellnex UK town planning and community relations processes are aligned to the industry Code of Practice for Wireless Network Development in England, with a similar Code in Wales and similar practice in Scotland and Northern Ireland. The Code of Practice sets out guidance and principles in deploying mobile communication infrastructure, largely based around minimising environmental impact, through sharing where possible, good design, respecting site context and sensitivity. The MNOs manage the factors which would ensure quality of service in relation to reliability and interruptions.

### Cellnex Poland



As a result of performance monitoring, a large set of parameters is monitored and constantly checked to find sources of decreased quality at Cellnex Poland. For example, cell availability (and unavailability) KPI is monitored, which shows the percentage of base station cell availability time to total time. Cell availability of 99,7% or better is usually achieved for mature technologies and around 98% for 5G which is under heavy development. Also, call (or data bearer) drop ratios are monitored separately for each technology, which shows the percentage of uncompleted calls or data bearer selections to a total number of such attempts. Moreover, a quality assurance measure towards its biggest customer (Polkomtel) KPI system is deployed. This system counts, for all agreed quality KPIs, what percentage of services comply with agreed KPI target values. In 2022 the average frequency of interruption was 18,7 days (no

data in 2021), and the average duration of interruption was 8,6 hours (no data in 2021).

### Cellnex Switzerland



At Cellnex Switzerland maintenance, both preventive and corrective, is covered by ad-hoc contracts, as they don't handle active equipment which is under the MNO's responsibility. The MNOs manage the factors which would ensure quality of service in relation to reliability and interruptions.

### Cellnex Sweden



At Cellnex Sweden all sites are monitored by a Network Operating Center (NOC) 24/7 for alarms related to its infrastructure (i.e. fire, aviation lights, power interruption alarms etc). Cellnex Sweden has a 24/7 national field service organization that reacts upon those alarms when triggered by the NOC. The MNOs manage the factors which would ensure quality of service in relation to reliability and interruptions.

### Cellnex Portugal



Cellnex Portugal only own and manage passive infrastructure, as such they don't provide connectivity. However, they conduct preventive maintenances according to a yearly plan and corrective interventions whenever needed and comply with the SLA's defined in contracts with the clients. The MNOs manage the factors which would ensure quality of service in relation to reliability and interruptions.

### Cellnex certified for sixth consecutive year as "Zero Outage Supplier"



Deutsche Telekom certifies the company in Spain for its quality standards for managing the data transmission connectivity service. Cellnex renews the certification granted by Deutsche Telekom as a Zero Outage Supplier for the sixth year running. This certification is part of the German company's worldwide programme for selecting and certifying their key connectivity service providers in each country, to act jointly as partners in improving service to their end customer. This programme sets the German group's quality standards for their customers based on the operational excellence, security and stability of the systems, monitoring critical components and reducing/resolving incidents with 24/7 availability by their key suppliers.

## Customer Engagement

Cellnex wants to guarantee a personal and stable relationship with its customers, and one way of doing this is by regularly carrying out customer engagement surveys. This way, Cellnex can find out the perception of its customers about the company and assess the quality and suitability of the service provided. With the results, action plans are drawn up.

Cellnex has a unified and global customer engagement survey for all Business Units, which makes it possible to standardize customer engagement and identify the specific global and local action plans. The main objectives of the survey are:

- To obtain a global and easy framework, deployable across Cellnex, to compare customer engagement in all Business Units with common KPIs.
- To analyse the customer engagement both overall and country-specific by launching a common customer survey in Cellnex countries

The survey is linked to the Cellnex Process Map and is broken down into five categories: General, Offer and Sell, Deliver Services, Assurance and Customer Care, in which specific questions related to these topics are defined. In addition, the Business Units can add specific questions, with prior validation at corporate level.

