Speed Fibre Group













SPEED FIBRE GROUP

Sustainability Report 2025

Building a stronger, more sustainable and more connected future for Ireland.

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Message from our CEO



Peter McCarthy
Group CEO

As I reflect on 2025, I am incredibly proud of what we have achieved together at Speed Fibre Group (SFG). This year has been one of significant progress and transformation, marked by continued investment in our network, the successful integration of new colleagues following the acquisition of Enet Communications Limited (ECL) (formerly BT Communications Ireland), and further advancement of our Environmental, Social and Governance (ESG) agenda.

At Speed Fibre Group, we believe that sustainable businesses are built by balancing commercial success with responsibility to our people, our customers, our communities and the environment. As a provider of critical digital infrastructure, we recognise the important role we play in enabling Ireland's digital economy and supporting a more connected and sustainable future.

Throughout the year, we continued to make meaningful progress across our ESG priorities. We maintained low Scope 2 emissions through our continued commitment to renewable energy procurement, progressed our understanding of Scope 3 emissions, and further strengthened our governance and reporting processes through independent assurance of our greenhouse gas data. We also retained our position as a sustainability leader, achieving a perfect GRESB score of 100/100, retaining our 5-Star Rating and once again ranking first in our European peer group.

Equally important has been our continued investment in our people and communities. Achieving Great Place to Work certification and retaining our Investors in Diversity Silver accreditation are a testament to the culture we continue to build together. During a year of significant organisational change, we remained focused on listening to our employees, supporting our communities and ensuring that our values remain at the heart of everything we do.

The successful integration of our new colleagues has further strengthened our business and reinforces our belief that we are stronger together. By bringing together complementary expertise, networks and capabilities, we are creating an even stronger platform for future growth while continuing to deliver exceptional outcomes for our customers and stakeholders.

While we are proud of the progress made in 2025, we recognise that sustainability is a journey of continuous improvement. Looking ahead, we remain committed to embedding ESG considerations across our business, strengthening our reporting and governance frameworks, and continuing to invest in the resilient digital infrastructure that supports economic growth and social inclusion across Ireland.

I would like to thank our employees, customers, shareholders, suppliers and wider stakeholders for their continued support and partnership. The progress outlined in this report would not have been possible without the passion, commitment and dedication of our people.



Together, we are building a stronger, more sustainable and more connected future.

Peter McCarthy, Group CEO



Our Strategy and Materiality

At SFG, we continue to focus on three core strategic ESG objectives that underpin our operations and long-term growth:

1 Facilitating a Low Carbon Economy

We recognise the important role we play in supporting the transition to a low carbon economy. We operate our business with a strong awareness of climate-related risks and opportunities and continue to assess opportunities to reduce our environmental impact. As part of this commitment, we are exploring pathways towards net-zero carbon emissions while aligning our approach with Ireland's climate ambitions and the objectives of the Paris Agreement.

2 Social & Economic Inclusivity

We recognise the important role we play in enabling positive ESG outcomes across our value chain, particularly within the social dimension. We seek to align our activities with the United Nations Sustainable Development Goals (UNSDGs) and continually assess both the positive and potential adverse impacts of our operations on society, communities and the wider economy. Through the delivery of critical digital infrastructure and connectivity services, we aim to support social inclusion, economic development, and sustainable growth across the regions we serve.

3 Transparency & Influence

We are committed to transparency, accountability and continuous improvement in our ESG performance. Through annual ESG reporting and participation in recognised benchmarking frameworks, including the Global Real Estate Sustainability Benchmark (GRESB), we provide stakeholders with clear visibility of our progress and performance. As we strive to maintain our 5-star GRESB rating, we also seek to demonstrate the value of robust and credible ESG practices, helping to promote higher standards across our industry.

