To enrich our future, digitally.

ESG Report 2025

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From our CEO

Welcome to the 2025 sustainability report

As I look back on 2025, it was a year of significant transition and renewed focus for Melita. While the landscape of sustainability reporting shifted, our internal commitment to environmental, social and governance excellence remained constant

Although the Corporate Sustainability Reporting Directive (CSRD) was put on hold this year, we haven't slowed our momentum. We are leveraging the extensive groundwork already completed to track our ESG performance within the rigorous parameters set by our new owners, Goldman Sachs Alternatives. Their expertise is helping us refine our data-driven approach, ensuring that our sustainability goals are as robust as our commercial ones.

As we welcomed Goldman Sachs, we also said a fond farewell to our outgoing shareholders. I am delighted to share that EQT Infrastructure IV provided a very generous donation to The Melita Foundation upon their exit. This contribution is a testament to their belief in our community impact and ensures that the Melita Foundation's vital work across Malta will continue to flourish. Indeed this new injection of funding has encouraged the Melita Foundation board to look at new, longer term funding approaches which we hope will better match the needs of local NGOs.

Despite our ambitious plans to increase our share of clean energy in 2025, we did not see a percentage increase this year. This was primarily due to unforeseen delays encountered with the Mqabba Solar Farm project. However, I am pleased to report that as of January 2026, work is actively underway for the farm's connection to the National Grid. We have scheduled construction for completion by March 2026, which will be a transformative milestone for generating clean energy.

"Ensuring that our sustainability goals are as robust as our commercial ones"

Our transition to sustainable mobility continues at pace. We remain firmly on track to hit our target of 85% electric vehicles (EVs) in our fleet by the end of 2026. Replacing internal combustion engines isn't just a corporate goal; it's a commitment to cleaner air in the communities where our technicians work every day.

Internationally, our growth in the Internet of Things (IoT) sector is proving that business success and environmental stewardship go hand-in-hand. IoT sensors are vital tools for the more efficient use of resources, from water management to smart energy grid across multiple industries.

We remain dedicated to building a future where connectivity and sustainability are inseparable.

