



\$ VALUE CHAIN

Extending our commitment
to the value chain

2023 main actions and KPIs

Particular emphasis was placed on Cellnex's strategic approach to the operators' market through an internal Think Tank report, supporting its Value Proposition to Telecommunication Operators

Cellnex was certified for the sixth consecutive year as "Zero Outage Supplier"

The Industrial Billing Model has been defined with the aim of standardizing and making the process more efficient across all countries

The Supplier Qualification Process was redefined including Risks and ESG criteria

The successful implementation of the Ariba Tool was completed by the first half of 2023

Implementation of the model for integrating risks and ESG into the supply chain

- 5 sessions of Cellnex Connectivity Days
- Customer Engagement Survey: 7.6 customer satisfaction and 49% response rate
- 96%. local suppliers
- 83% of main suppliers assessed through CDP and Ecovadis

Follow-up on the ESG Master Plan targets

	Target year	Target		2023
Critical suppliers homologated considering ESG criteria	from 2023	100%		95%
Critical suppliers that have not complied with minimum ESG evaluation criteria, audited	2025	80%		Work in progress
Evaluation of critical/significant suppliers through CDP & Ecovadis	from 2023	100%		95%
Suppliers supported in corrective action plan implementation	2025	80%		Work in progress

Next steps for the upcoming years

Extend qualification and develop evaluation of main suppliers

Consolidate the use of the Ariba Tool

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

Analyse and share the results of supplier monitoring and the actions to be carried out

6.1 Customers

“Sales teams leads our customers relationships and encourages all the Cellnex’s teams to develop our customer centric approach and provide excellent services and solutions to their needs. We follow the evolution the satisfaction and confidence of our customer thanks to the annual Customer Engagement Survey (CES). The results of the annual CES allows us to monitor our relationship with them and to prepare action plans to improve.”

Antoni Liria
Global Sales Excellence director - Cellnex Corporate

Our customer-centric approach

Cellnex places significant emphasis on its customers within its value creation model. The company has crafted a relationship model with customers centred around proximity, transparency and a commitment to continual enhancement. To ensure a consistent and meaningful connection with its customers, Cellnex engages in ongoing interactions throughout the entirety of the service delivery process.

This interaction spans from commercial management to addressing incidents, providing reports and handling any inquiries or complaints during the provision, operation, and maintenance phases. Consequently, Cellnex has directed its sales force towards market segments, reinforcing the manager's role. The manager's primary objective involves establishing a specialised, end-to-end relationship with customers. This approach aims to offer comprehensive and personalised value-added solutions and services, assisting customers in addressing their needs and prioritising their overall satisfaction.

In terms of the strategic focus on customer relations, the role of a neutral tower company is pivotal in facilitating fair and equitable access to telecommunication infrastructure across various networks and providers in the industry. In 2023, particular emphasis was placed on Cellnex's strategic approach to the

operators' market through an internal Think Tank report, supporting its Value Proposition to Telecommunication Operators.

Customers are also an essential part of Cellnex's ESG strategy, as they represent a fundamental pillar for the company. In this regard, Cellnex provides customers with communication channels through which they can submit complaints, which are subsequently analysed by Cellnex.

Accordingly, from the Quality Management System, integrated into the Global Management System, the Complaint Management process has been established, which is common to the entire Company. This process aims to handle systematically and homogeneously possible customer complaints, minimising their impact on satisfaction and service quality.

In 2023, there were a total of 48 customer complaints (16 in 2022), of which 83% (99% in 2022) were processed and resolved before the end of the year in accordance with the company's procedures. The rest are still being processed in 2024. Some complaints relate to service incidents, project delivery service assurance, lease renewal, invoice clarifications, and energy prices.

Likewise, an additional 57 societal complaints were received in Cellnex Netherlands in 2023, primarily related to noise and maintenance issues. The majority of these have been successfully resolved.

