



PLAČIAJUOSTIS
INTERNETAS



SUMMARY OF THE SUSTAINABILITY REPORT 2025

OVERVIEW AND COMPANY CONTEXT

ABOUT THE REPORT

The Public Institution "Plačiajuostis internetas" (hereinafter – the Institution, Plačiajuostis internetas) has prepared this Sustainability Report for the reporting period from 1 January 2025 to 31 December 2025. The Institution has drawn on the Global Reporting Initiative (GRI) standard in preparing this Sustainability Report. It also takes into account the requirements of the European Sustainability Reporting Standards (ESRS). The report includes the latest available information on the Institution's activities and achievements in the environmental, social, and governance (ESG) areas. The list of GRI disclosures applied is provided in the full version of the Report, which is available on our [website](#).

About the Institution

The Public Institution "Plačiajuostis internetas" is owned by the Ministry of Transport and Communications of the Republic of Lithuania and operates in the fields of electronic communications infrastructure development and the provision of wholesale broadband services. The Institution develops, manages and operates the State-owned broadband infrastructure, ensuring the availability of broadband services throughout Lithuania, with particular attention to regions where commercial infrastructure development remains insufficient.

The Institution operates an integrated management system that is regularly certified to confirm compliance with the requirements of the following international standards:

- ISO 9001 – Quality Management
- ISO 14001 – Environmental Management
- ISO 45001 – Occupational Health and Safety Management
- ISO 37001 – Anti-Bribery Management

In carrying out its activities, the Institution also maintains regular dialogue with its stakeholders through customer and partner meetings, projects, employee and customer satisfaction surveys, and communication via "Plačiajuostis internetas" events and social media channels. Stakeholder expectations and interests play an important role in planning and implementing the organisational activities.

Stakeholders



Key activities and developments in 2025

Strategic priorities, as defined in the [Strategic Plan 2026–2029](#):



During the reporting period, the Institution continued to implement its two strategic infrastructure development projects: Ultra High-Speed Communication Infrastructure (ISRI) and Ultra High-Speed Communication Infrastructure (ISRI-2), which form the foundation of its infrastructure expansion activities.

As part of the ISRI project, all passive network aggregation switches and network aggregation equipment were installed during 2025. The expansion of the routing network was completed. New switches were deployed, **777.007 km of fibre optic lines were installed, and ultra-high-speed connectivity was made available to 1,851 socio-economic development sites**. Overall, the project delivered 861.04 km of fibre optic infrastructure and enabled ultra-high-speed connectivity for 2,580 socio-economic development sites.

During the implementation of the ISRI-2 project, contracts for the construction and maintenance of 60 telecommunications towers were signed in 2025. Procurement procedures required for the remaining project activities are currently ongoing.

Looking ahead, the Institution will continue to expand broadband infrastructure through ultra-high-speed connectivity projects, provide high-quality wholesale communications services, strengthen transparency and public accountability, and further promote innovation, automation, and the optimisation of operational processes.

SUSTAINABILITY PERFORMANCE: ENVIRONMENTAL AREA

By consistently implementing its strategy and contributing to the development of a sustainable society, Plāčijaustis internetas has identified the **key sustainability priorities and material topics** that guide both its operations and strategic planning. This enables the Institution not only to manage its environmental and social impacts responsibly, but also to transparently demonstrate how sustainability is integrated across all levels of its activities. In the future, the Institution intends to carry out a double materiality assessment, as required under the Corporate Sustainability Reporting Directive (CSRD).

Any adverse environmental or social impacts generated by the Institution are assessed and managed through the processes defined in the Strategic Plan 2026–2029, while the outcomes are disclosed in the Institution's Annual Activity Reports. **"Plāčijaustis internetas" actions and performance relating to its material sustainability topics are presented in the following sections.**

Reduction of GHG emissions and energy consumption

The Institution is committed to reducing carbon dioxide (CO₂) emissions, contributing to climate change mitigation, sustainable development and the responsible use of natural resources.

GHG emissions, t CO₂ e.

