



PLAČIAJUOSTIS  
INTERNETAS

**SUMMARY OF THE  
SUSTAINABILITY REPORT 2024  
OF THE PUBLIC INSTITUTION  
"PLAČIAJUOSTIS INTERNETAS"**

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# ABOUT THE REPORT

The Public Institution "Plačiajuostis internetas", with the only shareholder (owner) of the Institution - the Ministry of Transport and Communications of the Republic of Lithuania, with its registered office at Sausio 13-osios g. 10, Vilnius, Lithuania (hereinafter - the Institution, Plačiajuostis internetas), has prepared a Sustainability Report (hereinafter - the Report), and the following summary, which is presented for the period from 1 January 2024 to 31 December 2024. The sustainability disclosures and financial reporting are conducted on an annual basis with overlapping reporting periods. The Sustainability Report is published once a year.

The Institution has included in this report disclosures on all activities carried out in Lithuania. "Plačiajuostis internetas" 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 report is based on the latest available data and includes the activities and achievements of the Institution in the environmental, social and governance (ESG) areas.

The Institution has drawn on the Global Reporting Initiative (GRI) standard in preparing this Sustainability Report. It has also taken into account the European Sustainability Reporting Standards (ESRS). This is to ensure that the Institution is ready to meet new regulatory requirements in a timely manner and to provide transparent and complete disclosure of sustainability information in line with the highest principles of sustainability reporting.

This Sustainability Report is not audited. The Institution plans to have it audited in the future in line with the requirements under the Corporate Sustainability Reporting Directive (CSRD). It is also intended to carry out a double materiality assessment and, depending on the results, to supplement the report as necessary in line with the applicable requirements.

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

- Eglė Misienė, Head of Legal and General Affairs, e-mail: [e.misiene@placiajuostis.lt](mailto:e.misiene@placiajuostis.lt)
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# SUSTAINABILITY IN THE INSTITUTION

## Materiality assessment

As part of its consistent implementation of its strategy and to contribute to a sustainable society, the Institution has carried out a comprehensive market analysis to identify key sustainability themes. The process of identifying key (material) sustainability themes also included the themes recommended by various global reporting standards (MSCI, SASB, GRI, Global Compact, etc.) for the sector in which the Institution operates.

The analysis examined the environmental, social and governance areas to identify the most significant aspects of its activities and the priority sustainability areas on which "Plačiajuostis internetas" focuses its operations and strategic planning.

This step allows the Institution not only to manage its environmental and social impacts responsibly, but also to transparently reflect the integration of sustainability into all levels of the Institution's operations. In the future, the Institution intends to carry out a double materiality assessment as required by the Corporate Sustainability Reporting Directive (CSR).






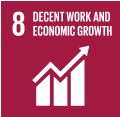


"Plačiajuostis internetas" has an integrated management system in place, and the provision of wholesale broadband services complies with environmental, quality management, occupational safety and health, and business ethics standards:

- ISO 14001:2015
- ISO 9001:2015
- ISO 45001:2018
- ISO 37001:2017

## Processes to remediate negative impacts

Any adverse environmental or social impacts generated by the Institution are addressed through the Institution's processes defined in the [Strategic Plan 2025-2028](#), and the findings are published in the [Annual Activity Reports](#).

The 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	
Governance/economic area	Diversity, equality and inclusion (incl. human rights)	 
	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		



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# ENVIRONMENTAL

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Environmental protection is one of the key strategic priorities for the "Plačiajuostis internetas". The Institution is committed to reducing carbon dioxide (CO<sub>2</sub>) emissions, contributing to climate change mitigation, sustainable development and conservation of natural resources.

The institution has set and monitored targets for reducing CO<sub>2</sub> emissions and energy consumption, which have been consistently maintained from 2023 to the most recent [Strategic Plan 2025 - 2028](#).

The Environmental Policy, approved by Director's Order No V-3 of 11 January 2021, is based on continuous improvement of performance and compliance with the requirements of LST EN ISO 14001:2015.