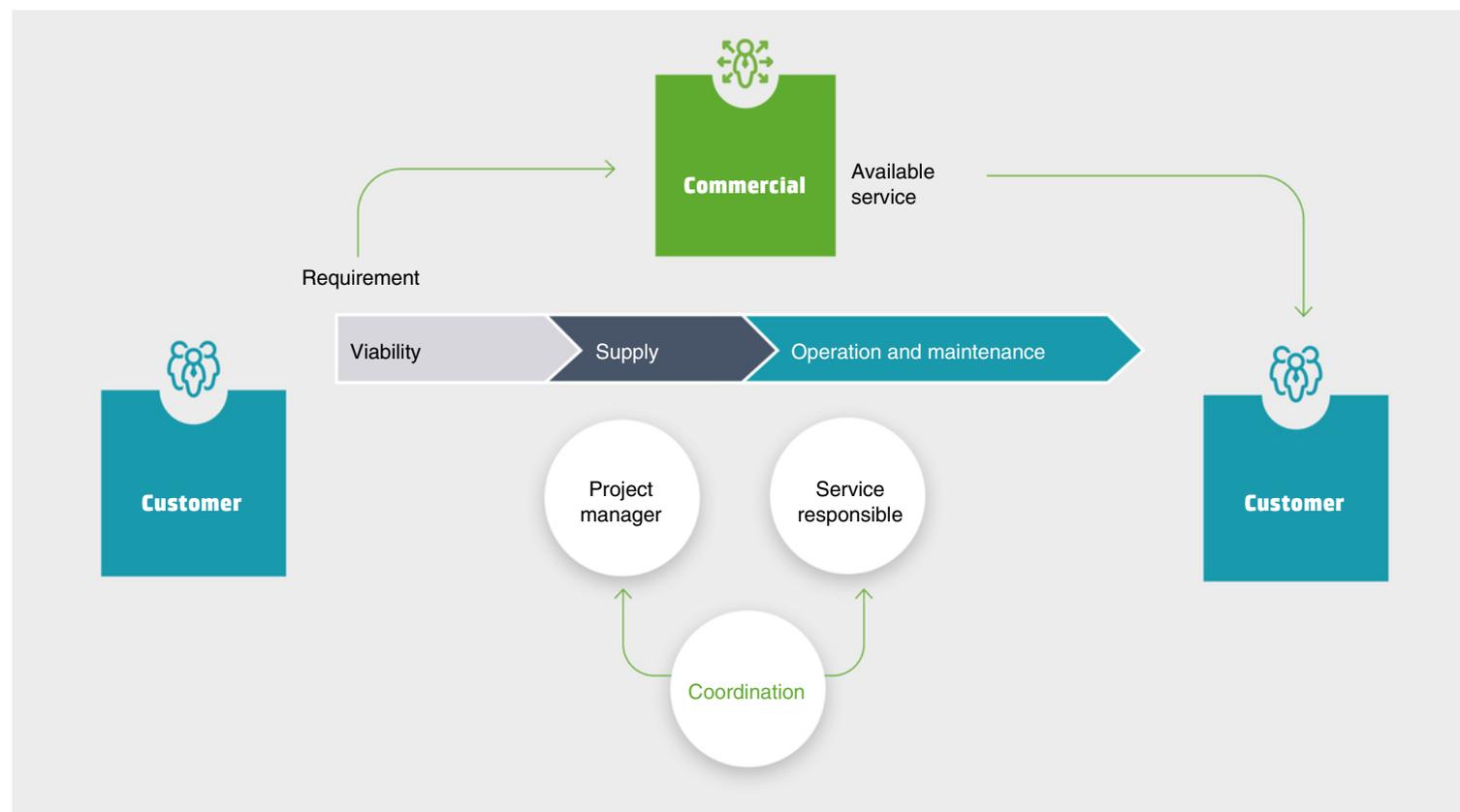


Global customer service model

The existence of a global customer service model significantly impacts and enhances the quality of customer relations on a global scale by providing an expanded market perspective and a distinct customer orientation. As an element of Cellnex's Industrial Model, the Global Commercial Vision seeks to implement a common business perspective and commercial strategy for customer relations.

The corporate Innovation, Commercial Development and Technology Department, together with the Sales Excellence Department, oversees the identification of international opportunities and drives commercial operations in each country. This involves furnishing support materials, introducing new solutions, services and products, and disseminating best practices to all sales representatives. To facilitate this, Salesforce has been deployed across all countries to streamline and standardise the sales process, thereby enhancing coordination and comprehension of the commercial procedures. After the implementation of Salesforce across all countries, there has been a thorough review of the end-to-end process, from the moment of offering and selling to billing and invoicing. The aim was to align and deploy a more consistent and efficient model across all

countries. As a result of this analysis, an additional step for the future unified model has been defined: the Billing Industrial Model. The development and deployment of this new model and the integration of all systems, related with the end-to-end process, will continue throughout 2024.



In order to ensure a personalised and consistent customer relationship, Cellnex has developed a comprehensive global customer service model. This model allows Cellnex to offer its customers three contact points throughout the service:

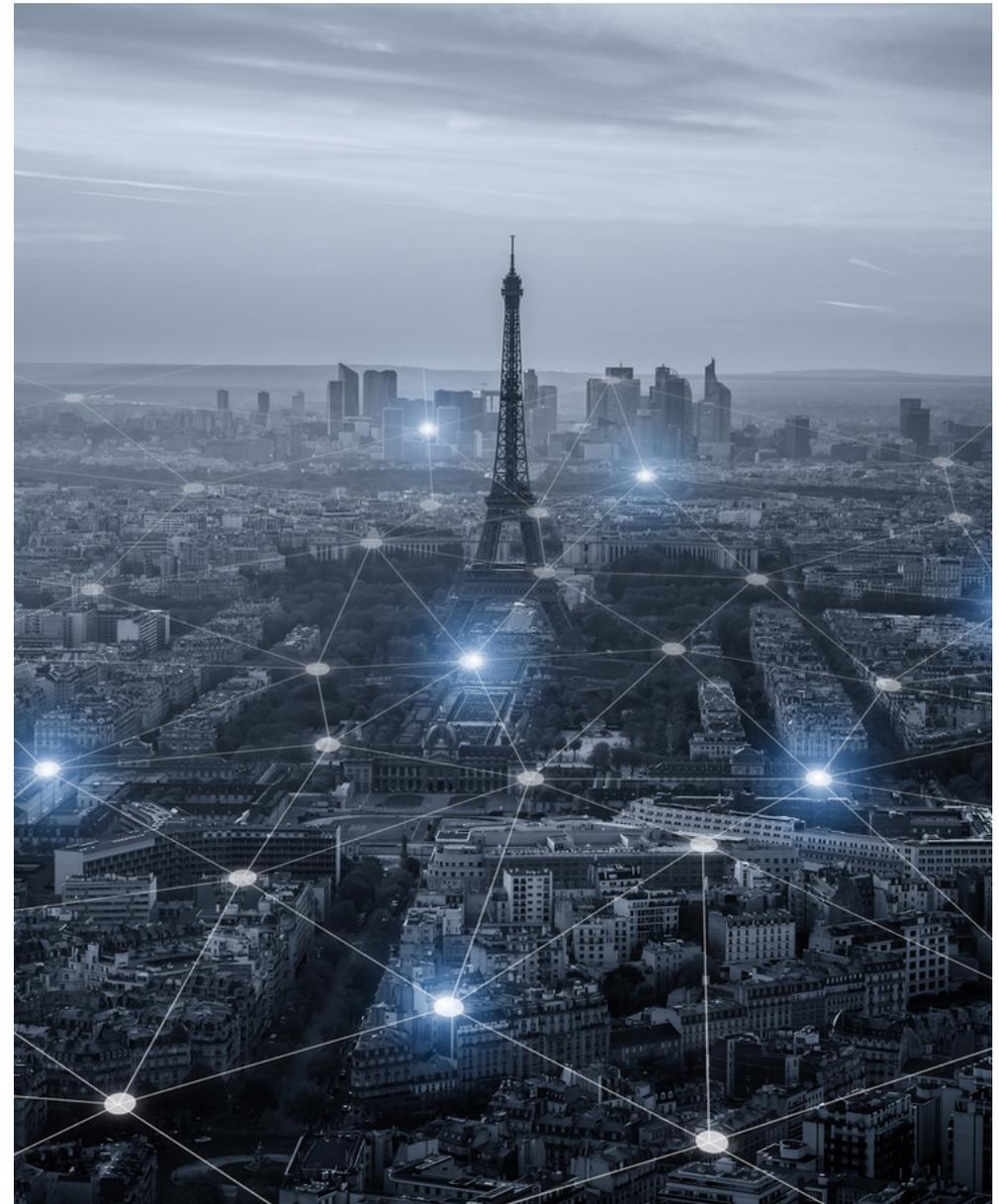
- **Commercial/Account Manager:** Each customer is assigned an account manager or commercial sales representative tasked with overseeing all relationships between Cellnex and its customers, offering a holistic approach to addressing their needs and concerns.
- **Project Manager:** Together with Account Managers, they play a pivotal role in ensuring customer satisfaction, exerting influence through optimal service design and delivery performance.
- **Supervisor:** Serving as primary contacts during service delivery alongside the account manager, they oversee service level availability, monitoring and optimisation to ensure the delivery of optimal service.

In 2023, the contents of *What We Do* have undergone continuous updates and improvements, providing the entire sales team with up-to-date and comprehensive information on the solutions, services, products and references offered by Cellnex to its clients. Additionally, the value propositions tailored for each targeted market segment have been reviewed to ensure a sustained competitive advantage within the company's go-to-market strategies.

Moreover, the commercial repository has been consistently updated with pertinent information and sales materials to bolster the Sales Processes. This encompasses incorporating projects and best practices across all Cellnex territories, facilitating the exchange of expertise and knowledge throughout the entire sales team.

These sales enablement initiatives are managed by Cellnex's Marketing Taskforce, a cross-functional and cross-country team. This team continuously evaluates methods to enhance customer communication, develop new materials, gain deeper insights into each country's market dynamics and coordinate commercial campaign activities to attract potential new customers.

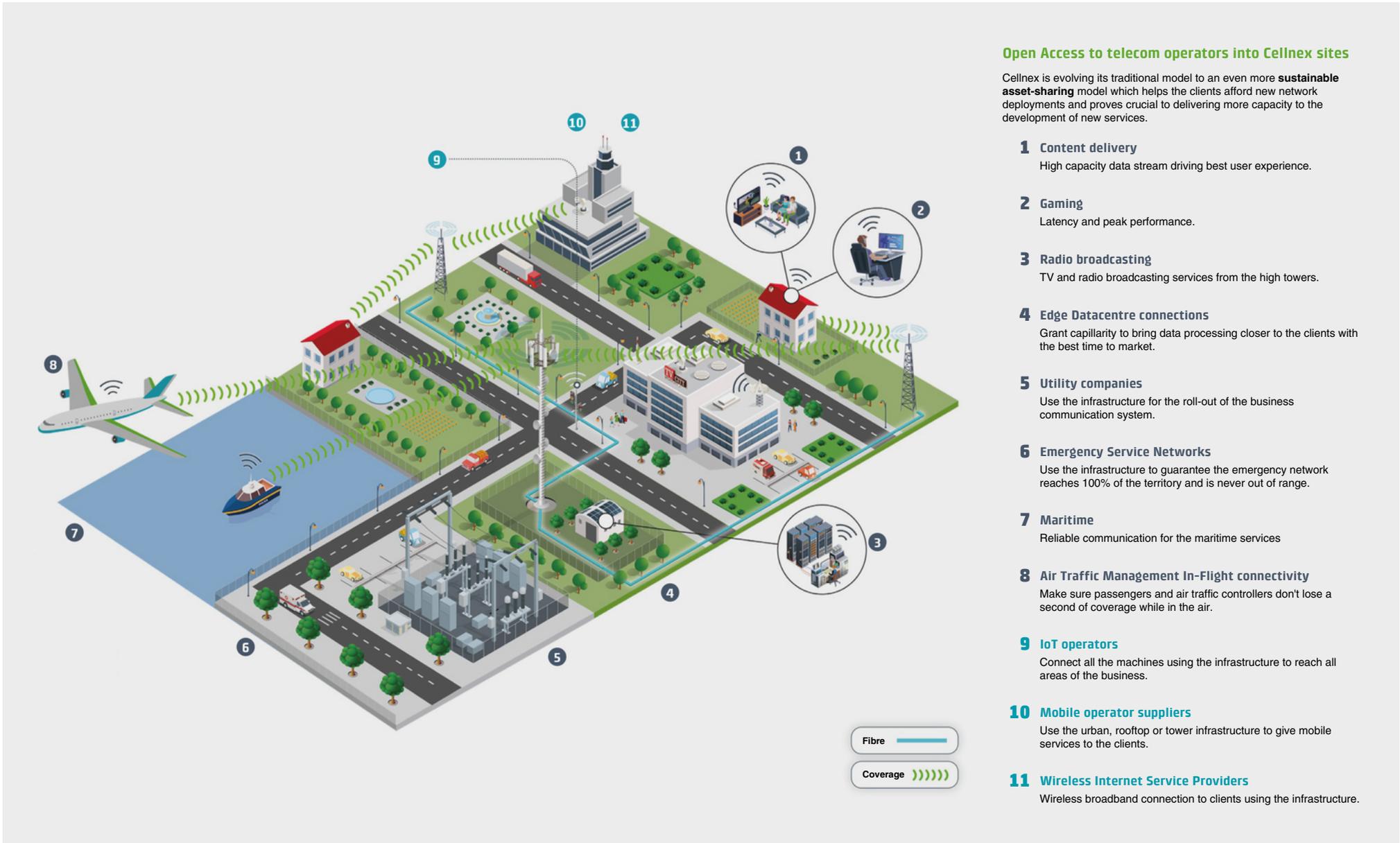
In 2023, a notable commercial initiative was highlighted by the Marketing and Sales teams and launched into the market to rationalise their infrastructures. This initiative involved a commercial campaign specifically aimed at optimising infrastructure sharing.