GHG emissions	2023	2024	2025	Change Vs. previous year	Change Vs. base year
Direct (Scope 1) emissions	102,1	69,1	66,8	-3,3%	-34,6%
Indirect (Scope 2) emissions	1 401,3	1 393,7	1 307,3	-6,2%	-6,7%
Other indirect (Scope 3) emissions*	6 408,7	411,5	514,4	+25,0%	-92,0%
Total	7 912,1	1 874,4	1 888,5	+0,8%	-76,1%

Notes: Calculated using the market-based method, based on actual electricity purchases. Using the location-based method, i.e. based on the country-specific electricity generation mix, the Institution's indirect GHG emissions would have amounted to 931.0 tCO₂e in 2025 and 792.3 tCO₂e in 2024. No biogenic emissions were generated during the reporting period.

* The high level of emissions from fixed assets in 2023 resulted from infrastructure commissioned during that year, including the acquisition of network equipment worth nearly EUR 14 million and infrastructure assets worth almost EUR 8 million.

The increase in total Scope 3 emissions compared with 2024 was mainly driven by higher expenditure on goods and services, including maintenance and operation of the RAIN network and customer connection activities.

GHG emission intensity

GHG emission intensity	2023	2024	2025	Change Vs. previous year	Change Vs. base year
t CO ₂ e / per relative grid element Scope 1 ir 2	0,63	0,61	0,54	-11,50%	-14,3%
t CO ₂ e / per relative network service Scope 1 ir 2	0,18	0,18	0,15	-16,70%	-16,7%
t CO ₂ e / per relative grid element Scope 1, 2 ir 3	3,32	0,78	0,74	-5,10%	-77,7%
t CO ₂ e / per relative network service Scope 1, 2 ir 3	0,97	0,23	0,21	-8,70%	-78,4%

Note: The emission intensity indicator is calculated by dividing annual GHG emissions by the economic activity units specific to the Institution. The indicator is presented for Scope 1 and 2 emissions, reflecting the Institution's direct activities, and for total Scope 1, 2 and 3 emissions.

The period from 2023 to 2025 shows a continuous decrease in both GHG emissions and energy consumption per unit of relative network service.

SUSTAINABILITY PERFORMANCE: ENVIRONMENTAL AREA

Negative environmental impact reduction targets

Strategic objectives	Measures	Strategic objective measurement indicator	Responsible actor	Values		
				2023	2024	2025
Reduce CO ₂ emissions	Implement organisational and technological changes to reduce CO ₂ emissions	CO ₂ emissions (kg) per relative grid element*	Head of Network Management	298,98	283,53	229
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	298

* The indicator is measured in accordance with the Institution's internal CO₂ emission calculation and management methodology approved by Order No. V-69 of 31 December 2021.

Energy Consumption Intensity

Energy Consumption Intensity	2023*	2024*	2025	Change Vs. previous year	Change Vs. base year
Energy consumption (GJ) per relative grid element	4,40	4,37	4,05	−7,3%	−8,0%
Energy consumption (GJ) per relative network service	1,29	1,27	1,15	−9,4%	−10,9%

* Intensity indicators have changed due to revised energy consumption data.

Energy consumption, GJ

Energy type	2023	2024	2025	Change Vs. previous year	Change Vs. base year
Fuel consumption from non-renewable sources*	1 397,1	934,8	904,1	−3,3%	−35,3%
<i>Diesel</i>	609,55	817,7	743,9	−9,0%	+22,0%
<i>Petrol</i>	787,6	117,1	160,3	+36,9%	−79,6%
Fuel consumption from renewable sources	0	0	0	-	-
Electricity**	8 871,5	9 350,2	9 183,8	−1,8%	+3,5%
<i>Of which from renewable sources</i>	250,3	536,0	651,9	+21,6%	+160,4%
Thermal energy***	214,8	214,8	214,8	-	-
<i>Of which from renewable sources</i>	0	0	0	-	-
Total:	10 483,4	10 499,8	10 302,7	−1,9%	−1,7%

* Recalculated based on the calorific values of petrol and diesel reported in the 2024 Lithuanian GHG Report (Table 3-2, Statistics Lithuania).

** Petrol consumption data for 2024 have been revised.

*** Estimated based on the floor area of the premises, the average heat demand of a Category III building and a six-month heating season, using projections provided by the Lithuanian District Heating Associations.



SUSTAINABILITY PERFORMANCE: ENVIRONMENTAL AREA

Actions

During the reporting period, "Plačiajuostis internetas" continued implementing measures aimed at reducing GHG emissions. The Institution acquired one additional low-emission commercial vehicle and completed the procurement of new low-emission electric vehicles and plug-in hybrid (PHEV) commercial vehicles equipped with 10 kWh batteries, which are scheduled for delivery in 2026. These measures contributed to an approximately 4.8% reduction in GHG emissions from the Institution's vehicle fleet compared with 2024.