To calculate the CO<sub>2</sub> footprint, "Plačiajuostis internetas" uses the generally acknowledged standard Greenhouse Gas Protocol (GHG protocol) and the guidelines released by the Intergovernmental Panel on Climate Change (IPCC). The 2024 emissions calculations were supplemented with the Scope 3 emissions assessment for two years.

There were significant changes in emissions related to the acquisition of fixed assets. In 2023, network equipment worth almost EUR 14 million and infrastructure structures worth nearly EUR 8 million were acquired. Meanwhile, in 2024, investments in fixed assets were much lower, which was also reflected in GHG results.

# REDUCTION OF GHG EMISSIONS

## GHG emissions

GHG emissions	2023	2024	Change
<b>Direct (Scope 1) emissions</b>	<b>102,1</b>	<b>69,2</b>	<b>-32,3%</b>
<b>Indirect (Scope 2) emissions</b>	<b>1 401,3</b>	<b>1 393,7</b>	<b>-0,5%</b>
<b>Other indirect (Scope 3) emissions</b>	<b>6 408,7</b>	<b>412,1</b>	<b>-93,57%</b>
Purchased goods and services	172,2	185,1	+7,5%
Fixed assets	6 085,1	79,3	-98,7%
Fuel and energy-related activities (not included in scope 1 or 2)	141,2	136,8	-3,1%
Business travel	0,9	1,3	+46,4%
Mobility of employees	9,3	9,5	+2,2%
<b>Total</b>	<b>7 912,1</b>	<b>1 874,9</b>	<b>-76,3%</b>

**Notes:** Calculated using the market-based method, based on actual electricity purchases. Using the location-based method, i.e. based on the country-specific nature of energy production, the Company's indirect GHG emissions would be 792.9 tCO<sub>2</sub>e. in 2024 and 6 888.1 tCO<sub>2</sub>e. in 2023. There are no emissions of biogenic origin from the activities.

## GHG emission intensity

GHG emission intensity	2023	2024	Change
t CO <sub>2</sub> e / per relative grid element Scope 1 and 2	0,63	0,61	-3,6%
t CO <sub>2</sub> e / per relative network service Scope 1 and 2	0,18	0,18	-3,8%
t CO <sub>2</sub> e / per relative grid element Scope 1, 2 and 3	3,32	0,78	-76,5%
t CO <sub>2</sub> e / per relative network service Scope 1, 2 and 3	0,97	0,23	-76,6%

**Note.** The emission intensity indicator is calculated by dividing the annual GHG emissions by the economic activity units specific to the organisation. We have calculated the emission intensity indicator in two dimensions - for the GHG emissions of Scope 1 and 2 (which represent the direct activities of the company) and for the GHG emissions of all Scopes (1, 2 and 3).

## Negative environmental impact reduction targets

Strategic objectives	Measures	Strategic objective measurement indicator	Responsible actor	2023 fact	2024 fact	Plan 2025	Plan 2026	Plan 2027	Plan 2028
Reduce CO <sub>2</sub> emissions	Implement organisational and technological changes to reduce CO <sub>2</sub> emissions	CO <sub>2</sub> emissions in kg per relative grid element*	Head of Network Management	298,98	283,53	284	279	274	269
Reduce energy consumption	Implement organisational and technological changes to reduce energy consumption	KWh per relative network service	Head of Network Management	311,27	305,27	308	306	304	302

\* The indicator is measured based on the Institution's internal CO<sub>2</sub> emission calculation and management methodology approved by Order No. V-69 of 31 December 2021.