Open Access to telecom operators into Cellnex sites

Cellnex is evolving its traditional model to an even more **sustainable asset-sharing** model which helps the clients afford new network deployments and proves crucial to delivering more capacity to the development of new services.

- 1 Content delivery**
High capacity data stream driving best user experience.
- 2 Gaming**
Latency and peak performance.
- 3 Radio broadcasting**
TV and radio broadcasting services from the high towers.
- 4 Edge Datacentre connections**
Grant capillarity to bring data processing closer to the clients with the best time to market.
- 5 Utility companies**
Use the infrastructure for the roll-out of the business communication system.
- 6 Emergency Service Networks**
Use the infrastructure to guarantee the emergency network reaches 100% of the territory and is never out of range.
- 7 Maritime**
Reliable communication for the maritime services
- 8 Air Traffic Management In-Flight connectivity**
Make sure passengers and air traffic controllers don't lose a second of coverage while in the air.
- 9 IoT operators**
Connect all the machines using the infrastructure to reach all areas of the business.
- 10 Mobile operator suppliers**
Use the urban, rooftop or tower infrastructure to give mobile services to the clients.
- 11 Wireless Internet Service Providers**
Wireless broadband connection to clients using the infrastructure.



Ensuring the availability and reliability of Cellnex services

Cellnex is consistently looking for ways to improve by placing a strong emphasis on meeting the needs and expectations of stakeholders, offering high-quality services, and ensuring customer satisfaction.

Cellnex Austria



Cellnex Austria is currently following Cellnex's Industrial Model for maintenance and service, in order to provide availability and reliability for its products and services. In 2023, the average frequency of interruption was 1.84 days (3.5 days in 2022), and the average duration of interruption was 0.002 hours (0.006 hours in 2022).

Cellnex Denmark



All structures that 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 correctively maintained by a third party operations and maintenance supplier. Based on the 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.

Cellnex Denmark has developed and implemented a Business Continuity Plan, in addition to performing a risk analysis to ensure the availability and reliability of Cellnex services.

Cellnex France



The first step to guarantee the availability and reliability of services, 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 Operation Centre (NOC), open 24/7, which can be used for urgent needs. In France, there is also an issue module in Agora, where stakeholders report anomalies, a supervision centre to alert Cellnex, monthly checks on compliance with contractual deadlines, and maintenance contracts, among others.

Cellnex Italy



In 2023 Cellnex Italy completed the roll-out of the Preventive Maintenance plan and Evolutionary Maintenance plan, aiming to improve the availability and reliability of its infrastructure. Offering an excellent service to customers is a key priority for Cellnex Italy as it strives to improve the reliability of the telecommunication equipment and services offered. The annual maintenance plan is highly efficient with very fast response times in the event of a breakdown. In 2023, the average frequency of interruption was 186 interruptions per month (164 per month in 2022), and the average duration of interruption was 2.4 hours (the same figure as in 2022). For the calculation of the 2023 data, it is worth noting the increase in the Cellnex Italy TIS perimeter of approximately 1000 sites.

Cellnex Netherlands



At Cellnex Netherlands there is an annual maintenance plan that addresses preventive

and corrective maintenance and continuous incident reporting, registration and evaluation, as well as a Service Operating Centre, available 24/7/365, for monitoring and maintenance. In 2023, there was a total of 20 interruptions (5 in 2022).