Harald Röesch
CEO – Melita Limited

2025 Highlights

Customers

9.3/10
customer satisfaction

45 seconds
average call answer time

Planet

100%
carbon neutral on energy used to provide our services

68%
of company vehicles electric

Employees

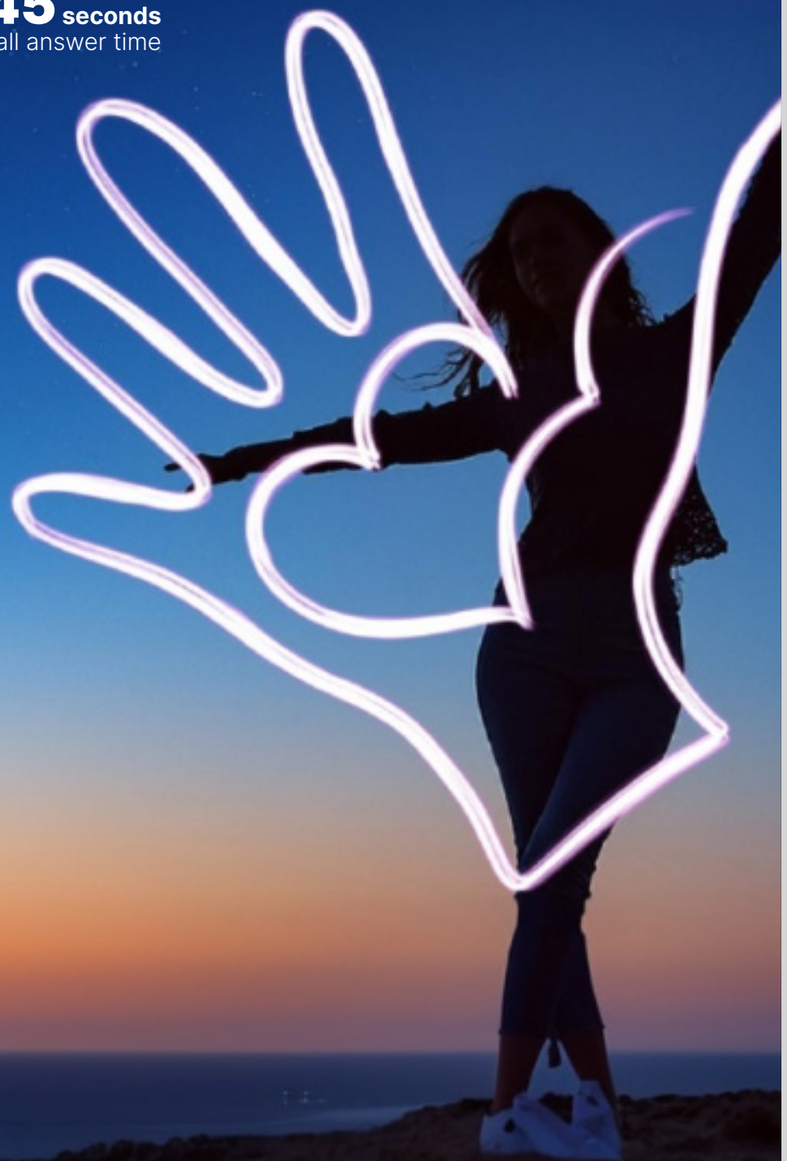
28% eNPS

22 nationalities

Society

€716,000
allocated by
The Melita Foundation

99.9%+
network reliability



ESG Certifications

Melita's commitment to operational excellence is underpinned by three ISO certifications, ensuring that the highest international standards are integrated across our business. In alignment with this rigour, we remain dedicated to the Science Based Targets initiative (SBTi), pursuing ambitious, science-based emissions reductions that decouple our growth from our environmental footprint.

In recognition of our efforts to create a positive workplace environment, in 2025 we were once again certified as an Employer Approved Workplace.

ISO 27001 Information Security Management

Science Based Target Initiative

ISO 14001 Environmental Management

ISO45001 Occupational Health and Safety

Talexio Team Voice: Employee Approved Workplace

Bright change for Malta's eco system

The next section of this report outlines the key milestones we've achieved, the targets we've set, and the progress we've made across our four pillars: society, employees, customers and planet.

1. Contribution to society

Our goal To be a technology leader to sustain and enable progress in our diverse society.

Our 5 year targets

	Technology	IoT	Reliable Connectivity
	Premium technology available at optimum price: quality ratio. We want to provide our customers with reliable, safe, high-quality communications services, so they can keep connected for family, for work, for play, for whatever is important.	**Nationwide IoT over 3G/4G/5G and NB-IoT. LoRaWAN and LTE-M available** Using IoT in our homes and our businesses can reduce consumption of energy and other resources, reduce food waste, make our homes smarter, our businesses more efficient.	**Continuous investment in improving network availability and security** Melita's primary social contribution is leveraging our position as a digital leader to sustain and enable national progress. Our infrastructure is the basis of our communication services and a pillar of National Digital Resilience.
2025	**Retain the edge on top technology at best price: quality ratio** ✓ Gigabit internet and 5G mobile available nationwide at best price. 2.5 Gbps available to over 50% of homes.	**Retain nationwide service provision capabilities in IoT** ✓ Retained nationwide service provision capabilities in IoT.	**Continue investing in network reliability** ✓ Over 99.9% network reliability. Continued improvement of our cyber security capabilities and ISMS under ISO 27001.

2. Caring for employees

Our goal To continuously improve the standard of care for employees, inspiring us to drive our purpose and values.

Our 5 year targets

	Employee Loyalty	Diverse Workplace
	eNPS As a best-in-class employer, we aim to create an environment where our team would recommend Melita as an employer. We measure this annually via an independent, anonymous survey.	**Women in workforce** We want our team and our internal culture to reflect the diverse community we serve, believing that this leads to better decision making and business sustainability.
2025	<table><tr><th></th><th>Target</th><th>Actual</th></tr><tr><td>eNPS</td><td>24</td><td>28</td></tr></table> Our Employee Net Promoter Score (eNPS) of 28 exceeded our target and far exceeded the eNPS of 3 for companies of a similar size. Over 85% of employees responded to our annual employee survey, which highlighted strengths across areas such as Leadership, Purpose, Culture & Team Cohesion.	<table><tr><th></th><th>Target</th><th>Actual</th></tr><tr><td>Women in workforce</td><td>30%</td><td>34%</td></tr></table> Our team comprises 22 different nationalities, family support now includes on-site nursing rooms, hybrid work flexibility, and financial subsidies for nursery applications and holiday camps.