# ENERGY CONSUMPTION WITHIN THE ORGANISATION

## Energy consumption, GJ

Energy type	2023	2024	Change
<b>Fuel consumption from non-renewable sources*</b>	<b>1 382,1</b>	<b>960,0</b>	<b>-30,5%</b>
<i>Diesel</i>	609,53	817,68	+34,1%
<i>Petrol</i>	787,59	141,07	-82,1%
<b>Fuel consumption from renewable sources</b>	<b>0</b>	<b>0</b>	<b>-</b>
<b>Electricity**</b>	<b>8 871,5</b>	<b>9 350,2</b>	<b>+5,4%</b>
<i>Of which from renewable sources</i>	250,3	536,0	+114,1%
<b>Thermal energy***</b>	<b>214,8</b>	<b>214,8</b>	<b>-</b>
<i>Of which from renewable sources</i>	0	0	-
<b>Total:</b>	<b>10 483,4</b>	<b>10 523,7</b>	<b>+0,4%</b>

\* Recalculated on the basis of the calorific values of petrol and diesel as reported in the 2024 EN GHG Report ([Table 3-2](#) based on data from Statistics Lithuania).

\*\* Electricity consumption data for 2023 have been revised.

\*\*\* Valued on the basis of the floor area and based on the average heat demand for a Category III building and the assumption of a 6-month heating season based on the [projections provided by LSTA](#).

Energy consumption intensity	2023*	2024	Change
GJ / Energy consumption per relative grid element (GJ):	4,40	4,38	-0,5%
GJ / Energy consumption per relative network service (GJ):	1,29	1,28	-0,8%

\* Intensity figures have changed due to revised energy consumption data.



# ENVIRONMENTAL PROTECTION

Public enterprise "Plāčīajuostis internetas" is based on a responsible approach to environmental protection to reduce pollution and negative environmental impacts. In order to achieve this strategic objective, the Institution operates under the environmental management system following the LST EN ISO 14001:2015 standard, which is applied throughout the entire operational process, from planning to risk assessment and review of results.

In accordance with the methodology of this standard, the Institution carries out an annual identification, assessment and management of environmental aspects. For 2024, the following factors have been identified as significant environmental aspects:

- Use of writing paper in administrative activities;
- In emergencies - risk of fire due to improper operation of equipment;
- Use of petroleum products in the operation of vehicles and diesel generators;
- In permanent activities, the use of electricity in communication network nodes.

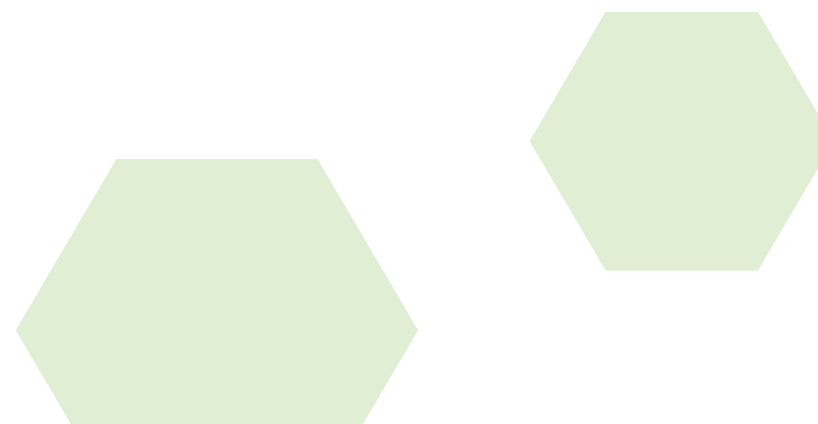


## Waste

Waste is managed following the requirements of the Waste Management Act and the Waste Management Regulations. All waste generated by the Institution is collected, sorted and handed over to contracted waste handlers.

	2023	2024
<b>Waste generated, of which:</b>	<b>3 951</b>	<b>4 144</b>
<i>contaminated plastic packaging</i>	3	1
<i>plastic packaging</i>	1	7
<i>Other plastics</i>	41	261
<i>primary cells</i>	4	13
<i>metals</i>	7	1
<i>paper and cardboard packaging</i>	5	37
<i>batteries</i>	3 890*	3 942

**Note:** Data taken from the transfer receipt received from the recycling company.  
\*Revised information on the amount of batteries compared to the first year of reporting.