Cellnex Poland



As a result of performance monitoring, a large set of parameters are monitored and constantly checked to find sources of decreased quality at Cellnex Poland. For example, the cell availability (and unavailability) KPI is monitored, which shows the percentage of base station cell availability time against 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. In addition, call (or data bearer) drop ratios are monitored separately for each technology, showing the percentage of uncompleted calls or data bearer selections against the total number of such attempts. Moreover, a quality assurance measure is deployed, focused on its biggest customer's (Polkomtel) KPI system. This system calculates the percentage of services that comply with agreed KPI target values for all the agreed quality KPIs.

In 2023, the average frequency of interruption was 19.1 days (18.7 days in 2022), and the average duration of interruption was 7.3 hours (8.6 hours in 2022).

Cellnex Portugal



Cellnex Portugal only owns and manages passive infrastructure, meaning it doesn't provide connectivity. However, it conducts

preventive maintenance in accordance with a yearly plan and corrective interventions whenever needed and complies with the SLAs defined in contracts with customers. The MNOs manage the factors that ensure quality of service in relation to reliability and interruptions.

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 which 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 and includes Continuity Plans for specific services and infrastructure to ensure the continuity of certain critical services. During 2023, a simulation exercise was carried out which included detection, initial communications, convening of the Crisis Committee and the first steps to be taken in the event of a crisis at Cellnex Spain. The objectives of the drill were:

- Testing the communication and coordination protocols of the various members of the Crisis Committee.
- Rehearsing internal communications and convening the non-permanent members of the Crisis Committee.
- Identifying aspects to be modified, corrected or improved, in terms of both operations and resources.

The drill was carried out on 27 June 2023, simulating a critical incident at the Arganda Teleport.

In 2023, the average frequency of interruption was 1 interruption every 173 days (1 every 128 days in 2022), and the average duration of interruption was 2.7 hours (5.4 hours in 2022). Looking ahead to 2024, there are plans to obtain certification for ISO 22301 (Business Continuity) at global level.

Cellnex Sweden



The Cellnex Sweden Network Operation Centre (NOC) monitors the active infrastructure 24/7 and captures alarms and incidents affecting the in-service performance in real time. The NOC dispatches any repair work to the First Line Maintenance organisation which is active 24/7. A Service Level Agreement (SLA) with the MNOs regulates the time to repair. Cellnex Sweden performs preventive maintenance on all its infrastructure regularly to find and repair abnormalities before they turn into incidents.

During 2023, Cellnex Sweden has enhanced and reinforced the IT system portfolio for service management and site information storage.

Cellnex Switzerland

At Cellnex Switzerland, maintenance, both preventive and corrective, is covered by ad-hoc contracts as the company does not handle active equipment, which falls under responsibility of the MNOs. The MNOs manage the factors that would ensure quality of service in relation to reliability and 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 equivalent 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 that ensure quality of service in relation to reliability and interruptions.

Furthermore, Cellnex engage a continuous programme of planned site inspections. Sites requiring inspection in the upcoming year are scheduled on the Ostara software platform to enable inspection suppliers to conduct the assessments.

Cellnex certified as a “Zero Outage Supplier” for the sixth consecutive year

Deutsche Telekom certifies the company in Spain for its quality standards for managing the data transmission connectivity service. Cellnex has renewed 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 from their key suppliers.



Customer engagement

Cellnex strives to ensure a consistent and intimate rapport with its customers. A method to achieve this goal involves conducting periodic Customer Engagement Surveys (CES). These surveys enable Cellnex to gauge its customers' perceptions regarding the company and evaluate the quality and suitability of the service. Action plans are devised on the basis of the findings.

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

- To obtain an understandable and global framework, deployable across Cellnex, with the aim of comparing customer engagement in all Business Units by following common KPIs.
- To analyse both overall and country-specific customer engagement by launching a common customer survey in all 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. Specific questions are defined within these five categories. Business Units can choose to include more targeted questions, subject to prior validation at corporate level.

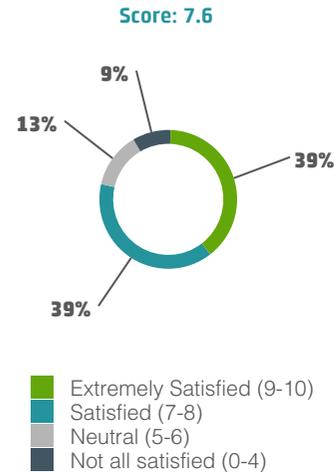
Furthermore, to ensure objectivity and independence, the fieldwork and analysis of both global and local results are centrally overseen by an external provider appointed by Corporate. The results of the main key indicators (Customer satisfaction-CSAT, Net promoter score-NPS, Customer effort score-CES, 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).

Based on an analysis of the results, the results are positive - with significant satisfaction (7.6) and a significant NPS (25%), similar to the results obtained in the 2022 CES.

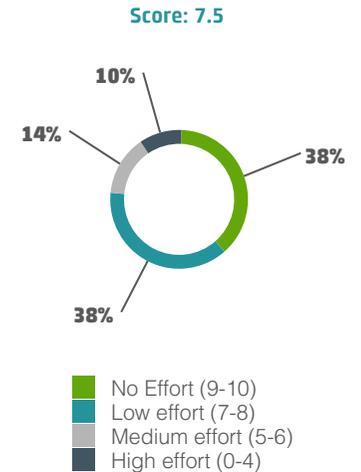
Response rate was high, reaching 49%, considering that similar surveys (B2B) experience a maximum participation of less than 20%. Moreover, in comparison with CES 2022 participation has increased in 9 points,

It has been observed that, in general, Cellnex customers rate their main needs positively, which are focused on attributes related to the quality of the service and commercial management, which have a direct impact on overall satisfaction.

