



PLAČIAJUOSTIS  
INTERNETAS



# SUMMARY OF THE SUSTAINABILITY REPORT 2023 OF THE PUBLIC INSTITUTION "PLAČIAJUOSTIS INTERNETAS"

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# CEO LETTER

Dear colleagues, partners and all those who care about the sustainability of Plačiajuostis internetas, VšĮ,

2023 was a year of intense challenges and major changes. I would like to thank each and every member of our team for their dedication and hard work, which has enabled us to achieve exceptional results during this extraordinary period. The Institution has successfully completed the "Development of Next Generation Access Infrastructure" project, installing 1,235 km of fibre network and 25 new communication towers. This not only improves the quality of our services but also reduces "white area" territories by providing residents with high-quality internet access.

We base our activities not only on economic, but also on environmental and social objectives. The year 2023 was a significant year for us in terms of sustainability, as we implemented actions that enabled us to achieve 99.98% availability of network services, while at the same time significantly reducing CO2 emissions. This shows our sincere commitment not only to our customers but also to the environment.

In 2023, Plačiajuostis internetas, VšĮ has made significant environmental progress. We have intensively reduced greenhouse gas emissions through upgrades to our infrastructure and the expansion of our electric car fleet. We have introduced new technologies to manage CO2 emissions, which help us not only to monitor but also to effectively reduce emissions. We have also successfully introduced energy-saving technologies, including more efficient cooling systems and the refurbishment of old equipment, reducing overall energy consumption and maintaining sustainability across operations.

In 2023, the Institution placed a strong emphasis on staff well-being and community support. We have implemented several initiatives that have improved working conditions, such as more flexible working hours as well as health programmes, which have significantly improved employee satisfaction and productivity. The Institution has also been actively involved in local communities, supporting education and infrastructure development projects. Our efforts not only promote technological literacy, but also help to ensure equal opportunities and diversity within the Institution.

In the governance area, Plačiajuostis internetas, VšĮ has focused on improving ethical standards and transparency in 2023. We have implemented anti-corruption and risk management strategies to ensure compliance with national and international legislation and ethical principles. In addition, we have put in place strict controls in our procurement processes, applying the Green Procurement principles, which not only ensure ethics but also strengthen the credibility of the Institution.

In conclusion, I would like to stress that the future of our Institution is closely linked to the integration of sustainability principles into all aspects of our activities. We will continue to maintain and strengthen our position as a responsible and innovative leader in the telecommunications sector.

Respectfully,

*Gytis Liaugminas,*  
*Chief Executive Officer of the Public Institution "Plačiajuostis internetas"*



# ABOUT THE REPORT

Public Institution "Plaçiajuostis internetas", with the only stakeholder (owner) of the Institution - the Ministry of Transport and Communications of the Republic of Lithuania, operating in Lithuania, registered at Sausio 13-osios g. 10, Vilnius (hereinafter - Plaçiajuostis internetas, VŖj; Institution), has prepared the following Social Responsibility (Sustainability) Report (hereinafter - Sustainability Report), which is submitted for the period from 1 January to 31 December 2023.

This Sustainability Report is prepared as part of the Institution's Annual Activity Report and is published once a year together with the annual financial statements. The Sustainability Report is based on the latest available data and covers the Institution's activities and achievements in the environmental, social and governance (ESG) areas.

In preparing this Sustainability Report, the Institution has not only taken into account the content format and indicators of the Global Reporting Initiative (GRI) 2021 update, but also the European Sustainability Reporting Standards (ESRS) as set out in the Corporate Sustainability Reporting Directive (CSRD). This ensures that the report is prepared in accordance with the highest principles and standards of sustainability reporting, providing comprehensive and reliable information on the Institution's sustainability actions and impacts.

This Sustainability Report has not been audited, but in future the Institution plans to carry out an audit as foreseen by the CSRD Directive. The Institution also intends to perform a double materiality assessment and, based on the results, to supplement the report as necessary in accordance with the requirements of the ESRS.