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# SOCIAL AREA

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# SERVICE AVAILABILITY

As a provider of services and tariffs approved by the Minister of Transport and Communications of the Republic of Lithuania, the Institution is committed to ensuring the availability of high-quality electronic communications services throughout the territory of Lithuania. The pricing of the services provided is based on a transparent methodology which is publicly available.

For quality management, the Institution implements the requirements of the LST EN ISO 9001:2015 standard. This standard contributes to the effective planning, execution and evaluation of activities related to the availability of services and the continuous improvement of processes.

Indicators	2023	2024
Number of electronic communications services provided (in increasing numbers)	5834	6132
Number of towns and villages with broadband network services provided (in increasing numbers)	1956	2046



## 2024 achievements

### Service volumes and growth:

- 645 new wholesale services provided to operators.
- The total number of services provided increased to 6,132 (from 5,834 at the beginning of the year).
- Services were launched in 90 new settlements, reaching a total of 2 046 towns and villages.
- The average annual network coverage rate was maintained at 99.98%.
- Expansion of 5G and 4G mobile operators: 433 new services were provided to infrastructure sites.

### Infrastructure development:

- The project "Ultra High Speed Communication Infrastructure" (ISRI) was launched with the installation of 84,033 km of fibre optic lines.
- Ultra-high-speed connectivity has been made available to 618 sites, promoting socio-economic progress.



## Plans for 2025

- Achieve 6 400 electronic communications services.
- Launch services in 60 new settlements (2 100 in total).
- Connect 2 500 objects to promote socio-economic progress in the ISRI project.
- Start construction of communication towers for the "Ultra High Speed Communication Infrastructure" (ISRI-2) project.
- Maintain a 99.98% network service availability rate.

# RELATIONSHIP WITH CUSTOMERS AND PARTNERS

As a provider of wholesale connectivity services to telecommunications operators, close cooperation and feedback are essential for the Institution to ensure quality of service and business continuity.

The increasing customer satisfaction rate shows that the Institution is managing this area in a targeted way and that feedback is integrated into strategic decisions and service improvement processes.

Indicators	2023	2024
Customer satisfaction (%)	94,18 %	95,64 %



## 2024 achievements

- Communication service contracts with 52 electronic communications operators have been concluded.
- 645 new wholesale communication services provided.
- Continuous communication and customer outreach: public consultations during project planning; regular expert group meetings with representatives of all communications providers.



## Plans for 2025

- Maintain customer satisfaction rate at 94%.
- Continue regular cooperation with partners on infrastructure development and annual customer satisfaction surveys.

# INFORMING THE PUBLIC

The collection, analysis and publication of information on state-owned electronic communications networks is an essential part of the strategic activities of "Plačiąjuostis Internetas", contributing to transparency, trust and accessibility of information to the public.

Since 2023, the Institution has been consistently implementing its strategic objective of ensuring the availability of information on state-owned electronic communications networks by collecting, analysing and publishing data on an annual basis.



## 2024 achievements

- Regular publication of information on the activities and results of the institution, including information on the availability of state-owned electronic communications networks.
- Organised meetings of the Institution's staff to discuss activities and topics of interest.



## Plans for 2025

- Develop and implement a comprehensive communication plan following the approved methodology.
- Continue to provide regular information to customers and the public on services and tariffs, project implementation and the availability of State-owned electronic communications networks.

# EMPLOYEE WELLBEING

In its [Strategic Plan 2025-2028](#), "Plačiajuostis Internetas" emphasises the importance of employee welfare as a strategic objective. The institution's policy, approved by Director's Order No V-63 of 28 June 2018, demonstrates the importance of staff adaptation, ensuring a smooth integration of new staff into the Institution's activities and culture.