Moreover, to guarantee objectivity and independence, fieldwork and analysis of global and local results is managed

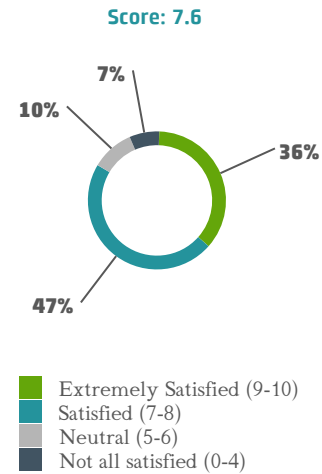
centrally by an external provider from Corporate. The results of the main key indicators (Customer satisfaction-CSAT, Net promoter score-NPS, Customer effort score-CES, Response rate-RR) were segmented by customer ABC category (A: MNO and other critical customers, B: important customers, C: Long Tail customers) and by customer segment (Broadcast, Operators, Public Administrations and Enterprises).

From the analysis of the results obtained, great overall scores are achieved, with high satisfaction (7.6) and a significative NPS: 25%, that are similar to the obtained in CES 2021 (Customer Engagement Survey).

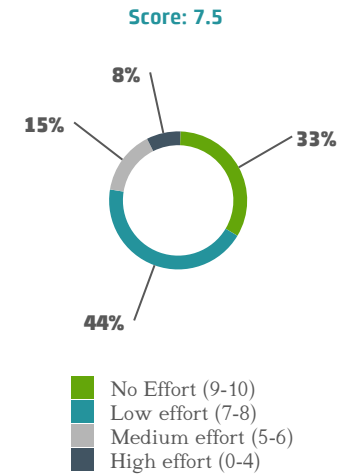
Response Rate is 40%, so the high participation is remarkable, as in similar surveys (B2B) the maximum participation is less than 20%. Although in comparison with CES 2021 participation has decreased, this is due to the significant increase in the universe (+97% from 453 contacts to 892 contacts).

Additionally, it has been observed that, in general, Cellnex customers rate positively their main needs, which are focused on attributes related to the quality of the service offered and personal treatment, which have a direct impact on overall satisfaction

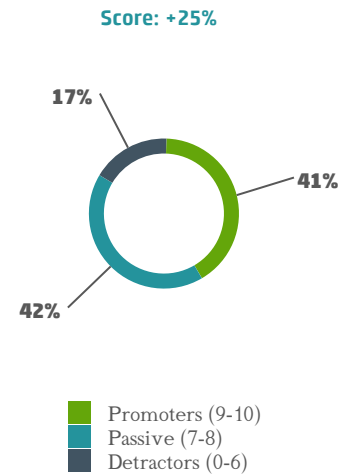
### Customer satisfaction



### Customer Effort Score



### Net Promoter Score



**In 2022 Cellnex has developed a new Global Security Master Plan for Cybersecurity and Physical Security which has identified the main security risks**

**Security of the information**

In 2019 Cellnex reviewed and approved a new global Information Security Policy, which aims to establish the guidelines and lines of action in Information Security that govern the way in which Cellnex Group manages and protects its information and services, as well as its communication to stakeholders and implementation in all companies and functional areas of the Group.

The basic principle of the policy is that information is a very important asset for Cellnex, and it is necessary to guarantee the confidentiality, integrity and availability of information in accordance with recognised standards of Information Security management in the provision of services as a Telecommunications infrastructure operator to Operators, Broadcasters, Public Administrations and Corporations. Therefore, steps are taken to identify and protect Information assets from unauthorised access, modification, communication or destruction, whether intentional or incidental, ensuring that they are used only for purposes approved by Management.

Moreover, continuous improvement is developed within the framework of a Management System, which Management undertakes to lead in accordance with the ISO 27001 standard, and which applies to all the Group's Business Units. All of this is based on people management, process management and continuous improvement; guaranteeing its effectiveness and efficiency. In 2022, the global ISO 27001 certification has been maintained in Corporation, Spain, Italy,

Portugal, France, Switzerland, Netherlands, Ireland, UK and by 2022 all the companies in Austria, Denmark and Sweden have been included into the scope of the certification.

In addition, in 2022 Cellnex has developed a new Global Security Master Plan for Cybersecurity and Physical Security which has identified the main security risks in Cellnex and defines the actions to be developed between 2022 and 2025 to manage these risks. This new 2022-2025 Global Security Master Plan takes into account the complex context in which we find ourselves:

- With a very advanced level of digital transformation within Cellnex, which means that the level of digital exposure is high and therefore so are the cybersecurity risks,
- With a great growth both in the types of services and in the number of countries where we offer services.
- With heterogeneous security regulations in different countries aiming to curb cybercrime and regulate digital sovereignty, which in practice puts pressure on cybersecurity.