To further reduce energy consumption, the Institution continues to implement a range of organisational and technological measures, including optimising active network equipment, deploying more efficient cooling systems, and improving work planning processes. In parallel, infrastructure supporting electric vehicle use is being expanded, with vehicle charging gradually integrated into the Institution's overall energy management system.

Environmental Protection

"Plačiajuostis internetas" conducts its activities with a responsible approach to environmental protection, aiming to reduce pollution and minimise adverse environmental impacts. Following the methodology of ISO 14001:2015, the Institution annually identifies, assesses and manages its significant environmental aspects. In 2025, the following environmental aspects were identified as material:

- Use of writing paper in administrative activities;
- Fire risk resulting from improper operation of equipment during emergency situations;
- Use of petroleum products in the operation of vehicles and diesel generators;
- Electricity consumption at communications network nodes during normal operations.

Actions

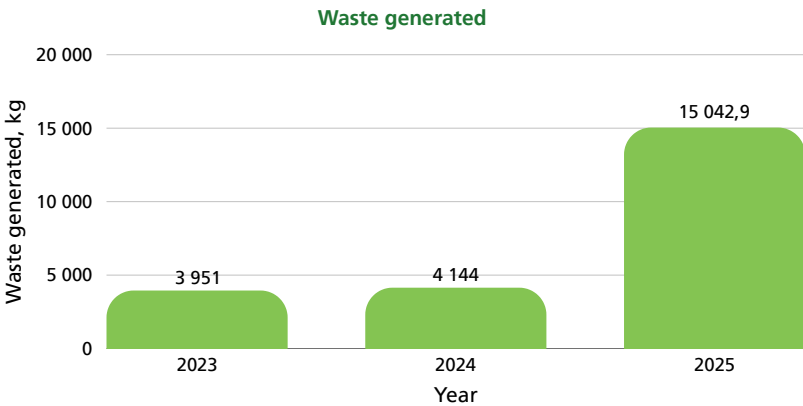
To minimise its environmental impact, the Institution applies a range of preventive and mitigation measures, including the introduction of more efficient technologies, the optimisation of operational processes, the reduction of resource consumption, and the continuous development of employees' environmental competencies. In 2025, two new-generation low-emission diesel generators were installed in Nida and Trakai.

Both units comply with Stage V emission standards under Directive 97/68/EC, significantly reducing pollutant emissions compared with previous-generation equipment.

Waste

"Plačiajuostis internetas" is committed to responsible waste management to reduce environmental pollution, preserve natural resources, and contribute to the principles of the circular economy. The most significant waste generated by the Institution arises from the operation, maintenance, and modernisation of the communications network, primarily comprising lead-acid batteries and obsolete IT and telecommunications equipment. These waste streams arise directly from the Institution's activities and are collected and transferred for recycling, reuse or disposal in accordance with applicable legal requirements.

Lead-acid battery waste accounts for the largest share of waste generated by the Institution's day-to-day communications network operations and expansion activities. During 2025, approximately 73 km of overhead communications lines were dismantled as part of network optimisation works to reduce service disruptions from adverse weather. This resulted in **10.48 tonnes of plastic waste. As this waste was generated through one-off infrastructure modernisation activities, it is not representative of the Institution's regular operations.**



Note: Data are based on waste transfer and acceptance certificates issued by the contracted recycling company.

SUSTAINABILITY PERFORMANCE: SOCIAL AREA

Service availability and quality

The Institution continuously evaluates its operations and strategic priorities to ensure the quality, reliability and efficiency of the services it provides. The Institution invests in the development of broadband infrastructure and the continuous improvement of service quality by applying international standards, implementing technological solutions and maintaining close cooperation with its stakeholders.

Average monthly availability of network services remains at 99,98%, unchanged from 2023-2024.

Indicators	2023 m.	2024 m.	2025 m.
Number of electronic communications services provided (in increasing numbers)	5834	6132	6670
Number of towns and villages with broadband network services provided (in increasing numbers)	1956	2046	2132

During 2025, "Plačiajuostis internetas" continued to expand broadband infrastructure and improve service availability by implementing the ISRI and ISRI-2 projects. Also, 538 new wholesale communications services were provided to telecommunications operators. Internal and external surveillance audits of the ISO 9001:2015 Quality Management System are conducted annually to ensure continuous compliance with the standard and ongoing improvement of the Institution's management processes.

