



# DRIVING A DIGITAL MALTA

WHERE NO ONE IS LEFT BEHIND....

NEWSLETTER 2: DECEMBER 2023





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





As 2023 draws to a close, we can look back on the year with nothing less than pride and satisfaction at what we managed to achieve as One Team in our quest to deliver on our purpose to drive a digital Malta where no one is left behind. This purpose drives all the decision making at GO. It helps us see things from the consumer perspective, forces us to work even better together to deliver even better results, both for you, our esteemed shareholders, as well as for our valued customers.

It has not been without its challenges, but with every challenge comes an opportunity to learn and grow. We continue to be one of the best-performing publicly listed companies in Malta in terms of total shareholder returns and the hugely positive contribution we give to our communities. We now look forward to 2024 with excitement and increased energy.

Before providing an insight into our key achievements over the past 6 months, allow us to thank you for your continued support. We take this opportunity to wish you and your loved ones, a very merry, and connected Christmas.



## KEY HIGHLIGHTS IN NUMBERS



**11% growth in consolidated revenue**



**1.5% growth in total customer connections**



**+8% Year on Year growth in Cash flow**



**67,000 homes passed with TrueFibre in 2023 alone**



**GO is #1 in brand equity and top of mind telecom brand in Malta**



**80.2% employee satisfaction score – highest ever!**





## FINANCIAL PERFORMANCE Q3 2023

GO has sustained its positive momentum, further expanding on the favourable performance reported in the first half of the year. The Group's consolidated revenue for the 9-month period up to 30th September 2023 reached €178 million, marking an impressive 11% increase compared to the same period in 2022. This growth is mirrored in the Earning Before Interest, Tax, Depreciation, and Amortization (EBITDA), which also saw an 11% rise, reaching €69 million. We are optimistic about the Group's overall performance, forecasting another positive conclusion to the year.

## DIVERSIFYING OUR BUSINESS

GO Ventures remains Malta's most active Corporate venture fund, spearheading innovation by collaborating with startups on the island and beyond; confident that this will not only enhance GO's ability to drive a digital Malta, but also lead to the desired financial returns for the Company in due course. This year, GO Ventures further strengthened its portfolio with two investments in the circular economy and VR gaming spaces, whilst also cementing its reputation as a catalyst for entrepreneurial success by providing mentorship to several local startups. During 2023, GO added Cybersift to its group of companies. Recognising the increasing importance in cybersecurity, GO made this investment in a local team

that has developed its own resources and has integrated them with the broadband offerings that are being presented to commercial clients. Additionally, GO's investment allows Cybersift to look beyond Malta's confines, with efforts already underway to sell the company's products in new territories. In doing so, Cybersift is following in the path set by Sens Innovation which during 2023 installed its energy management technology in England, Germany, Dubai and Mauritius as well as Malta.

Another key milestone achieved in 2023 is a passive mobile towers infrastructure transaction with BMIT Technologies announced in August and subsequently concluded in early December. As part of the transaction, BMIT Technologies plc acquired GO's passive mobile infrastructure for a consideration of €46.6 million, and simultaneously entered into Master Services Agreement with GO by virtue of which, BMIT will provide GO with a fully-managed network of mobile tower sites and passive equipment for a period of 30 years.

GO has retained ownership of all active equipment and will continue to install, commission, and operate such active equipment. The transaction has significantly lightened GO's administrative burden, allowing the Company to focus its efforts more intently on its core business to continue to bring greater value for customers and shareholders.



## INVESTING IN A DIGITAL MALTA

During 2023, we doubled our True Fibre roll-out, connecting over 67,000 new homes and businesses to the fastest and most reliable broadband speeds. Total number of homes passed with True Fibre now reaches over 75% of the islands and we anticipate nationwide coverage by the end of 2024.

We also improved our mobile network coverage by adding 10 new sites and upgraded 90 sites to 5G, enabling unparalleled speeds of up to 1.5Gbps which all GO mobile customers can access at no extra cost. On the international connectivity front, this year also brought with it extensive repair works to one of our three submarine cables, which was extensively damaged by human activity. The repairs required 8 months of complex coordination and planning and were implemented over the course of a weekend. The financial commitment forced by this damage, was substantial, with costs exceeding €1.3

million. Remarkably, this operation had zero impact on customers as a result of our investment in two additional submarine cables with a promise to minimise disruptions.