The main initiatives developed during 2022 within the framework of the Global Security Master Plan:

- Implementation of two-factor authentication for access by all users (internal and external) to core applications that manage the operation and maintenance of Cellnex assets.

- Deployment of a real-time vulnerability monitoring solution to proactively detect security risks.
- Automation of incident response processes in case of detection of security incidents.

In addition, because of the new security threats caused by the conflict in Ukraine, cybersecurity risks have been reviewed and the monitoring of events arising from the conflict has been reinforced, and specific audits and drills have been carried out to check the level of protection and response to the materialization of these new threats.

Moreover, during 2022 the Security Office has been expanded with new functions to strengthen its functional and geographical scope, incorporating all new business units (Sweden, Denmark, Austria, and Poland ). The new services offered by the Security Office in 2022 include:

- Development and maintenance of the security risk management model.
- Carrying out continuous attack tests to prove the effectiveness of security measures and processes implemented at Cellnex.
- Support for the monitoring of new regulations with an impact on security for each Business Unit.





During 2022, no data breaches or incident involving theft or loss of information or affecting the business has been detected in any of Cellnex's business units

### Automation of security processes

Cellnex is committed to the automation of security processes, for example through the development of tools that allow the automatic execution of actions when certain events are detected to block sophisticated attacks received. This has made it possible to gain detection, prevention, and protection capacity, thereby increasing response capacity and therefore the level of security and mitigating the associated risks. The security incidents detected and blocked have increased in complexity due to the evolution of increasingly targeted attacks.

### Awareness

During 2022, several awareness-raising and training campaigns were carried out for employees in relation to information security. In this regard, for example, the following have been carried out:

- 14 awareness campaigns using "Phishing" simulations (where an attacker sends a fraudulent message designed to trick an employee into revealing confidential information or to implement malicious software in the victim's infrastructure).
- Campaigns where all Cellnex users must explicitly agree to the security policies.
- One cybersecurity training session for members of the Board of Directors and Senior Management on cybersecurity best-practice and how they are implemented at Cellnex.

In addition, information security advice has been provided and alerts have been given on virus and phishing campaigns aimed at Cellnex staff.

All this has contributed to the fact that the rate of fall in phishing campaigns has dropped by 6% from 2021 to 2022, despite the increase in the sophistication of the attacks.

## 6.2 Suppliers

Establishing **strong and lasting relationships with its suppliers** is key to achieving Cellnex's goals

### Collaboration and commitment with our value chain

In an ever-changing world, to be able to respond to the needs of the market, the collaboration of its suppliers is of vital importance for Cellnex.

Cellnex strives to be a business partner to its suppliers, where long-term relationships are built on mutual benefits and trust. In this sense, Cellnex regularly update its suppliers about new projects and invite them to cooperate. Moreover, for Cellnex, it is essential that suppliers are aware of corporate policies and values and ensure compliance with each of them.

The procurement process is key for the Company due to its high economic, environmental and social impact. For this reason, Cellnex has established and promotes a guide for action in the procurement process that goes beyond price, product and/or service quality, by also considering social, ethical, environmental and privacy aspects in the performance of Cellnex's suppliers.

The supplier relationship model is based on a collaborative approach between the requesting areas and the procurement team that work together to deliver the optimal procurement practice. Relationship with suppliers is in many cases built on years of cooperation between Cellnex staff and the supplier.

Cellnex has a supplier management model based on collaboration and continuous

improvement, seeking the most efficient procurement procedures and finding technological solutions that result in improvements. In early 2023, Sustainability Linked Confirming was also launched, a payment solution for suppliers with sustainable criteria, since it is linked to the supplier's CDP score.