Relationship with customers and partners

As a provider of wholesale communications services to telecommunications operators, the Institution recognises that close cooperation and continuous feedback are essential to ensuring service quality and business continuity. The Institution operates in accordance with the LST EN ISO 9001:2015 Quality Management System standard, which includes regular monitoring of customer satisfaction and continuous improvement activities.

The approved methodology for customer satisfaction surveys ensures a consistent, transparent and data-driven assessment process.

Indicator	2023 m.	2024 m.	2025 m.
Customer satisfaction (%)	94,18 %	95,64 %	94,85 %

At the end of the reporting period, the Institution had concluded communications service agreements with 55 electronic communications operators, while 45 operators were actively using the network.

Maintaining high service standards requires continuous professional development and close monitoring of technological developments. To support this objective, the Institution has for several years actively participated in the activities of the European Commission Broadband Competence Office (BCO) Network and is a member of the Cyber Security Experts Association.

Informing the public

Since 2023, the Institution has been consistently pursuing its strategic objective of ensuring the availability of information on State-owned electronic communications networks. Progress is measured through the annual collection, analysis, and publication of data on these networks. Public communication activities are carried out in accordance with the Institution's approved **Communication and Publicity Procedure**. Relevant information is regularly published on our [website](#), ensuring accessibility and transparency for all stakeholder groups.

SUSTAINABILITY PERFORMANCE: SOCIAL AREA

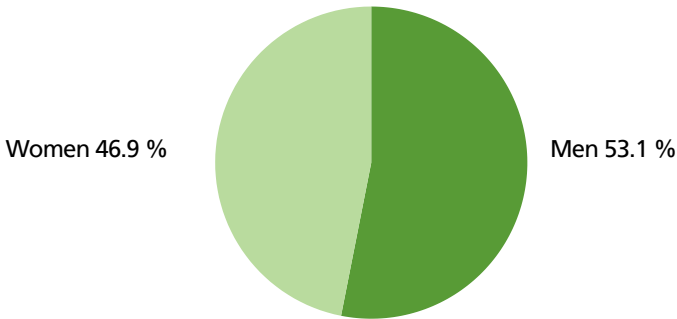
Employee wellbeing

In its Strategic Plan 2025–2028, "Plačiajuostis internetas" identifies employee wellbeing as one of its strategic priorities. Internal policies emphasise the importance of employee onboarding and adaptation to ensure the successful integration of new employees into the Institution's activities and organisational culture. Continuous internal communication promotes employee engagement and professional development. Employee initiatives, such as Innovation Month (lt. Inovacijų mėnuo), encourage active participation in the Institution's activities, while the Employees' Council promotes wellbeing initiatives, including supplementary health insurance. Annual performance reviews provide an opportunity to evaluate achievements and discuss individual development opportunities.

Employee engagement and feedback play an important role in the effectiveness of these measures. Employee needs are regularly identified through internal communication, annual performance discussions and employee engagement surveys, enabling the Institution to continuously improve employee wellbeing.

During the reporting period, the annual pay gap audit was carried out, and the results were presented to the Institution's employees. Staff meetings were also organised throughout 2025 to discuss the Institution's activities and other topics of common interest.

Distribution of employees by gender in 2025



Distribution of employees by gender and type of employment: Between 2023 and 2025, the number of employees remained stable, increasing gradually from 47 to 49 employees, while maintaining a balanced gender distribution. Throughout the reporting period, the vast majority of employees were employed under permanent, full-time employment contracts. The number of part-time employees remains low and decreased further during 2025.

New employees and employee turnover: During the reporting period, "Plačiajuostis internetas" recruited 4 new employees. Employee turnover remained low, with an undesirable rate of 4%. 4 employees left the Institution for both controllable and uncontrollable reasons. No significant differences in employee turnover were observed across gender or age groups.

Remuneration

Requirements	2023	2024	2025
Remuneration ratio*	1,97:1	2,55:1	2,14:1
Percentage increase in annual remuneration of the highest earner (%)	2,8	34,4**	6,7
Percentage increase in median annual remuneration for all employees (%)	9,7	11,3	6,4

*Ratio between the total annual remuneration of the highest-paid employee and the median total annual remuneration of all employees, excluding the highest-paid employee.