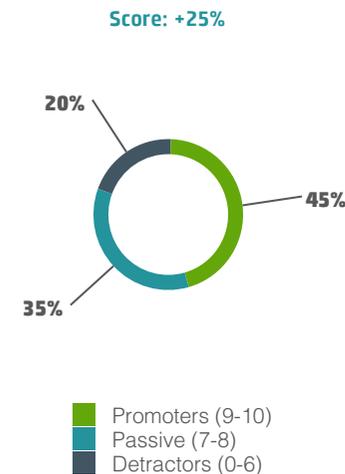
Customer Satisfaction



Customer Effort Score



Net Promoter Score



6.2 Suppliers

With the **Sustainability Linked Confirming** suppliers assessed by CDP obtain an incremental discount on the invoices they anticipate

Commitment and collaboration with our value chain

Cellnex aims to establish enduring partnerships with its suppliers, founded on mutual benefits and trust, fostering a robust business relationship. In a constantly evolving world, the collaboration of its suppliers is crucial for Cellnex to effectively address market demands. In this respect, Cellnex regularly updates its suppliers regarding new projects and encourages their cooperation. It is essential for the company that suppliers are aware of corporate policies and values, and that compliance with all of them is ensured.

The procurement process is key for Cellnex due to its high economic, environmental and social impact. For this reason, Cellnex

established and actively promotes an action guide for 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 the company's suppliers.

The supplier relationship model relies on a collaborative approach between the requesting departments and the procurement team, working jointly to achieve optimal procurement practices. In many cases, relationships with suppliers are built upon years of cooperation between Cellnex staff and suppliers.

Cellnex employs a supplier management model emphasising collaboration and ongoing enhancements, aiming for streamlined procurement processes and discovering technological solutions to drive improvements. In early 2023, the company also launched **Sustainability Linked Confirming**,

a supplier payment solution that follows sustainable criteria, as it is linked to the supplier's CDP score. Through this programme, suppliers assessed by CDP obtain an incremental discount on the invoices they anticipate, versus the standard rate charged by the bank, depending on their CDP score. A higher score results in a higher discount.

Procurement Policy

The **Procurement Policy** underwent an update in 2022 to encompass the integration of the ESG risk model within the supply chain. Additionally, it now integrates the supplier code of conduct, outlining fundamental regulations that all Cellnex suppliers are required to understand and adhere to. The policy was approved by the Board of Directors in January 2023. The basic principles of the Procurement Policy are as follows:

Procurement Policy

Overall integration	Sustainable efficiency	Contractual commitments	Defence	Respect	Compliance with the protection	Information	Compliance with the applicable legal	Our Human Team
with Cellnex Policies	and financial integrity	meet the Group's minimum standards	of free competition	for the environment	respect for universally recognised basic Human Rights	containing personal and/or confidential data	and regulatory requirements	is committed to improving sustainability in our supply chain

The **Supplier Code of Conduct** consolidates the essential Cellnex Group principles, rules and policies

Supplier Code of Conduct

Cellnex implemented a **Supplier Code of Conduct**, a foundation for trust and collaboration within the organisation's value chain. This initiative aims to drive ongoing enhancement in procurement processes and foster enduring, reliable business connections. The Supplier Code of Conduct consolidates the essential Cellnex Group principles, rules and policies governing suppliers into a unified document. The Supplier Code of Conduct explicitly mentions the commitment towards anti-bribery, conflicts of interests and antitrust, in line with the Cellnex Code of Ethics.

Integrating risk and ESG in the supply chain

In 2022, the definition of the Risk Integration and ESG model in the supply chain project was implemented, in line with the Group's ESG Master plan. In cooperation with the various areas (Legal, Health & Safety, Security, Sustainability and Quality and Risk Management), the risks associated with the supply chain were defined, suppliers were categorised and a management model was defined for the inclusion of ESG and risk criteria in the sourcing, contracting, qualification and evaluation of suppliers.

In 2023, the model for integrating risks and ESG in the supply chain has been implemented, including the following milestones:

- The qualification process for suppliers has been redefined, including the following:

Supplier code of conduct - Principles



In 2023, the model for integrating risks and ESG in the supply chain has been implemented, including the milestones in the infographic below.

Suppliers evaluation:

- The qualification process for suppliers has been redefined, including the following:

As part of the qualification a screening of its main suppliers is performed through:

- Ecovadis (for ESG-related topics). Ecovadis specifically takes into consideration sectorial information to evaluate its suppliers.
- Financial Screening with Dunn & Bradstreet
- Compliance Screening with Catalyst (Bureau Van Dijk)
- When selecting which suppliers are included in the screening process, Cellnex takes into consideration the specific risks associated with the suppliers in terms of sector and good or service they are providing.
- In 2023 the Group qualified its Critical suppliers, covering 58,25% of the total Spend. Critical suppliers are those with an annual spend over 5M€ or those who are considered critical for the business continuity of the Group

Sourcing:

It is being progressively implemented the inclusion of ESG criteria in the selection of suppliers participating in tender processes, including but not limited to the following aspects:

- Prioritisation of qualified suppliers
- Depending on the good or service specific information or minimum requirement is requested (ISOs, Ecovadis scoring, CDP reporting)
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- The selection criteria contain a percentage linked to ESG.
- Assessment of risks required to participate in tendering processes

Contracting:

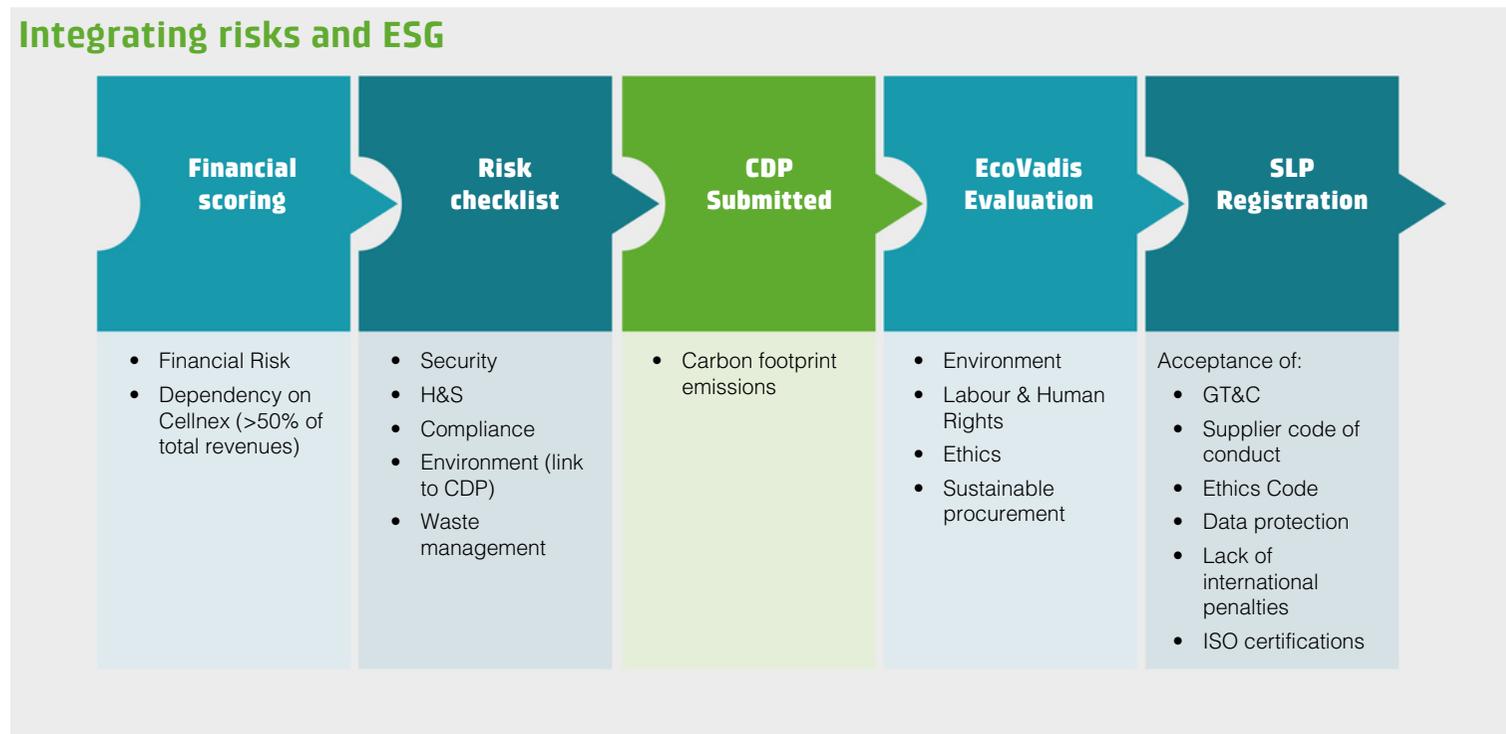
ESG-related clauses are being integrated into the contracting process to ensure that its supply chain is aligned with its ESG commitments, including but not limited to the following aspects:

- Commitment to report carbon footprint and implement reduction plans
- Ensuring compliance with internal rules and external regulations (Information Security, Health and Safety, Compliance, etc.)

Supplier Performance Evaluation

In 2023 the Supplier Performance Evaluation included ESG and risk considerations to assess the performance of suppliers for contracts with ESG and risk clauses.

Integrating risks and ESG



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 implementation of the Ariba tool to improve and update the way procurement is managed in the Group. From the beginning, implementation was proposed in three phases and in a staggered manner in the various countries. The implementation plan was active from 2020 to 2023, culminating in the completion of the Ariba implementation project across the entire Group in 2023. As such, all Group companies now manage their end-to-end procurement processes through the Ariba tool. The three phases of the implementation process were divided into the tool's various pillars:

- Ariba Buying: In the first phase of the implementation process, the aim was to standardise the way in which the Group carries out operational purchases, from the purchase order to the accounting of the invoice and its subsequent payment. Deployment of this phase began at the start of the project and concluded in 2022 with the implementation of Ariba Buying in all the countries where the Group operates.
- Ariba Sourcing and Contracts: In the second phase of the implementation process, the objective was to improve and automate the tactical procurement processes, including 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). By the first half of 2023, the implementation was successfully completed across the whole of the Group.
- Ariba SLP: In the third and final phase of the implementation process, the focus was on the automation of supplier registration and qualification management. The definition of the model was completed in line with the Risk Integration and ESG model in the supply chain.