Double Materiality Assessment

During the year 2025, the Group continued to evolve, further strengthening the importance of embedding ESG considerations consistently across all business units. This included continued organisational development and expansion activities, such as the acquisition of ECL. These developments reinforce the need for a cohesive and scalable ESG framework across the Group, enabling a consistent approach across SFG's operating companies, including Enet and Magnet+, while ensuring alignment of ESG priorities at both Group and operational levels.

In late 2024, SFG initiated a Double Materiality Assessment (DMA) to identify the ESG topics most relevant to both the business and its stakeholders. Due to evolving timelines associated with CSRD (Corporate Sustainability Reporting Directive), the assessment was temporarily paused in 2025 and is scheduled to recommence in 2026. Once completed, the DMA will evaluate both financial materiality (how ESG factors may impact our financial performance) and impact materiality (how the Group's activities affect people, communities, the environment, and the wider economy).

By adopting this holistic approach, we enhance our understanding of key ESG risks and opportunities, strengthen the quality and transparency of our sustainability reporting and support alignment with evolving regulatory and reporting requirements. This commitment supports the Group's long-term resilience; fosters stakeholder trust and enables us to make a meaningful contribution to broader sustainability objectives.

Financial materiality

How ESG factors may impact our financial performance.

Impact materiality

How the Group's activities affect people, communities, the environment and the wider economy.

2026 The Double Materiality Assessment recommences, informed by the stakeholder feedback gathered through 2025.

INTRODUCTION

2025 ESG Highlights

100/100
GRESB score, 5-Star Rating, 1st in European peer group

56%
of electricity sourced through certified renewable contracts

zero
waste to landfill, and zero reportable health and safety accidents

2,216
learning hours delivered across the Group

ENVIRONMENTAL PROGRESS

Fleet Management: Speed Fibre continued to enhance its fleet efficiency through enhanced telematics and the ongoing transition to lower-emission vehicles, with approximately 8% of the fleet now comprising mild hybrid models. Given the operational requirements associated with servicing remote and rural network locations, full fleet electrification remains challenging. As part of our decarbonisation strategy, we continue to assess alternative fuels, including Hydrotreated Vegetable Oil (HVO) to support future reductions in Scope 1 emissions.

Green Energy Procurement: Continued commitment to sourcing renewable energy tariffs across its operational footprint, supporting the continued reduction of Scope 2 emissions and strengthening the sustainability of its operations.

Scope 2 Emissions Performance: In 2025, 56% of the Group's electricity consumption was sourced through certified renewable energy contracts, contributing to a market-based Scope 2 emissions figure of 378 tCO_2e.

Energy Audit: Independent verification of SFG's 2025 energy consumption and greenhouse gas (GHG) emissions data was undertaken in accordance with ISO 14064 supporting the accuracy, transparency, and credibility of our carbon reporting.

Waste: SFG maintained zero waste to landfill across its operations, with waste managed through recycling and recovery processes in support of circular economy principles.

SOCIAL IMPACT

Great Place to Work Certification: Achieved Great Place to Work certification, enhancing employee engagement and organisational culture.

Investors in Diversity Re-Accreditation: Successfully achieved Investors in Diversity Silver accreditation in April 2025, reflecting SFG's continued commitment to fostering an inclusive, diverse, and equitable workplace.

Awarded Best Medium Company at the Diversity in Business Awards 2025, recognising our commitment and progress in Equality, Diversity and Inclusion.

Equality, Diversity and Inclusion (EDI): Continued to progress our EDI agenda, including the completion of our Gender Pay Gap reporting and analysis to support transparency and future actions. As a telecoms and infrastructure business, our workforce profile currently stands at 25% female and 75% male, with continued focus on improving diversity and representation across the organisation.

Community Involvement: Delivered a programme of employee volunteering, charitable partnerships and community initiatives supporting Down Syndrome Limerick, Hugh's House Dublin, Limerick Animal Welfare, Focus Ireland and Coerver Coaching Leinster, helping to strengthen local communities and support vulnerable individuals and families.

Stakeholder Engagement: Conducted customer and employee satisfaction surveys to drive continuous improvement in stakeholder experience.