## New employee hires and employee turnover

	2023					2024				
	Total number in each category	New employees		Staff turnover		Total number in each category	New employees		Staff turnover	
		Number of new employees	Share by category	Number of departures/ redundancies	Change by category		Number of new employees	Share by category	Number of leavers (redundancies)	Change by category
<i>By sex:</i>										
Women	22	2	0.09	0	0.00	22	2	0.09	2	0.09
Men	25	1	0.04	1	0.00	26	3	0.12	2	0.08
<i>By age:</i>										
Under 30 years	2	1	0.5	0	0.00	2	2	1.00	1	0.5
30-50 years	18	1	0.05	1	0.05	17	1	0.06	1	0.06
Over 50 years	27	1	0.03	0	0.00	29	2	0.07	2	0.07
<i>By location:</i>										
Vilnius	38	3	0.07	1	0.02	39	5	0.13	4	0.10
Kaunas	2	0	0.00	0	0.00	2	0	0.00	0	0.00
Klaipėda	1	0	0.00	0	0.00	1	0	0.00	0	0.00
Panevėžys	3	0	0.00	0	0.00	3	0	0.00	0	0.00
Šiauliai	2	0	0.00	0	0.00	2	0	0.00	0	0.00
Tauragė	1	0	0.00	0	0.00	1	0	0.00	0	0.00

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

# EMPLOYEE WELLBEING

## Distribution of staff by type of contract

	2023						2024					
	Total number	Permanent employees	Temporary employees	Full-time employees	Part-time employees	Non-guaranteed hours employees	Total number	Permanent employees	Temporary employees	Full-time employees	Part-time employees	Non-guaranteed hours employees
<b>Total number of which:</b>	47	47	0	43	4	0	48	48	0	45	3	0
<i>By sex:</i>												
Women	22	22	0	19	3	0	22	22	0	20	2	0
Men	25	25	0	24	1	0	26	26	0	25	1	0
<i>By location:</i>												
Vilnius	38	38	0	34	4	0	39	39	0	36	3	0
Kaunas	2	2	0	2	0	0	2	2	0	2	0	0
Klaipėda	1	1	0	1	0	0	1	1	0	1	0	0
Panevėžys	3	3	0	3	0	0	3	3	0	3	0	0
Šiauliai	2	2	0	2	0	0	2	2	0	2	0	0
Tauragė	1	1	0	1	0	0	1	1	0	1	0	0

**Note:** In 2024, 3 students had an internship at the institution. The main objective of the internship at the establishment is to consolidate and improve skills in the maintenance and installation of computer network security systems and the administration of network operating systems and services. The students were familiarised with the structure of the establishment, the work profile and tasks performed, the structure and use of the computer network, and acquired skills in the maintenance and installation of computer network security systems, network operating systems and the administration of computer network servers.

## Salary

Requirements	2023	2024
Remuneration ratio*	1,97:1	2,55:1
Percentage increase in annual remuneration of the highest earner (%)	2,8	34,4**
Percentage increase in median annual remuneration for all employees (%)	9,7	11,3

\*Ratio between the median total annual remuneration of the highest earner and the median total annual remuneration of all employees (excluding the highest earner).

\*\*The remuneration of the director of the institution is determined in accordance with the [Law on Remuneration of Managers and Employees of Public Institutions of the Republic of Lithuania](#), of which the State or a municipality is the owner or a shareholder holding more than half of the votes at the general meeting of shareholders. The law has evolved during the reporting period, which has led to an increase in the indicator. Board remuneration is determined by the shareholder.

# EMPLOYEE WELLBEING

The Institution additionally measures the indicators shown in the table in its Strategic Plan and the Annual Activity Reports. In 2024, an annual staff pay gap audit was carried out, and the results were presented to both the Director and the staff of the Office.

