



DRIVING A DIGITAL MALTA WHERE NO ONE IS LEFT BEHIND....

NEWSLETTER 1: MAY 2023



better
every
day

Our Purpose, which is to drive a digital Malta, where no one is left behind, shapes all the decision making within GO.





From a simple telephony company a mere 17 years ago, GO today is one of Malta's largest group of companies boasting majority holdings in BMIT Technologies p.l.c., Connected Care Ltd, SENS Innovation Group Ltd and CyberSift Holdings Ltd, as well as Cablenet Communications Systems p.l.c. in Cyprus.

We focus all our efforts on delivering the best customer experience, and innovative products and services at the best value for money. We pride ourselves on being the largest investor in Malta's digital infrastructure, through which all industries in Malta are served through the latest and most advanced technology.

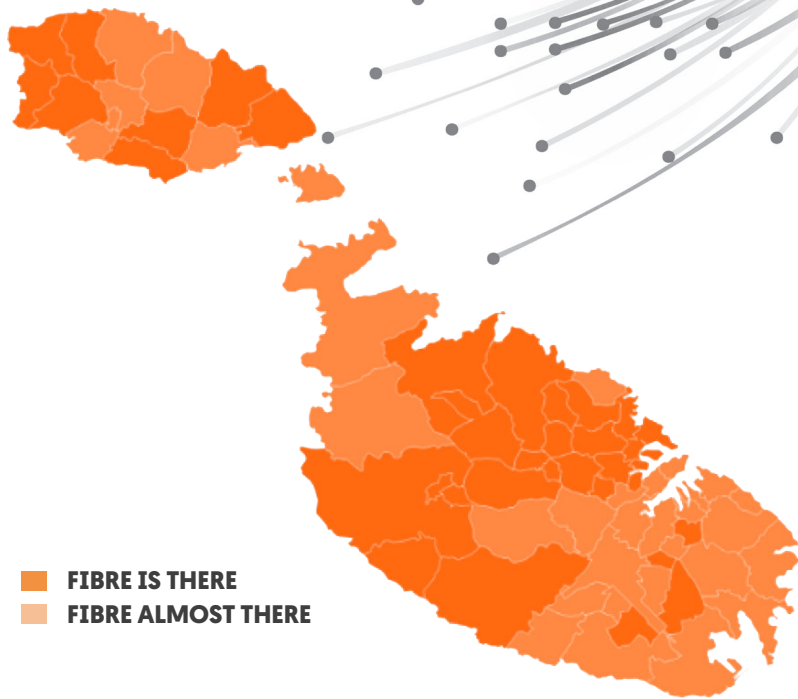
Through purpose and living our values, we are one of the best-performing publicly listed companies in Malta in terms of total shareholder returns and the hugely positive contribution to our communities. Here is an insight into our key achievements over the past months.

FINANCIAL PERFORMANCE Q1 2023

After an outstanding year in 2022, the Group maintained its robust financial performance in the first quarter of 2023 with double-digit growth rates in consolidated revenues and operating profitability compared to the Q1 2022.

DIVERSIFYING OUR BUSINESS

Through our investment arm GO Ventures, we successfully **concluded an €800,000 investment to acquire a 51% stake in Cybersift Holdings Ltd.** With a customer base spanning Malta, Italy, and the US, Cybersift is helping its customers improve their cyber security by using Artificial Intelligence learning to provide them with advanced, self-learning tools for detecting threats. The synergies between Cybersift's innovative approach to addressing emerging cyber threats and GO's approach to security will allow us to offer world-class products to our business clients, allowing them to continue achieving their digital growth in an even more secure environment.



■ **FIBRE IS THERE**
■ **FIBRE ALMOST THERE**

INVESTING IN A **DIGITAL MALTA**

During Q1 2023, we reached record numbers in terms of our True Fibre roll-out, connecting over 20,000 new homes and businesses to the fastest and most reliable broadband speeds. Total number of homes passed with True Fibre now reaches close to 250,000 and we anticipate that 75% of the islands will be covered with True Fibre until year end.

Our 5G network roll out is also at advanced stages. We expect all the islands to be covered with 5G by the end of the year. To date, all our mobile customers, whether pre-paid or post-paid can access our 5G network, enjoying unparalleled speeds, at no extra cost.

BECOMING **A DIGITAL** ENTERPRISE

Over the years, we have invested millions of euros to upgrade our systems and digital platforms that help us become more efficient operationally, but more importantly to improve our customer experience. In March this year, we successfully concluded a significant upgrade to our billing system, that makes us better positioned to meet the ever-changing needs of our customers, while delivering more innovative services and reducing operational costs. Considering that over 180,000 bills are issued monthly, this upgrade required considerable planning and coordination due to its complexity. Here are some key highlights.



Over 26,000
MANUAL TESTS



Over 1,400
AUTOMATED TESTS



Over 150
DEPLOYMENTS



Over 20 teams
INVOLVED



36 million
BILLS MIGRATED



450,000 subscriber
DATA MIGRATED

PROVIDING THE BEST CUSTOMER EXPERIENCE

Today we support over half a million customer connections. Every day we engage with over 5000 customers. Our teams are fully dedicated to giving them the best possible experience, and making their lives, better every day. More than 60% of these interactions are handled over our digital channels, whether its directly through our website, Facebook Messenger or WhatsApp.