### Procurement Policy

During 2022, the **Procurement Policy** has been renewed with the aim of including the ESG and risk integration model in the supply chain, as well as the incorporation of the supplier code of conduct, which includes the basic rules that all Cellnex suppliers must know and comply with. The policy has been approved by the Board of Directors in January 2023. The basic principles on which the Procurement Policy is based are the following:



**"The definition of the Risk integration and ESG model in supply chain project has been a success due to the close collaboration between all areas involved".**

**Sergi Núñez, Global Head of Procurement - Cellnex Corporate**

### Supplier code of conduct

Cellnex adopted the **Supplier Code of Conduct** that acts as a framework of trust and cooperation for the Organisation with its value chain, resulting in the continuous improvement of procurement processes and, establishing long-lasting stable business relationships. As such, the Supplier Code of Conduct aims to bring together in a single document the key references to the set of principles, rules and policies of Cellnex Group that govern suppliers.

### Integrating risk and ESG in the supply chain

In relation to the aforementioned, during 2022, work has been done on the definition of the Risk Integration and ESG model in the supply chain. This project is aligned with the objectives of the ESG Master Plan for the year 2022. Therefore, together with different areas (Legal, Health & Safety, Security, Sustainability and Quality and Risk Management) the risks associated with the supply chain have been defined, the suppliers have been categorized and a management model has been defined

for the inclusion of ESG and risks criteria in the contracting, approval and evaluation of suppliers.

The implementation of the ESG and risk integration model in the supply chain will be carried out through the processes defined in the Ariba tool and will be carried out in parallel to the implementations of Ariba Sourcing and Contracts and Ariba SLP throughout the Group. The model will be fully implemented throughout the Group in 2023.

#### SUPPLIER CODE OF CONDUCT - PRINCIPLES



### ARIBA Tool

Supplier management is carried out in a coordinated and homogeneous manner among all the Business Units under the Cellnex Industrial Model. Since 2020, work has been carried out on the implementation of the Ariba tool to improve and update the way of managing procurement in the Group. From the beginning, the implementation was proposed in three phases and in a staggered manner in the different countries. The implementation plan runs from 2020 to 2023, when the Ariba implementation project will be completed

throughout the Group. Therefore, by 2023, all Group companies will manage their procurement processes end to end through the Ariba tool. The three phases of the implementation are divided into the different pillars of the tool:

- Ariba Buying: In the first phase of the implementation, the aim has been to standardize the way in which the Group carries out the operational purchase, from the purchase order to the accounting of the invoice and its subsequent payment. This phase has

been deployed since the start of the project and has concluded in 2022 with the implementation of Ariba Buying in all the countries in which the Group operates. During the year 2022 it has been implemented in Poland, Denmark and Sweden.

- Ariba Sourcing and Contracts: in the second phase of the implementation, the objective has been to improve and automate the tactical procurement processes, which include the Sourcing process (bidding, negotiation,



auctions, etc.) and the Contracts process (contracts database, electronic signature, automation of contract review flows and full integration with operational procurement management). During 2022 the model has been defined and implemented in the Corporation and Spain. Likewise, the model and the tool have been implemented in Italy, the UK, and Poland. During the first half of 2023 it will be implemented to the rest of the Group.

- Ariba SLP: in the third phase of the implementation, the focus will be on the automation of supplier registration and qualification management. The definition of the model has been done during 2022 in line with the Risk Integration and ESG model in the supply chain.
- The Ariba Network: this module is the supplier portal that strengthens the relationship with suppliers, centralizing all communication in a single place which is updated in real time. It manages all the information relating to purchase orders, incoming goods notifications, invoices and payments. In 2021, 500 suppliers were incorporated into the portal.

### CDP Supply Chain

In 2022, the CDP Supply Chain campaign has been carried out once again. Through CDP, Cellnex suppliers can report their carbon footprint, which allows a more accurate calculation of the emissions associated with scopes 3.1 and 3.2 of Cellnex's carbon footprint, as well as their plans to reduce emissions.

In line with the commitment acquired to reduce by 21% the emissions of scopes 3.1 and 3.2 by 2025, contracts have been signed with strategic suppliers in which carbon footprint reduction plans have been defined. Likewise, the suppliers of these contracts have committed to report their emissions through CDP during the term of the contracts.

In 2022 CDP Supply Chain questionnaire was launched for Cellnex suppliers, with 224 responses in 2022 (178 in 2021).