Plaçiajuostis internetas, VŖj has included in the Sustainability Report all of its activities in Lithuania and does not have any subsidiaries or group companies; therefore, the methods of consolidated financial information or the interrelationships between different entities are not applicable in the report. The Sustainability Report and the Financial Statements are carried out on an annual basis and have overlapping reporting periods.

The Institution aims to continuously improve and promote the positive social and environmental impact of its services by integrating sustainability principles into its operations.

## Contact details for enquiries about the content of the Sustainability Report and the Institution's activities:

- Head of Legal and General Affairs Eglė Misienė, email: [e.misiene@placiajuostis.lt](mailto:e.misiene@placiajuostis.lt)
- Head of Network Management Jolanta Kavaliūnaitė, email: [j.kavaliunaite@placiajuostis.lt](mailto:j.kavaliunaite@placiajuostis.lt)



# SUSTAINABILITY IN THE INSTITUTION

As part of the coherent implementation of its strategy as set out in its Strategic Action Plan 2024-2027 and in order to contribute to a sustainable society, the Institution has carried out a comprehensive market analysis process aimed at identifying key sustainability topics. The process of identifying key (material) sustainability topics for the Institution also included topics recommended by various global reporting standards (MSCI, SASB, GRI, Global Compact, etc.) for the sector in which the Institution operates.

The analysis looked at Environmental, Social and Governance (ESG) areas to identify key operational aspects and priority sustainability directions for Plačiajuostis internetas, VšĮ future activities.

This step allows the Institution not only to manage its environmental and social impacts responsibly, but also to transparently reflect the integration of sustainability at all levels of the Institution's operations.

Plačiajuostis internetas, VšĮ has an Integrated Management System in place, and the provision of wholesale broadband services complies with environmental, quality management and occupational safety and health standards:

- [ISO 14001:2015](#)
- [ISO 9001:2015](#)
- [ISO 45001:2018](#)









The Institution is subject to annual audits of the provision of wholesale broadband services, which assess the Institution's compliance with the certifications it holds.

In its activities the Institution is guided by the [Quality, Environmental and Occupational Safety and Health Policy](#).

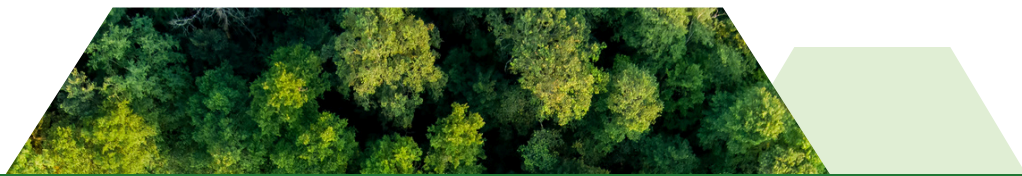
## Processes to remediate negative impacts

Any negative impact on the environment or society is addressed through the processes outlined in the Institution's [Strategic Plan 2024-2027](#) and the findings are published in the [Annual Activity Reports](#).

## Key topics identified in the environmental, social and governance areas:

Area	Related topic	Related Sustainable Development Goals
Environmental area	GHG emissions reduction	 
	Energy efficiency	
	Environmental protection	
	Impact on natural areas and biodiversity	
Social area	Service availability	   
	Employee professional development	
	Relations with customers and partners	
	Occupational safety and health	
	Informing the public	
	Employee welfare	
	Diversity, equality and inclusion (incl. human rights)	
Governance/ economic area	Business ethics (incl. anti-corruption)	 
	(Wholesale broadband) service quality	
	Data protection and privacy	
	Good governance practices (incl. regulatory compliance and green procurement)	
	Technological innovation and leadership	

The entity monitors its impact on an ongoing basis and expects to perform a double materiality assessment in the future as required by the Corporate Sustainability Reporting Directive.