Team Building and Engagement: Continued to invest in team building and employee engagement through group-wide team building days focusing on connectivity and culture.

Learning and Development: Delivered 2216 learning hours across the Group supporting employee development, capability building and continuous learning.

Health & Safety: Achieved zero reportable health and safety accidents and maintained ISO 45001 certification, demonstrating our commitment to a safe working environment.

GOVERNANCE IMPROVEMENTS

Data Protection & Security: Following the acquisition of ECL (formerly BT Communications Ireland), SFG completed initial due diligence activities and commenced the harmonisation of Data Protection and Security policies and management practices across the Group.

GRESB Rating: Achieved a GRESB score of 100%, earning 5 stars and ranking 1st in our peer group in Europe, reflecting our leadership in sustainability governance. SFG was also recognised as an infrastructure asset sector leader.



02

Facilitating a Low Carbon Economy

Our Network

SFG is one of Ireland's leading telecommunications infrastructure providers, delivering both wholesale connectivity through Enet and enterprise connectivity solutions through Magnet+. Following the acquisition of ECL, the Group has significantly strengthened its national footprint, enabling a scalable platform used by major Irish, European, and US telecommunication carriers.

Enet Network

2,000km+
Owned fibre network

7,000km+
Leased fibre network

300+
High site locations

90
Metropolitan Area Network locations

100
Carriers served across Ireland

Magnet+ Network

13,000+
Connections

8,000+
B2B customers

1,500+
B2C customers

FIBRE NETWORK REACH: 9,000KM+

Owned 2,000km+ Leased 7,000km+

Owned and leased fibre across the Enet network.



Wholesale fibre and wireless networks serving Ireland's major towns and cities.

At SFG, we recognise the scale of our reach in Ireland and beyond and the responsibility that comes with it. We therefore strive to support the transition to a low-carbon economy, both through our own operations and by positively influencing our customers, partners, and wider value chain.

Our Journey to Net-Zero



At SFG, supporting the transition to a low-carbon economy remains a key strategic priority and an important element of our long-term resilience. Beyond enabling connectivity, we provide the digital infrastructure that supports economic growth, social inclusion, and more sustainable ways of living and working. As our network continues to expand, we recognise our responsibility to manage and reduce the environmental impact of our operations while helping customers achieve their own sustainable ambitions.

Aligned with the objectives of the 2015 Paris Agreement and Ireland's 2030 and 2050 climate targets, SFG has established a realistic and measurable pathway to Net-Zero carbon emissions.

During 2025, SFG continued to strengthen these targets, through improvements in data quality, emissions tracking methodologies and measurement, and internal governance processes, creating a more robust and auditable GHG inventory across Scope 1, Scope 2, and relevant Scope 3 emissions categories.

In parallel, the Group progressed its understanding of Scope 3 emissions and identified priority areas for future decarbonisation initiatives. These developments provide a stronger foundation for decision making, future target setting, and more transparent sustainability reporting in the years ahead.

Our Net-Zero Pathway

Our Net-Zero Pathway is guided by four core principles:

01

Eliminate

Remove unnecessary emissions through operational efficiencies.

02

Reduce

Minimise emissions through energy optimisation and innovation.

03

Substitute

Transition to renewable energy and sustainable alternatives.

04

Compensate

Offset residual emissions through credible carbon offset programmes.

SFG continues to integrate ESG considerations into operational and strategic decision-making. During 2025, key initiatives supporting our decarbonisation journey included:

- Ongoing optimisation of cooling systems with colocation facilities, our largest energy-consuming assets.
- Continued improvements in energy efficiency across office locations, through lighting upgrades and operational controls.
- Expansion and optimisation of renewable energy procurement, with 56% of Scope 2 electricity consumption sourced from certified renewable energy contracts on a market-based basis.
- Progress in fleet transition initiatives and the evaluation of lower-carbon fuel alternatives, to reduce Scope 1 emissions.