## BECOMING A DIGITAL ENTERPRISE

If we really are to drive a digital Malta where no one is left behind, we need to start at home. Digitising as many processes and procedures as possible to create a seamless experience for customers is critical in a world dominated by technology. During 2023, we continued to invest heavily to upgrade our systems and digital platforms, that not only help us become operationally more efficient, they also help us serve our customers better.

Here are just a few highlights of key projects undertaken in 2023.

- We focused a lot of our attention on the Mobile App and B2B portal, undertaking considerable upgrades for better functionality and interaction.
- We were recertified with the ISO 27001 certificate, an international standard that outlines a framework for establishing, implementing, maintaining, and continually improving an information security management system.
- Launched an integrated Fiber Home gateway, which consolidates the functionality of 3 separate pieces of equipment into one cost-effective and environmentally friendly device, minimising complexity and clutter in our customer's homes.

## FIBRE LOCALITIES

ATTARD	ALBERT TOWN (MARSA)	BAHAR IC-CAGHAQ	BALZAN	BIRKIRKARA	BUGIBBA
BURMARRAD	DINGLI	FGURA	GHAJN TUFFIEHA	GHARB	GHARGHUR
GHASRI	GHAXAQ	GUDJA	GZIRA	HAMRUN	IKLIN
KERCEM	LIJA	MADLIENA	MANIKATA	MARSALFORN	MDINA
MOSTA	MSIDA	MTARFA	NADUR	NAXXAR	PEMBROKE
PIETA	QALA	QAWRA	QRENDI	RABAT	SAFI
SAN GWANN	SAN LAWRENZ	SANNAT	ST. LUCIJA	ST. VENERA	SIGGIEWI
SLIEMA	ST. JULIAN'S	ST. PAUL'S BAY	SWIEQI	TA' XBIEX	TAL QROQQ
TARXIEN	WARDIJA	XEMXIJA	XEWKIJA	XGHAJRA	XLENDI
HAL KIRKOP	LUQA	ZABBAR	PAOLA	ZEBBUG (GOZO)	
ZEBBUG	XAGHRA	MQABBA	BIRZEBBUGA	ZURRIEQ	MARSASCALA
ZEJTUN	MARSA	KALKARA	QORMI		
MARSAXLOKK	RABAT (GOZO)	MUNXAR	FONTANA		
MELLIHA	MGARR				

- Fibre is here!
- Almost there - H1 2024
- Almost there - H2 2024



## PROVIDING THE BEST CUSTOMER EXPERIENCE

2023 was an exceptional year in terms of customer experience. Staying true to our purpose of driving a digital Malta where no one is left behind, we worked hard to make connectivity and technology accessible to everyone through tailored plans, solutions and special offers for children, students, families, senior citizens and businesses.

Every day, we serve more than 5000 customers, whether its through our retail outlets, or through the various channels managed by our contact centre agents. We are very proud of the inroads we have made in our response times to customers through our contact centre. These agents manage a considerable number of calls and digital interactions daily, showcasing commendable proficiency in addressing customer issues and enquiries. Despite the apparent high daily volume, it's worth noting that this quantity has substantially diminished in comparison to the corresponding period in the previous year, reflecting a notable 15% reduction.

But there is more:

- We delivered greater value to our customers through exclusive partnership with UBER – an average of 8000 discounted trips were booked every month.
- We extended our Easybuy 0% financing solution to include PlayStation consoles, in addition to mobile devices.
- We celebrated the first year of the hugely successful TOKIS channel, which today offers over 100 hours of GO Originals content, and over 1000 hours of entertainment, in Maltese, captivating 5.4 million viewers every month. We invested in 8 new original productions. Today it is the third most popular TV channel.
- We launched a holistic stack of security products and services, both for residential and our business clients base. For the latter, these range from network vulnerability assessments to monitoring, as well as end-point protection in collaboration with Cybersift.
- We launched NB-IoT enabling our business customers to improve operational efficiency and become greener by reducing energy consumption.
- We launched eSIM enabling customers to have multiple mobile lines on the same smartphone.
- Launched a new integrated smart WiFi 6 modem which reduces complexity and clutter in the customers' home, whilst reducing energy consumption and which allows for speedier installation.





## MINIMISING ENVIRONMENTAL IMPACT

We are progressing well on our new headquarters in Zejtun. BiPVs have now been installed and will be connected to the grid in the coming weeks, taking it one step closer to becoming one of the first sustainable buildings on the island. We are on track to fully relocate by the end of 2024. The relocation of our head office to Zejtun marks a significant step towards achieving greater energy efficiency and reducing our environmental footprint. This strategic move aligns with our commitment to sustainability on multiple fronts.