# GHG EMISSIONS REDUCTION

To calculate the CO2 footprint, Plačiajuostis internetas, VšĮ uses the generally acknowledged standard Greenhouse Gas Protocol (GHG protocol) and the Intergovernmental Panel on Climate Change (IPCC) guidelines.

## GHG emissions

GHG emissions	Measuring unit	2023
Direct (Scope 1) emissions	t CO2-eq	102.1
Indirect (Scope 2) emissions		1105.1
<b>Total Scope 1 and Scope 2 emissions</b>		<b>1207.2</b>

**Notes:** Calculated using the "market based method", based on actual electricity purchases. When calculated using the "location based method", i.e. based on the country-specific nature of energy production, the Institution's indirect GHG emissions in 2023 would be 576.6 t CO2-eq. No emissions of biogenic origin have been generated by the activity.

The Institution has not assessed Scope 3 GHG emissions in 2023 but plans to do so in the future.

## GHG emissions intensity

GHG emissions intensity	2023
kg CO2 / per relative grid element	507
kg CO2 / per relative network service	148
Fuel consumption per relative grid element	17.15
Fuel CO2 per relative network service	41.08

**Notes:** The GHG emissions intensity is calculated by dividing annual emissions by the organisation-specific economic activity units. The emission intensity ratio has been calculated for the total Scope 1 and Scope 2 GHG emissions.

# ENERGY CONSUMPTION

Energy consumption within the organization	Measuring unit	2023
Fuel consumption from non-renewable sources	GJ	1382.1
Petrol		771.5
Diesel		612.6
Fuel consumption from renewable sources		0
Electricity consumption		8,729.7
Of which - from renewable sources		198.4
Heating consumption		0
Of which - from renewable sources		0
<b>Total:</b>		<b>10,110.8</b>

Energy intensity	2023
GJ / Energy consumption per relative grid element (GJ):	4.25
GJ / Energy consumption per relative network service (GJ):	1.24

# ENVIRONMENTAL PROTECTION

In accordance with the LST ISO EN 14001:2015 management system standard, the Institution assesses significant and insignificant environmental impacts in accordance with the management system methodology.

2023, the following were assessed by the Institution as material aspects:

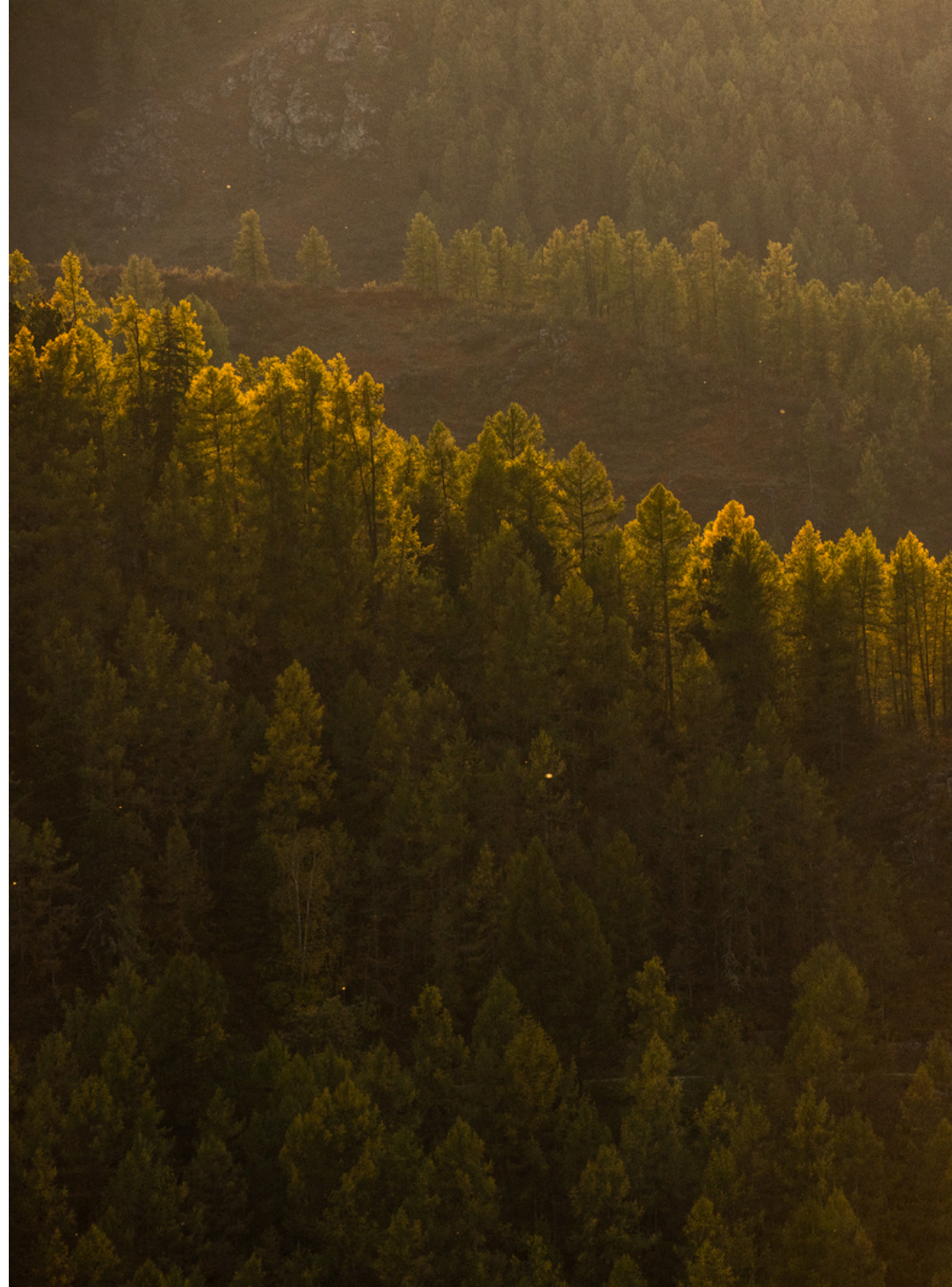
- administrative activities - use of writing paper
- fire potential in emergency situations
- use of vehicles
- use of petroleum products (petrol, diesel) in cars
- production activities - fire potential when working with machinery

## Waste

### Waste generated

	2023, kg
<b>Waste generated, of which:</b>	<b>61</b>
<i>contaminated plastic packaging</i>	3
<i>plastic packaging</i>	1
<i>Other plastics</i>	41
<i>primary cells</i>	4
<i>metals</i>	7
<i>paper and cardboard packaging</i>	5
<i>alkaline batteries</i>	3890

**Note:** The data is taken from the handover/acceptance certificates received from the waste recycling company.



## SERVICE AVAILABILITY

As a provider of services and tariffs approved by the Minister of Transport and Communications of the Republic of Lithuania, Plėčiājuostis internetas, VŠĮ is committed to ensuring the availability of the highest quality services throughout the country. The services and tariffs provided by the Institution are based on a transparent methodology, which is publicly available here: [Service and Tariff Methodology](#).

Indicators	2023
Number of electronic communications services provided(in increasing numbers)	5 834
Number of towns and villages with broadband network services provided(in increasing numbers)	1 956

## INFORMING THE PUBLIC

The management and action plan in the area of informing the public is based on the instructions of the Government of the Republic of Lithuania and the Minister of Transport and Communications, which enable Plėčiājuostis internetas, VŠĮ to collect and analyse data on the electronic communications managed by the state. The data collected is published on the website of the Institution, thus ensuring transparency and public accessibility.

Indicators	2023
Information on state-owned electronic communications networks collected, analysed and published	1 (indicator 1.4, 5 on page 21 of the Activity Report), indicator 6.2 21 on page 45, of the Activity Report is without values.