** The remuneration of the Director is determined in accordance with the [Law of the Republic of Lithuania on the Remuneration of Managers and Employees of Public Institutions Owned or Controlled by the State or Municipalities](#). Amendments to this Law during the reporting period increased the indicator. The remuneration of the governing body is determined by the owner.

During the reporting period, the Institution's total annual payroll increased to EUR 1,653.3 thousand, compared with EUR 1,497.8 thousand in 2024. Salaries increased across all employee categories.

SUSTAINABILITY PERFORMANCE: SOCIAL AREA

Occupational safety and health

To ensure safe and healthy working conditions for all employees, the Institution complies with applicable legal requirements and internationally recognised occupational risk management practices. The Institution operates an Occupational Health and Safety Management System (OHSMS) compliant with ISO 45001:2018. The Institution has established comprehensive occupational health and safety procedures:

- An established OHSM function and a designated responsible person;
- Consultancy services provided by an external occupational health and safety service provider;
- Regular employee training, including fire safety, first aid and mandatory occupational risk-related training.

No work-related injuries or occupational accidents were recorded during the reporting period. The total number of hours worked by all employees in 2025 was 85,124.

Actions

- Implemented the recommendations arising from the OHS internal audit;
- Organised OHS training covering both professional activities (electrical safety categories, work on roads, work in wells and other specialised training as required) and general training, including first aid and civil protection;
- In cooperation with "TUVLITA", carried out an assessment of compliance with occupational safety, fire safety and environmental protection legislation and prepared an action plan together with the annual work plan;
- Continued to improve hazard identification and risk assessment methodologies, evaluate the effectiveness of preventive measures, and further develop workplace monitoring systems.

Diversity, equality and inclusion

Diversity, equality, inclusion, and respect for human rights are embedded in the Institution's internal policies and procedures, including the **Equal Opportunities Policy, Procedure for the Prevention of Harassment, Sexual Harassment, and Victimisation, and the Policy on the Prevention of Psychological Violence in the Working Environment.**

The Institution continues to strengthen the implementation of equal opportunity principles. The employee responsible for ensuring equal opportunities monitors the Institution's practices, identifies areas for improvement, and promotes a culture of fairness and mutual respect. Employees have access to a safe grievance reporting mechanism, while appropriate working conditions are provided for employees with individual needs whenever required.

In 2025, employee training sessions were organised to strengthen awareness of equal opportunities, covering the Institution's internal policies designed to ensure equal treatment and prevent discrimination based on gender, race, nationality, social status, religion or beliefs. During the reporting period, anti-discrimination measures were further integrated into the Institution's internal documentation, and the provisions of the Employees' Code of Conduct relating to equality principles were updated.

No incidents of discrimination or human rights violations were recorded during the reporting period.

Diversity of governing bodies and employees: between 2023 and 2025, the composition of the Institution's workforce and management remained stable, **maintaining a balanced gender distribution.** In terms of age, **employees over 50 continued to represent the largest group**, increasing from 27 in 2023 to 32 in 2025, while the number of employees under 30 decreased to zero.



SUSTAINABILITY PERFORMANCE: SOCIAL AREA

Employee professional development

Professional development is managed through a structured process established in the Institution's Internal Rules of Procedure and Personnel Development Plan. Employee performance reviews are conducted annually to identify development needs. Based on the results, all relevant training activities are incorporated into the annual training plan approved by the Director of the Institution.

During the reporting period, employees participated in training across a wide range of areas, including occupational safety, environmental protection, quality management and anti-corruption, as well as specialised technological training related to the implementation of new network technologies. In 2025, 100% of employees participated in training activities, exceeding the Institution's target of 95%, a level that will be maintained in future years. This reflects the Institution's commitment to maintaining a highly competent workforce capable of responding to evolving technological and market requirements.

Average hours of training per year per employee

Category	2023	2024	2025
Total average training hours per employee/year	3	3	13,9
<i>By gender:</i>			
Women	12	13	10,7
Men	30	30	16,8
<i>By other categories:</i>			
Managers	31	30	17,8
Senior Specialists	11	12	15
Specialists	5	5	12,9



SUSTAINABILITY PERFORMANCE: GOVERNANCE AREA

Business ethics

The Public Institution "Plačiajuostis internetas" consistently implements and strengthens the principles of business ethics and anti-corruption in its activities in accordance with international standards and national legislation. The Institution's business ethics and anti-corruption principles are defined and embedded in the following key policies, in addition to other internal governance documents:

1. The Resilience to Corruption Policy of the Ministry of Transport and Communications of the Republic of Lithuania and the entities operating within its area of responsibility
2. Code of Conduct for Operational Partners.
3. Employees' Code of Conduct.
4. Anti-Corruption Management System Policy.