Name of the indicator	2022	2023	2024	% Comparison 2023 to 2022	% 2024 vs. 2023
<b>AVERAGE RELATIVE NUMBER OF EMPLOYEES</b>	43,2	44,4	45,4	102,2	102,3
<b>AVERAGE MONTHLY SINGLE-EMPLOYMENT PAY, of which: (EUR)</b>	2 109,9	2 310,5	2 619,9	109,5	113,4
Managers and the deputies	4 174,1	4 290,2	5 527,9	102,8	128,8
Other staff, excluding the Director, i.e. the highest earner	2 066,9	2 267,7	2 548,3	109,7	112,4
Ratio of average monthly remuneration of the Chief Executive and his/her deputies and other staff	2,0	1,9	2,2	93,7	114,7



## Achievements for 2024

- The total annual wage bill has increased to €1,452.0 thousand (from €1,251.2 thousand in 2023).
- There is an increase in salaries for all job categories.



## Plans for 2025

- Keeping undesirable staff turnover below 10%.
- Increase of the wage bill to € 1 650.0 thousand.
- Conduct an annual audit of the DSS system.



# EMPLOYEE WELLBEING

## Occupational safety and health

The Institution has comprehensive procedures and actions in place to manage occupational safety and health, including an approved OSH office, consultancy services provided by an external occupational safety and health (OSH) service provider and regular employees' training.

There were no work-related injuries in the establishment during the reporting period.



### Achievements for 2024

#### Management system certification:

- Successful certification audit of the LST ISO 45001:2018 standard for UAB "SGS Klaipėda LTD" company.
- Certificates confirming compliance of the occupational safety and health management system with international standards were obtained.

#### Ensuring employee wellness:

- Annual employee health check.
- Periodic safety briefing of employees.
- Investigation of psychosocial risk factors and development of a risk reduction plan.

#### Maintaining a safe working environment:

- Annual hazard identification and occupational risk assessment.
- Internal audit recommendations on occupational safety (Order No V-3 of 18 January 2024) implemented.



### Plans for 2025

- Annual hazard identification and occupational risk assessment.
- Organise annual OSH training for all staff.
- Improvement of hazard identification and risk assessment methodologies.
- Improving the effectiveness of preventive measures.
- Development of monitoring systems for the working environment.

# EMPLOYEE WELLBEING

## Diversity, equality and inclusion

Diversity, equality, inclusion and respect for human rights are of value to the Institution and are included in the operational strategy and internal policies such as Equal Opportunities Policy, the Procedure for the prevention of harassment, sexual harassment or victimisation, and the Policy on the Prevention of Psychological Violence in the Work Environment.

### Diversity of governing bodies and staff

	2023			2024		
	All staff (number)	Board*	Heads of Departments/ Offices and Director	All staff (number)	Board*	Heads of Departments/ Offices and Director
All staff, of which:	47	3	5	48	0	5
<i>By gender:</i>						
Women	22	2	3	22	0	3
Men	25	1	2	26	0	2
<i>By age:</i>						
Under 30 years	2	0	0	2	0	0
30-50 years	18	3	2	17	0	2
Over 50 years	27	0	3	29	0	3

\*Note: The Board finished its work in May 2023.



### Achievements for 2024

Building an inclusive working culture:

- Adequate working conditions for staff with individual needs.
- Maintaining a positive internal atmosphere in the Institution.
- Maintaining safe grievance mechanisms.

Preparation of a document base:

- Integrating anti-discrimination measures into the internal documents of the Institution.
- Strengthening the equality provisions of the Staff Code of Conduct.



### Plans for 2025

- Adopt and implement the Equal Opportunities Plan 2025.
- Review diversity and inclusion documents and assess the Institution's culture against the diversity principles.
- Organise specialised training on equal opportunities for all staff.

# EMPLOYEE WELLBEING

## Employee professional development

Through the implementation of strategic projects, the Institution continuously develops the skills of its staff to ensure that the organisation is prepared for the challenges of the future and contributes to the well-being of society through the provision of sustainable, high-quality services.

### Average hours of training per year per employee

	2023			2024		
	Number of employees	Number of hours	Average hours of training per employee	Number of employees	Number of hours	Average hours of training per employee
Total number	47	153	3	48	161	3
<i>By gender:</i>						
Women	22	12	12	22	13	13
Men	25	30	30	26	30	30
<i>By other categories:</i>						
Executives	5	31	31	5	30	30
Senior Specialists	14	11	11	14	12	12
Specialists	28	5	5	29	5	5



### Achievements for 2024

- Training in various areas: occupational safety, environmental protection, quality management, anti-corruption, such as technological training on the introduction of new network technologies; occupational health and safety training following LST ISO 45001:2018.