## RELATIONS WITH CUSTOMERS AND PARTNERS

Relationships with customers and partners are critical for the Institution, which provides wholesale communications services to telecom operators.

Indicators	2023
Customer satisfaction (%)	94.18%

# EMPLOYEE WELFARE

In its Strategic Plan 2023-2026, Placįajuostis internetas, VĮ emphasises the importance of employee well-being as a strategic objective. The Institution's policy, approved by Director's Order No V-63 of 28 June 2018, emphasises the importance of employee adaptation, ensuring a smooth integration of new employees into the Institution's activities and culture.

## New employee hires and employee turnover

	New employee hires			Employee turnover	
	Total number per category	Number of new employees	Rate per category (%)*	Employees who left the organisation	Rate per category (%)*
<i>By gender:</i>					
Women	22	2	0.09%	0	0.00%
Men	25	1	0.04%	1	0.04%
<i>By age:</i>					
up to 30	2	1	0.5%	0	0.00%
30-50	18	1	0.05%	1	0.05%
more than 50	27	1	0.03%	0	0.00%
<i>By location:</i>					
Vilnius	38	3	0.07%	1	0.02%
Kaunas	2	0	0.00%	0	0.00%
Klaipėda	1	0	0.00%	0	0.00%
Panevėžys	3	0	0.00%	0	0.00%
Šiauliai	2	0	0.00%	0	0.00%
Tauragė	1	0	0.00%	0	0.00%

**Note:** \*The rate is calculated as follows: the number of new hires in a given category divided by the total number of employees in that category. For example, the number of female new employees among all female employees.

## Employee breakdown by employment contract

	Total number	Permanent employees	Temporary employees	Full-time employees	Part-time employees	Non-guaranteed hours employees
<b>2023</b>						
Total, of which:	47	47	0	43	4	0
<i>By gender:</i>						
Women	22	22	0	19	3	0
Men	25	25	0	24	1	0
<i>By location:</i>						
Vilnius	38	38	0	34	4	0
Kaunas	2	2	0	2	0	0
Klaipėda	1	1	0	1	0	0
Panevėžys	3	3	0	3	0	0
Šiauliai	2	2	0	2	0	0
Tauragė	1	1	0	1	0	0

## Occupational safety and health

### Work-related injuries

	2023
Number of fatalities as a result of work-related injury	0
Number and rate of high-consequence work-related injuries (excluding fatalities)	0
Number of recordable (minor) work-related injuries	0
Main types of work-related injuries	0
Total number of hours worked per year by all employees	80335



# EMPLOYEE WELFARE

## Diversity, equality and inclusion (incl. human rights)

Diversity, equality and inclusion is a strategic topic for the Institution and is included in its operational strategy. The topic is also defined and governed in specific policies, including:

- Equal Opportunities Policy adopted on 12 June 2020 (Order No V-51)
- Procedure for the prevention of harassment, sexual harassment or persecution (Order No V-52)
- Policy on the Prevention of Psychological Violence in the Working Environment, adopted on 17 January 2023 (Order No V-3)

During the reporting period, the Institution recorded no cases of discrimination or human rights violations.

## Diversity of governance bodies and employees

	All employees (number)	Board*	Heads of Departments/Offices and Director
	<b>2023</b>		
All employees, of which:	47	3	5
<i>By gender:</i>			
Women	22	2	3
Men	25	1	2
<i>By age:</i>			
up to 30	2	0	0
30-50	18	3	2
more than 50	27	0	3

**Note:** The Board's term of office ended in May 2023. A new Board has not been elected.

## Employee professional development

### Average hours of training per year per employee

	Number of employees	Number of hours	Average hours of training per employee
	<b>2023</b>		
Total number	47	153	3
<i>By gender:</i>			
Women	22	12	12
Men	25	30	30
<i>Other categories:</i>			
Managers	5	31	31
Senior Specialists	14	11	11
Specialists	28	5	5

During 2023, 100% of employees have received training and 100% of employees have received periodic performance and career development reviews.