"Plačiajuostis internetas" communicates its business ethics and anti-corruption policies and procedures to its partners and the public. Relevant information is published on the Institution's website.

No corruption-related offences or violations were identified within the Institution during the reporting period.

Communication and training on anti-corruption policies and procedures

The Institution does not have a Board or any other collegiate governing body. Anti-corruption policies and procedures are therefore communicated to and implemented by the Institution's employees and the Director. In 2025, the Institution organised internal anti-corruption training for all employees and introductory training for newly recruited staff.

From 2023 to 2025, all employees in managerial positions were informed of the Institution's anti-corruption policies and procedures and participated in anti-corruption training. Among non-managerial employees, awareness of anti-corruption policies remained at 100% throughout the reporting period. The proportion of employees who **completed anti-corruption training increased steadily from 89% in 2023 to 98% in 2025**, approaching full training coverage.

Actions

The Institution continued strengthening its anti-corruption environment during 2025 by cooperating with other organisations operating within the regulatory sphere of the Ministry of Transport and Communications. The process of identifying and managing corruption risks is integrated into the Institution's overall planning framework, supporting business continuity and achieving strategic objectives while maintaining a zero-tolerance approach to corruption. A designated employee is responsible for coordinating efforts to create a corruption-resilient organisational environment.

The Institution also works closely with its operational partners and requires compliance with established ethical standards throughout the cooperation process. The Code of Conduct for Operational Partners forms part of contractual relationships, while Institution employees are required to comply with the obligations established in the Gift Policy Guidelines. Procedures for the declaration of private interests are likewise implemented and monitored.

Good governance practices - regulatory compliance and green procurement

[The Institution implements its **Internal Control Policy** together with related internal procedures, strengthening good governance practices and ensuring compliance throughout public procurement activities.

To maintain a high standard of operational performance, the Institution continuously monitors and assesses internal and external factors that may affect the achievement of its strategic objectives and further develops its governance system in line with recognised best practices.

No cases of non-compliance with legislation were identified during 2025. The assessment of financial corrections imposed by the Central Project Management Agency (CPVA) in 2023 remains ongoing. The final outcome will be disclosed in the Sustainability Report covering the reporting period during which the assessment is formally concluded.

SUSTAINABILITY PERFORMANCE: GOVERNANCE AREA

Data protection and privacy

The Institution systematically maintains a high standard of data protection and privacy management. Its activities are carried out in compliance with the General Data Protection Regulation (GDPR) of the European Union, supported by internal rules, procedures and preventive measures designed to ensure the protection of personal data. Procedures are also in place to respond effectively to potential data security incidents.

During 2025, no substantiated complaints concerning breaches of customer privacy or loss of customer data were received, maintaining a 100% data security record throughout the reporting period.

Technological innovation and leadership

Technological innovation is embedded within the Institution's strategic planning process. Specific annual objectives are established, including **implementing at least two significant innovations each year**. These initiatives encompass not only improvements to services and infrastructure but also the modernisation of operational processes.

Innovation is closely linked to the Institution's Quality Management System, which is certified to ISO 9001:2015, and supports structured change management, process quality, and continuous improvement. In 2025, the Institution implemented two significant technological innovations.

Transmission of signals from different technologies over a single fiber

To optimise the use of fibre-optic network resources and reduce network operating costs, the Institution tested optical signal filters that enable DWDM and PON signals to be transmitted over a single optical fibre. This solution optimises the use of limited optical network resources, particularly where fibre infrastructure is leased from other telecommunications operators.

Deployment of uninterruptible power supply (UPS) systems with lithium iron phosphate (LFP) batteries

During 2025, the Institution deployed and tested UPS systems equipped with lithium iron phosphate (LFP) batteries, which performed in line with expectations.

These systems improve the reliability of network nodes by ensuring uninterrupted operation for up to 24 hours during a power outage. In addition, 1,174 lead-acid batteries were replaced across 84 network nodes. The Institution plans to continue deploying lithium-based UPS systems in accordance with the Strategic Plan 2026–2029, alongside the ongoing replacement of batteries in other network equipment.