### Plans for 2025

- Ensure 95% of employees participate in training.
- Expected areas of training: technological training on the implementation of ISRI and ISRI-2 projects; training on the improvement of management systems (ISO 9001, ISO 14001, ISO 45001, ISO 37001); specialised training on new technologies and tools.





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# GOVERNANCE AREA

Public Enterprise "Placiuostis Internetas" consistently implements and strengthens the principles of business ethics and anti-corruption in its activities in compliance with international standards and national legislation. Business ethics and anti-corruption prevention are a prerequisite for the sustainability and reputation of the Institution. Therefore the principles related to these topics are integrated at all levels of the Institution (both in the strategic plan and in the day-to-day operations).

The principles of business ethics and anti-corruption are defined and enshrined in the following documents:

1. The anti-corruption policy of the Ministry of Transport and Communications of the Republic of Lithuania and the companies, institutions, and enterprises within its regulatory sphere.
2. The Action Plan for the Prevention of Corruption 2023 - 2025 for the Ministry of Transport and Communications of the Republic of Lithuania and its regulated enterprises, institutions and companies.
3. Code of Conduct for Operational Partners (Order No V-18 of 1 April 2022).
4. Employees' Code of Conduct (Order No V-54 of 8 September 2021).
5. Gift Policy Guidelines (Order No V-63 of 29 October 2021).
6. Description of the Procedure for the Reconciliation of Public and Private Interests (Order No V-41 of 15 September 2022).
7. Description of the procedure for reporting irregularities (Order No V-57 of 23 September 2021).
8. Anti-Corruption Management System Policy (27 December 2024).

# BUSINESS ETHICS

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

Governance body members that the Institution's anti-corruption policies and procedures have been communicated to	Total number	Percentage, %	Total number	Percentage, %
	2023		2024	
Vilnius	4 (3 board members and a director)	100	1 (Director)	100
Total number and percentage of governance body members that have received training on anti-corruption, broken down by region	Total number	Percentage, %		
Vilnius	4 (3 board members and a director)	100	1 (Director)	100



### Achievements for 2024

- Anti-Corruption Management System has been implemented following the LST ISO 37001:2017 standard, and the Anti-Corruption Management System Manual and Policy have been approved.
- Designation of a competent entity for whistleblowing functions.
- A dedicated staff member is responsible for the creation of a corruption-proof environment.
- Anti-corruption training provided.



### Plans for 2025

- Review and update of anti-corruption documents.
- Organise annual anti-corruption training for all staff.
- Raise staff awareness of anti-corruption policy.

Employees that the Institution's anti-corruption policies and procedures have been communicated to	Total number	Percentage, %	Total number	Percentage, %
	2023		2024	

#### By category of staff:

Management positions	4	100	5	100
Non-managerial positions	43	100	43	100

#### By region:

Vilnius	36	94	39	100
Kaunas	2	100	2	100
Klaipėda	1	100	1	100
Panevėžys	3	100	3	100
Šiauliai	2	100	2	100
Taurage	1	100	1	100

Employees that have received training on anti-corruption	Total number	Percentage, %	Total number	Percentage, %
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#### By category of staff:

Management positions	4	100	5	100
Non-managerial positions	38	89	42	97

#### By region:

Vilnius	36	94	38	100
Kaunas	2	100	2	100
Klaipėda	1	100	1	100
Šiauliai	3	100	3	100
Taurage	1	100	1	100

**Note:** At the end of 2024, there were 48 staff members, of which: 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.

## Good governance practices - regulatory compliance and green procurement

Good governance practices are explicitly identified in the Institution's strategy as an essential aspect of its activities, which include not only compliance with legislation, but also the integration of green procurement principles into procurement processes.