CDP Supply Chain

In 2023, the CDP Supply Chain campaign was carried out once again. Through CDP, Cellnex suppliers can report their carbon footprint, allowing for 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.

Aligned with the pledge to decrease emissions within scopes 3.1 and 3.2 by 21% by 2025, Cellnex has entered into contracts with key suppliers that include the outlining of plans to reduce carbon footprint. These suppliers have also committed to reporting their emissions through CDP throughout the duration of the contracts.

In 2023, the CDP Supply Chain questionnaire was launched for Cellnex suppliers, with 279 responses (224 in 2022).



"It has been a challenge to get our suppliers to go through the whole approval process that Cellnex established, but when you explain what it is and the benefits it brings to them as a win - win approach, you get a strong commitment that leads us to establish a long lasting business relationship."

Ruth Collado
Senior Procurement analyst - Cellnex Corporate

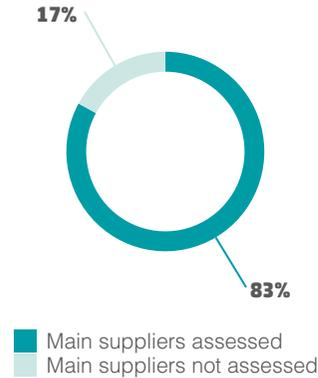
Supplier evaluation, selection, and monitoring

Cellnex is committed to generating local value by contracting most of its suppliers locally. During 2023, Cellnex has increased the percentage of local suppliers from 90% to 96%. Cellnex suppliers must share the same values and commitment to society and the environment that Cellnex has, which is why the Company periodically evaluates the sustainability of its suppliers, as well as their impact on climate change.

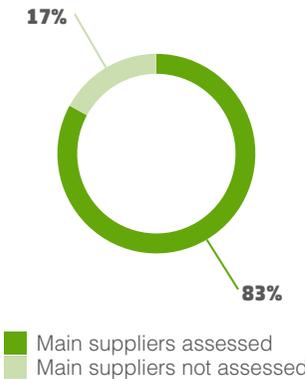
The supplier selection, approval and evaluation processes are considered critical within the procurement process. During 2023, the ESG supplier evaluation campaign was again carried out using the Ecovadis platform. For 2023, the supplier categorisation criteria have been taken into account to ensure 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 are identified. On this basis, an action plan is drawn up for the supplier, registered and managed through the Ecovadis platform. In this regard, no suppliers with negative environmental impacts were identified in 2023.



Social assessment (Ecovadis)



Environmental or ESG assessment (Ecovadis + CDP)



96% of local suppliers

	90%	(2023)
	89%	(2022)
	97%	(2023)
	93%	(2022)
	94%	(2023)
	90%	(2022)
	91%	(2023)
	91%	(2022)
	92%	(2023)
	90%	(2022)
	88%	(2023)
	88%	(2022)
	86%	(2023)
	77%	(2022)
	84%	(2023)
	89%	(2022)
	97%	(2023)
	77%	(2022)
	77%	(2023)
	79%	(2022)
	90%	(2023)
	93%	(2022)
	91%	(2023)
	97%	(2022)



Italy

Cellnex Italy strategically extends its commitment to values and a sustainable culture across the entire supply chain. The company seamlessly integrates supplier evaluation, selection and monitoring with the assessment of ESG requirements, thus reinforcing its dedication to sustainability.

The Cellnex website proudly showcases the company's Commitment for Sustainable Procurement, underlining its transparent approach to sustainable practices. Notably, environmental and social sustainability criteria have been incorporated into the management of Tenders and Requests for Offer, reflecting the company's comprehensive commitment to sustainability.

Cellnex's selection of suppliers for audit aligns with the ESG risk level, considering factors such as the supply's nature, certifications, dedication to social and environmental responsibility, and an assessment of the supplier's environmental, health and safety, and service quality.

An evaluation process, involving 280 suppliers through the "Requisiti per la qualifica del fornitore" during qualification/confirmation in the Supplier Register, scrutinises environmental and social issues.

In 2023, the company's stakeholder engagement activities in sustainability culminated in the successful implementation of a circular economy initiative. This innovative project, stemming from repurposing 5,000 disused batteries across its sites, follows a systematic recycling process that reclaims raw materials for reintroduction into the production cycle. Notably, the entire process is orchestrated through a supply chain comprising meticulously qualified and certified Italian suppliers.

The merits of this project in terms of circular economy principles and sustainability are manifold:

1. Reduction in Battery Supply Costs: This initiative contributes to a significant reduction in battery supply expenses.
2. Engagement with Leading Italian Companies: Cellnex proudly involves prominent Italian companies in this circular economy endeavour.
3. Cost Savings through Transport Reduction: Notable cost savings are achieved by minimising transportation needs.
4. Carbon Emission Reduction: The project actively contributes to the reduction of CO₂ emissions by curbing transportation requirements.
5. Controlled Waste Management and Material Reuse: The company's approach ensures meticulous waste management, providing clear evidence of material reuse and a commitment to sustainable practices.



Spain

In 2023, the Operational Coordination Department of Operations at Cellnex Spain has commissioned external audits from Bureau Veritas to assess key suppliers responsible for comprehensive maintenance at the organisation's facilities. These audits cover operational, service quality, environmental, safety and health aspects. Such audits are an integral part of monitoring outsourced processes, identifying opportunities for continuous improvement in the supply chain.