# BUSINESS ETHICS (INCL. ANTI-CORRUPTION)

The principles of business ethics and anti-corruption are defined and embedded in these documents:

- [Anti-Corruption Programme in the areas in charge by the Minister of Transport and Communications of the Republic of Lithuania, approved by Order No. 3-372 of the Minister of Transport and Communications of 24 August 2023;](#)
- [Code of Conduct for Operational Partners](#) (Order No V-18 of 1 April 2022);
- [Employee Code of Conduct](#) (Order No V-54 of 8 September 2021);
- [Gift Policy Guidelines](#) (Order No V-63 of 29 October 2021).

Plačiajuostis internetas, VšĮ does not tolerate any form of corruption, and violations are dealt with in accordance with the law.

No corruption-related offences were detected in 2023 (as well as in 2020, 2021, and 2022) in Plačiajuostis internetas, VšĮ.



## Communication and training on anti-corruption policies and procedures

Governance body members that the organisation's anticorruption policies and procedures have been communicated to	Total number	Percentage, %
	2023	
Vilnius	4 (3 board members and a CEO)	100

Total number and percentage of governance body members that have received training on anti-corruption, broken down by region.	Total number	Percentage, %
	2023	
Vilnius	4 (3 board members and a CEO)	100

Employees that the organization's anti-corruption policies and procedures have been communicated to	Total number	Percentage, %
	2023	
<i>By employee category:</i>		
Managerial roles	xx	100
Non-managerial roles	xx	100
<i>By region:</i>		
Vilnius	45	96

Employees that have received training on anti-corruption	Total number	Percentage, %
	2023	
<i>By employee category:</i>		
Managerial roles	xx	100
Non-managerial roles	xx	100
<i>By region:</i>		
Vilnius	45	96

**Note:** Total number of employees who worked in the Institution in 2023 is 47. 1 staff member (in Vilnius region) holds a position which is not subject to education or professional qualification requirements and therefore does not participate in corruption prevention training. One employee on parental leave has been briefed and trained in the previous reporting period but was not included in this one for the mentioned reason.

The Institution cooperates with its operational partners, obliging them to comply with established codes of ethics. The Code of Conduct is publicly available to them on the company's website.

# BUSINESS ETHICS (INCL. ANTI-CORRUPTION)

## Good governance practices (incl. regulatory compliance and green procurement)

The Institution implements a number of more specific policies and procedures related to good governance practices, including:

- Rules on the organisation and conduct of public procurement,
- Description of risk management procedures,
- Internal Control Policy.

During 2023, no non-compliance with the legislation has been recorded in the Institution.

## Data protection and privacy

The Institution has adopted several important documents on the protection of personal data:

- Rules on processing personal data,
- Rules on the exercise of data subject rights,
- Description of procedures for recording audio,
- Description of video surveillance procedures,
- Description of procedures for conducting and assessing data protection impacts,
- Description of the procedures for managing and responding to personal data breaches.

In 2023, there were no substantiated complaints about breaches of customer privacy and loss of customer data.

# (WHOLESALE BROADBAND) SERVICE QUALITY

In 2023, the Institution implemented the necessary maintenance and operation of the network to ensure the availability of services to customers. This includes replacing outdated batteries, repairing faulty air conditioners, servicing diesel generators, and other important maintenance work.

Indicator	Value
Average monthly availability of network services (%)	99.98

# TECHNOLOGICAL INNOVATION AND LEADERSHIP

During 2023, two significant innovations were implemented that have led to significant improvements in operational efficiency. These include the installation of a verticality system for communication towers and automated monitoring of fibre optic cable parameters. These innovations have not only simplified maintenance but also contributed to saving the environment through lower CO2 emissions.

Indicators	Value	
	2022	2023
Innovative solutions developed and implemented (in increasing numbers)	10	12