We have continued to offer greater value through our Home pack offering with interesting add-ons such as SecureNet, which offers the peace of mind to our customers that their digital interactions are secure, and their data protected.

In 2022, GO was the fastest growing broadband and TV operator.



We obtained 16,500
NEW CUSTOMER CONNECTIONS IN 2022



We are ahead of targets
IN THE FIRST QUARTER OF 2023



We issue at least 180,000
BILLS EVERY MONTH



155,000 daily views on TOKIS
WITH OVER 4 MILLION VIEWS SINCE LAUNCH



1000+ hours of entertainment
ON TOKIS



320,000 viewers monthly
ON DEMAND, ON TOKIS



GO is one of the top brands in Malta
LEADING ITS COMPETITION IN TERMS OF BRAND
AWARENESS AND EMOTIONAL CONNECTION



Over 5,000 business support cases
WERE FIELDIED IN Q1 2023, WITH A RESOLUTION TIME
HALVED WHEN COMPARED TO SAME PERIOD IN 2022.



The first 1000 business customers
ONBOARDED ONTO THE NEWLY LAUNCHED B2B PORTAL



Retained B2B leadership position
ACROSS ALL SEGMENTS

MINIMISING ENVIRONMENTAL IMPACT



To live our Purpose well, we had to include environmental sustainability as one of our key strategic pillars to ensure a better life for future generations. Our sustainability strategy is based on REDUCING our source of carbon emissions and electricity usage, REPLACING key infrastructure and sources of energy with renewables and TRANSFORMING our business and investing for our community.

REDUCE

- We have been measuring our carbon footprint over the past 2 years and have committed to reduce our emissions by 46.2% by 2030.
- Hybrid working is contributing to less cars on the road.
- Investing in an electric fleet.
- Recycling of customer equipment has led to a reduction of over 300 tonnes of CO2 emissions and close to €2 million in cost savings.
- Reduced paper consumption. 98% of customer contracts are signed digitally.

REPLACE

- Replacing our copper network with ultra-fast, True Fibre network.
- Installed over 3000 solar & photovoltaic panels on the walls, roofs and car park at Zejtun Headquarters. This will generate 1MW of solar energy in 1 year. This is enough energy to power 350 households!

TRANSFORM

- Acquired SENS, a green tech company that helps companies become more energy efficient.
- GO is one of 13 founding members of the Malta ESG Alliance.
- Engage in a number of green initiatives both internally and externally.

BEST PLACE TO WORK AND GROW

We have worked very hard on developing the right culture at GO that enables our People to grow both personally and professionally, whilst striking the right work-life balance. GO is also a multi-cultural employer, currently employing 67 foreigners across 30 countries.

GO has been exemplary in setting industry standards when it comes to employee financial, mental and emotional wellbeing.



Record high Employee
SATISFACTION SCORES



33% increase
IN LEARNING HOURS



4 weeks paid leave
FOR NON-BIRTHING PARENT



4 weeks paid leave
FOR WOMEN EXPERIENCING PREGNANCY LOSS



Paid special leave
FOR EMPLOYEES GOING THROUGH DIFFICULT SITUATIONS



Temporary work
FROM ABROAD POLICY



Hybrid, remote, and flexible
WORK ENVIRONMENT



Unlimited paid
THERAPY SESSIONS



Unlimited paid
COACHING SESSIONS

GO AT THE HEART OF THE COMMUNITY

Whilst it is important for companies to do well, it is equally important to do good and have a positive impact. We pride ourselves on being at the very heart of the community we serve. Every year, GO gives back more than €250,000 to the community, through its sponsorship strategy, whether in cash donations or services in kind

Our sponsorship strategy is aligned to our purpose of driving a digital Malta where no one is left behind and is centred on 4 main pillars: Education, Digital Excellence & technology development, environmental sustainability, Connectivity. Here is an insight of the few initiatives we have supported over the past couple of months.



Supported the Order of Malta. The Order of Malta, one of the oldest institutions of Western civilisation is active in 120 countries and cares for people in need through medical, social and humanitarian works and provides a constant support for forgotten or excluded members of society. We too wanted to support the cause to ensure no one is left behind and graciously presented a small donation in support of the Order.



Supported the digitisation of 'Mase in Space' – Malta's first tentatively autism sensitive book. By taking 'Mase in Space' online and introducing lots of interactive features, we are making this resource available to a far broader audience and addressing the divergent needs of children on the autism spectrum. Moreover, we are providing an alternative medium for parents, carers, educators and therapists to engage and connect with the children in a way which is meaningful to them. It also serves to help build their digital skills.



- Supported the Malta Trust Foundation to purchase assistive communication devices for children who are visually impaired or on the autism spectrum.
- Consistently support a number of NGOs and Voluntary Organisations, in the technical set up and man hours required to host their respective telethons and complement this with cash donations.
- We also remain committed in our support to the Malta Community Chest Fund and its numerous charitable events.