3. Caring for customers

Our goal To have the happiest customers amongst telecommunication providers in Malta.

Our 5 year targets

Happiest customers	Customer satisfaction at every touchpoint
Highest percentage selecting happy as reaction to telecommunications supplier	**tNPS = 63**
From 800 respondents every year, our aim is to achieve the highest proportion of customers feeling happy with their telecom provider. In 2025 we narrowly missed our target, although our efforts in this area were rewarded with an almost 30% rise since 2024.	We continuously collect feedback from our customers using a third-party to get our transactional Net Promoter Score (tNPS), on a scale which goes from -100 to +100. In 2025 we exceeded our targets on residential and business.

2025

	Target	Actual
Highest percentage selecting happy as reaction to telecommunications supplier	1st	**2nd**

	Target	Actual
Residential tNPS	63%	**65%**
Business tNPS	63%	**70%**

4. Caring for our planet

Our goal Continuously reduce our environmental footprint.

Our 5 year targets

Caring for our planet	Care for the environment
Reducing Scope 1 & 2 emissions SBTi alignment	**Funding and other support for environmental projects.**
In line with our Science Based Target Initiative commitement, we continue to implement measures to manage and reduce our Scope 1 and Scope 2 emissions. Scope 2 electricity consumption is managed through on-site energy saving and the purchase of high quality Energy Attribution Certificates (EACs) associated with renewable electricity generation. In addition, we generate solar energy on and off site. Scope 1 emissions reductions are being supported through the continued transition of the Company's vehicle fleet towards electric vehicles.	**Includes direct funding through donations or via the Melita Foundation.** We demonstrate our commitment to environmental initiatives by providing financial backing and various other types of support. This encompasses direct funding facilitated by both corporate contributions and employee donations, as well as support extended through initiatives led by The Melita Foundation.

2025

	Target	Actual
Science Based Target Initiative commitment	On track	**On track**
Scope 1: % electric vehicles	60%	**68%**
Scope 2: Electricity consumption	100% Renewable	**99.5% Renewable**
Solar generation (Mwh)	5.4 MWh	**1.1 MWh**

Our Scope 2 figure is 99.5% renewable rather than 100%. The small remaining share comes from electricity used to charge our growing electric vehicle fleet, which we will bring under our renewable energy certificate programme in 2026.

	Target	Actual
Funding for environmental projects	€20,000	**€13,000**

The amount of funding allocated for environmental projects by The Melita Foundation board was significantly below target, reflecting very few applications for funding of environmental projects. Recognising that environmental protection is vital for Malta, we will increase our outreach efforts to environmental NGOs.

Melita Foundation

Since 2020, the Foundation has approved €716,000 for over 124 projects across our four pillars.

Here's just four examples of projects we allocated funds to in 2025.

Digital skills

Inspire Foundation

Six interactive whiteboards for Learning in Context Day School Programme.

Creativity

Optimist Club of Malta

extracurricular activities during summer focusing on drama with a talent show at the end.

Heritage

Parish of Christ the King

The Skywalk project will provide a 30 metre, elevated walkway and five staircases from the belfry to the second gallery of the dome to access the roof of the basilica and enjoy the views.

Environment

St Jeanne Antide Foundation

SOAR's Hub is restoring two wells to store rainwater, cut waste and reduce reliance on external sources. This water will support daily needs and sustain an organic garden.

Contact & Transparency

Melita Limited is committed to the highest standards of transparency. In compliance with the Digital Services Act, we provide regular updates on illegal content reporting to maintain a safe digital ecosystem.

- Sustainability Enquiries: **sustainability@melitaltd.com**
- Reporting & Governance: **www.melita.com/sustainability**
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