At the outset, the inclusion of innovative water conservation systems, such as the reservoir under one of the buildings, not only saves water but also bolsters our fire safety measures. In terms of electricity, the building will be more energy-efficient, utilizing advanced technologies in electrical generation. The installation of photovoltaic (PV) and Building-Integrated Photovoltaics (BiPVs) systems is a key aspect of this. These systems will significantly contribute to our electrical generation, ensuring we harness renewable energy sources more effectively.

Overall, this move to Zejtun allows us to significantly reduce our carbon footprint, exemplifying our dedication to environmentally responsible business practices.

We strongly believe that you cannot change what you don't measure and therefore started to include some of our subsidiaries when calculating overall emissions so that we can collectively start to operate in a more sustainable way.

Other initiatives to reduce our carbon footprint throughout 2023 include:

- Full revamp of our SIM packaging (both internal and external packaging), led to a reduction in use of plastic, and the size and weight of overall packaging. The introduction of eSIM completely eliminated packaging all together.
- Downsized the number of bins in the office and introduced waste separate bins on all floors.
- The launch of the new integrated smart WiFi 6 modem will also contribute to a reduction in carbon footprint as less equipment will be required, therefore less plastic use and electricity consumption.

As founding members of the Malta ESG Alliance, we take pride in being leaders in the sustainability camp and feel privileged to encourage and inspire other companies to transition to more sustainable operations. In fact, our acquisition of SENS Innovation Group Ltd an energy management company that leverages proprietary IOT based technology to reduce energy consumption and associated costs for commercial buildings, in one more step forward in helping our own customers reduce their own carbon footprint.

## BEST PLACE TO WORK AND GROW

2023 has been a remarkable year for GO and its people following the introduction of several innovative people wellness policies and initiatives aimed at making GO a great place to work and grow. Such actions have left an encouragingly positive mark on GO's people and employment satisfaction scores. In fact, the 2023 Employee Satisfaction survey has shown an employee satisfaction score of a record high 80.2%.

This is no surprise following the bold people strategy that GO implements. In the past year alone, GO has set industry standards in terms of policies introduced, including four weeks paid leave for pregnancy loss, four weeks paid leave for the non-birthing parent and a successful temporary 'work from abroad' policy. These have been crucial for GO, which for the first time has been acknowledged as the top employer in Malta in the annual Employee Net Promoter Score (ENPS).





In this year's annual study commissioned by GO through an independent market research agency M. Fsadni & Associates, GO achieved an outstanding overall employer ranking, doubling the score since the last survey was carried out last year, establishing it as the leading employer in Malta.

Such efforts also contributed to GO being awarded the HR quality mark for the second time. This is a national recognition for outstanding HR practices, issued by the Foundation for Human Resources Development (FHRD). More importantly, we also received the Special Award for the highest mark across all nominees. This achievement is a testament of our dedication, innovation, and commitment for our People, and it showcases our organization's commitment to fostering a thriving workplace environment.

Furthermore:

- Learning hours increased to 43 hours per employee in 2023 vs a mere 28 hours in 2021.
- We dedicated 3,500 hours to knowledge sharing in 2023, allowing our people to gain a deeper understanding of the business and explore different ways to work better together to best serve our end customers.
- We organised an in-person EXPO focused on Purpose and customer centricity where over 70% of GO was present and more importantly it was run by 36 of our own people sharing their stories and expertise to better equip us to support our end customers
- 120 of our leaders underwent mental health awareness training, whilst 192 hours were dedicated to employment law training, upskilling our leadership team to be in a better position to lead their teams more effectively.

## GO AT THE HEART OF THE COMMUNITY

Every year, GO gives back more than €250,000 to the community, through its sponsorship strategy, which 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. We recently launched a dedicated page on our website which is aimed at streamlining the sponsorship request process, facilitates evaluation, whilst showcasing current sponsorships. Here is an insight of the few initiatives we have supported over the past couple of months.

- We signed a sponsorship agreement with the Chamber of Engineers which will see both sides collaborating more closely in the field of engineering and the promotion of engineering careers within the telecommunications sector.
- Supported University of Malta's racing team – a student-based voluntary organisation made up of 25 students from different faculties which built a one-of a kind, electric racing car to compete in formula student competitions abroad.
- Supported 4 female MCAST students to participate in the Robotics Olympiad held in Singapore.
- We also remain committed in our support to the Malta Community Chest Fund and its numerous charitable events.