

Introduction by the CEO



Marco Visser CEO

DELTA Fiber's vision is to enable a digital society and thus connect the Netherlands. We are ideally placed to create such a connection for both work and pleasure, and consider it our mission to connect people to the fastest fiber network available in both rural and suburban areas.

Fiber, the most sustainable option

In today's connected society it is essential that everyone has a reliable internet connection. I am proud of the meaningful role DELTA Fiber plays in the digitalization of the Netherlands, a country ranked third in the Digital Economy and Society Index (DESI) 2022. Out of all the existing types of networks, DELTA Fiber offers the most sustainable option.

Fiber networks have numerous advantages over all other technologies, being fast, reliable and more energy-efficient. They deliver the most stable transfer and combine ever-increasing speeds with a relatively low energy consumption. More speed soon leads to new services. Video conferencing

was an exception just a few years ago but is now normal practice as more and more people regularly work and study from home. This progress is only possible thanks to the faster speeds that providers such as DELTA Fiber offer to their customers. Knowledge is mainly transmitted digitally as our society becomes increasingly automated. Our fiber network guarantees energy-efficient connectivity for our customers, enabling them to participate in society. I want to express my gratitude to our employees who together contribute to DELTA Fiber's success. And I am proud to say that we offer the fastest fiber network in the Netherlands with internet speeds of up to 8Gbps.

Strengthened commitment to sustainability

In the past year we strengthened our commitment to sustainability, putting us on course for a CO₂ reduction of 50% in 2030, and we achieved our sustainability-linked loan KPIs. DELTA Fiber made great progress in the areas of sustainability and Corporate Social Responsibility, which form an important part of our business

operations and strategy and enable us to make a positive contribution to society. We made good progress on the three spearheads of our ESG strategy: enabling a better digital life, taking responsibility towards society and respecting our planet.

Enabling a better digital life

In our efforts to enable a better digital life we have now reached 1.6 million homes passed, covering almost 70% of rural areas in the Netherlands. As part of our cybersecurity strategy we have further reduced our risk exposure and have increased the protection of our customers' privacy. In the area of quality improvement we launched an 8Gb proposition, while our XGS-PON fiber network has significantly fewer network disruptions.

Taking responsibility towards society

The well-being of our stakeholders and our customers, employees and shareholders is key. Thanks to the effectiveness of our quality improvement plan, which encompasses network improvement, product innovation and

efficient customer journeys, our NPS (Net Promotor Score) improved to +5. Our employee engagement improved to +32 and we competed for the title of 'Healthiest Professional Company of 2023'. I am proud to say that we finished in the top 10 out of the 43 companies that participated. As part of 'continuous listening' to our employees, we have integrated the Diversity, Equity, and Inclusion (DE&I) module into the employee survey we send out every six weeks. Moreover we are actively working on the theme of DE&I using the diversity nudges approach.

Respecting our planet

Under our new car policy, which came into effect in January, almost all new lease contracts are for electrical vehicles – an important step towards the full electrification of our lease fleet by 2028. In 2023 we also started a pilot with 15 suppliers to set goals for their decarbonization performance and we are developing a way to integrate concrete measures and requirements into our procurement policies. In September, to create a baseline for further improvements, we applied for an EcoVadis rating to assess our ESG (Environmental, Social and Governance) activities. This baseline has now been set and we are aiming for a bronze medal. In December the Science Based Trade

initiative (SBTi) validated our near-term emission reduction targets meaning that from now on we will work on climate goals that have a scientifically proven effect. We want to work towards reducing our CO₂ emissions to net zero by 2040.

Advocating a hybrid market model

At the Telecom Insights conference in June I explained why I consider double fiber construction or 'overbuild' socially irresponsible. I believe in a hybrid market model in which all telecom providers offer their services over each other's networks, similarly to the electricity network. Dual fiber connections mean that two network parties carry out the same excavation work, lay the same type of fiber cables and install similar equipment, which will eventually require double maintenance. This is a waste of resources, time and the huge investments involved and can ultimately have a negative effect on the price consumers have to pay for their internet services. Having just one fiber network results in high occupancy, reducing the costs per active connection.

Fiber first

Dutch telecom providers have a shared responsibility to improve digital provision



in the Netherlands. If we want all Dutch citizens to participate in society, we must make sure that they have access to the best telecom services. At DELTA Fiber we are committed to provide the best and fastest internet services. For us that means Fiber first, but only in a socially responsible manner.

Marco Visser, CEO