No non-compliance with legislation was recorded at the Institution in 2023-2024.



### Achievements for 2024

- An internal audit of the procurement process and performance was carried out.
- Certification audits and compliance with four international standards have been confirmed:
  - LST EN ISO 9001:2015 (Quality Management System)
  - LST EN ISO 14001:2015 (Environmental Management System)
  - LST ISO 45001:2018 (Occupational Safety and Health Management System)
  - LST ISO 37001:2017 (Anti-corruption Management System)



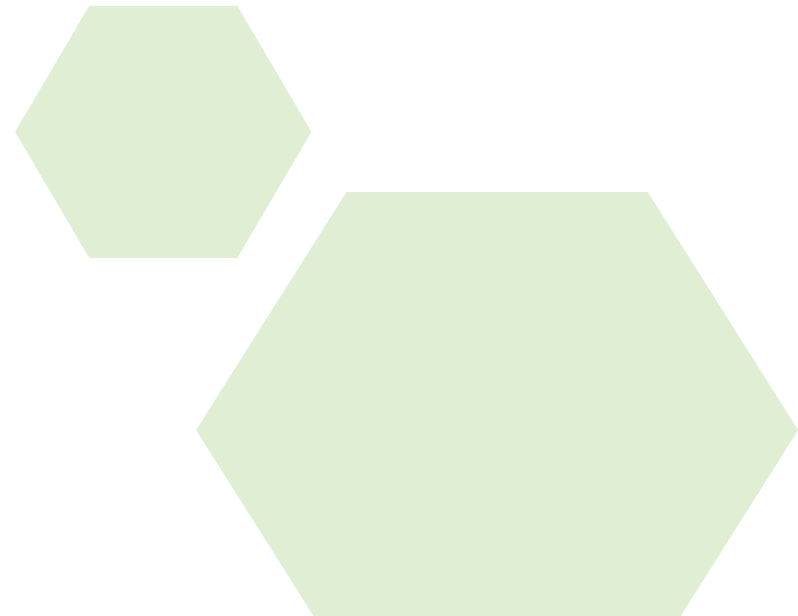
### Plans for 2025

- Continue the development of green procurement practices.
- Continue annual audits and certification of management systems.
- Develop and implement an updated risk management plan.

## Data protection and privacy

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

- Rules on the processing of personal data,
- Rules on the exercise of the rights of the data subject,
- A description of procedures for audio recording,
- The Video Surveillance Procedures,
- Description of procedures for conducting and evaluating data protection impact assessments,
- The Personal Data Breach Management and Response Procedure.



# WHOLESALE BROADBAND SERVICE QUALITY

Successful service quality assurance depends on close cooperation with contractors performing broadband network maintenance work and employee involvement in providing suggestions and comments on solving network-related problems.

Indicator	Meaning	
	2023	2024
Average monthly availability of network services (%)	99,98	99,98



## Achievements for 2024

- 1,792 batteries upgraded in 120 network nodes.
- Continuous monitoring system of electricity network parameters installed.
- Information system for linking services to grid elements implemented.
- ISO 9001:2015 certification audit successfully completed.



## Plans for 2025

- First surveillance ISO 9001:2015 audit.
- Continue improvement of preventive measures.

# TECHNOLOGICAL INNOVATION AND LEADERSHIP

Innovation is an integral part of the activities of Plāčājūostis Internet, helping to ensure efficiency, technological advancement and steady growth. The Institution consistently introduces new solutions to optimise business processes, reduce environmental impact and strengthen its competitive advantage. In 2024, the Institution implemented two major innovations:

- **An information system for linking services to network elements**, which helps to identify faults more quickly and to reduce the time needed for fault analysis;

- **A system for monitoring the parameters of the electricity network**, allowing real-time detection of anomalies in the electricity network, the application of preventive measures and the reliability of services.

Indicators	Meaning		
	2022	2023	2024
Innovative solutions developed and deployed (increasing)	10	12	14