**CDP recognises Cellnex for engaging suppliers in the fight to end climate change**

Cellnex has been recognised by CDP as **'Supplier Engagement Leader 2021'** for its action combating climate change and its efforts to measure and reduce environmental impact in its supply chain. The company's commitment to sustainability and its efforts to measure and reduce climate risk in its supply chain made it a leader among the 518 companies which are ranked in the index, and one of only 16 Spanish companies to make the list. In particular, the independent telecommunications infrastructure operator stood out for establishing objectives and actions to reduce atmospheric emissions, mitigate climate risks and promote development of low-carbon activity. The company has continued providing these information as part of the CDP Supply Chain questionnaire 2022.



The supplier evaluation, selection and monitoring **are considered critical within the procurement process**

*"The procurement team is focused on selecting and evaluating suppliers who are committed to respecting and supporting the values of sustainability. I am very proud to be part of this team that helps Cellnex to leave an important and significant mark on the world we live in".*

**Silvia Scalia, Procurement Technician - Cellnex Italy**

## Supplier evaluation, selection and monitoring

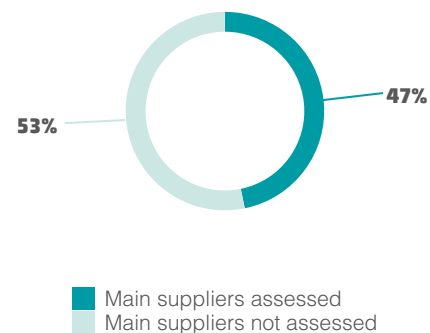
Cellnex is committed to generating local value by contracting most of its suppliers locally. Cellnex suppliers must share the same values and commitment to society and the environment as Cellnex does, which is why the Company periodically evaluates the sustainability of our suppliers, as well as their impact on climate change.

The supplier selection, approval and evaluation processes are considered critical within the procurement process. During 2022, as in the last two years, the ESG supplier evaluation campaign was again carried out using the Ecovadis platform. For 2022, the supplier categorisation criteria have been taken into account to ensure that all the Group's main suppliers have been assessed by Ecovadis. Once the assessment is completed, feedback is given to suppliers and the areas with the highest risk of non-compliance have been identified. On this basis, an action plan is drawn up for the supplier, which is registered and managed through the Ecovadis platform. In this sense, no suppliers with negative environmental impacts were identified in 2022.

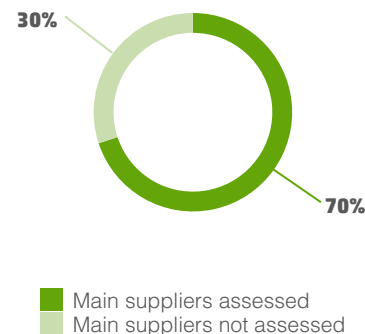
For its part, Cellnex Italia has also evaluated 50% of its suppliers on environmental and social issues through other mechanisms.



### Social assessment (Ecovadis)



### Environmental or ESG assessment (Ecovadis +CDP)



**90%**  
of local suppliers

	89 % (2022)
	89 % (2021)
	93 % (2022)
	95 % (2021)
	90 % (2022)
	90 % (2021)
	91 % (2022)
	92 % (2021)
	90 % (2022)
	89 % (2021)
	88 % (2022)
	94 % (2021)
	77 % (2022)
	81 % (2021)
	89 % (2022)
	87 % (2021)
	77 % (2022)
	26 % (2021)
	79 % (2022)
	97 % (2021)
	93 % (2022)
	98 % (2021)
	97 % (2022)
	98 % (2021)



**Cellnex Italy has in place a circular economy and sustainability project**



Cellnex Italy has embarked on a path to achieve sustainability objectives, involving one of its strategic suppliers. Accordingly, a circular economy and sustainability project has been identified which, starting from the raw material used in the production of an asset used on the Cellnex technical sites, allows for the end of life of this asset, through a regular recycling process, to recover the raw material to be returned to the production cycle on the Italian market. The entire process also involves the use of a chain of properly qualified and certified Italian suppliers. The project relates to the replacement of batteries at Cellnex.

The advantages of this project on the circular economy and sustainability, are the following::

1. Reduction in the cost of supplying batteries;
2. Involvement of leading Italian companies;
3. Saving money by reducing transport;
4. Cutting CO<sub>2</sub> emissions into the atmosphere by reducing transport;
5. Controlled management of waste with evidence of the reuse of the material.