Through these initiatives, SFG continues to embed sustainability into operational and strategic decision-making. By improving energy efficiency, increasing renewable energy usage, and enhancing our understanding of emissions across the value chain, we are building a more resilient business and supporting Ireland's transition to a more sustainable and connected future.







2025 Energy Consumption

At SFG, we remain committed to reducing our environmental footprint through active carbon management and transparency reporting. Our principal sources of GHG emissions are categorised as follows:

Scope 1

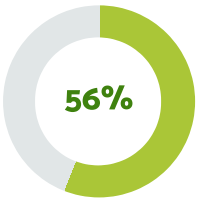
Direct emissions arising from company-owned vehicles, fuel consumption and heating across SFG-controlled facilities.

Scope 2

Indirect emissions associated with the purchase and consumption of electricity at sites owned and/or operated by SFG.

Scope 3

Other indirect emissions arising from employee business travel in personal vehicles, homeworking, purchased goods and services, and broader supply chain activities.



Electricity from certified renewable contracts

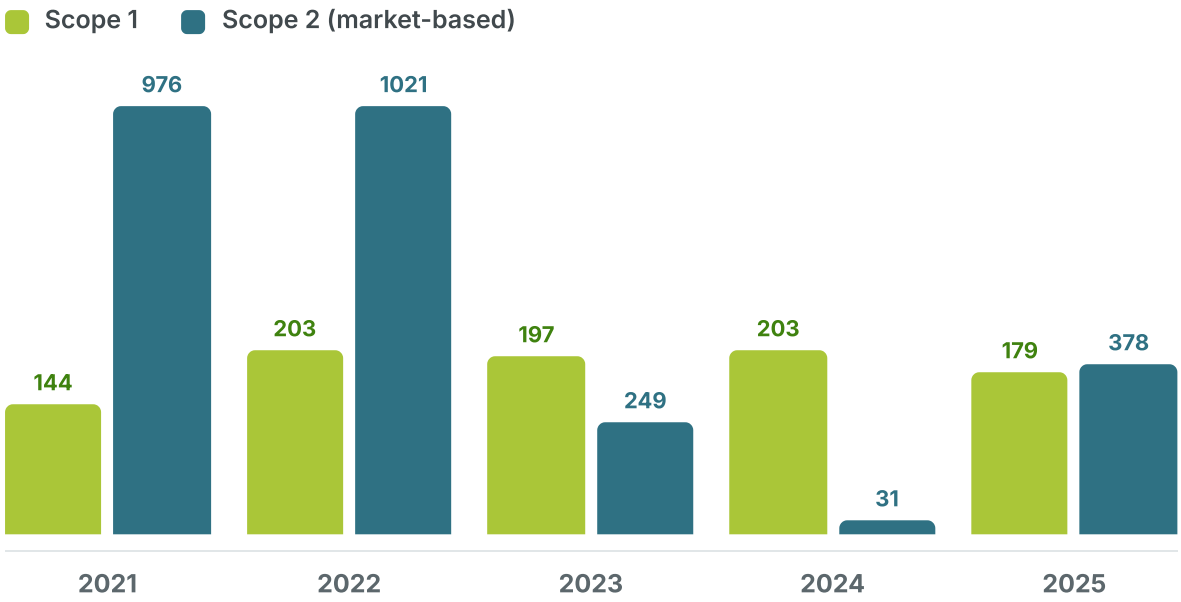
3,815.155 MWh of electricity consumed in 2025, of which 56% was sourced through certified renewable energy contracts on a market-based basis.

Scope 1 and Scope 2 Trends (2021–2025)

Our Scope 1 emissions, which include direct emissions from heating, cooling and company-owned vehicles remained relatively stable between 2021 and 2024, reflecting the operational requirements of the business. In 2025, however, Scope 1 emissions decreased to 179 tCO2e, compared to 203 tCO2e in 2024, representing a reduction of 12% and indicating positive progress in reducing direct emissions through initiatives such as fleet optimisation and operational efficiency improvements.

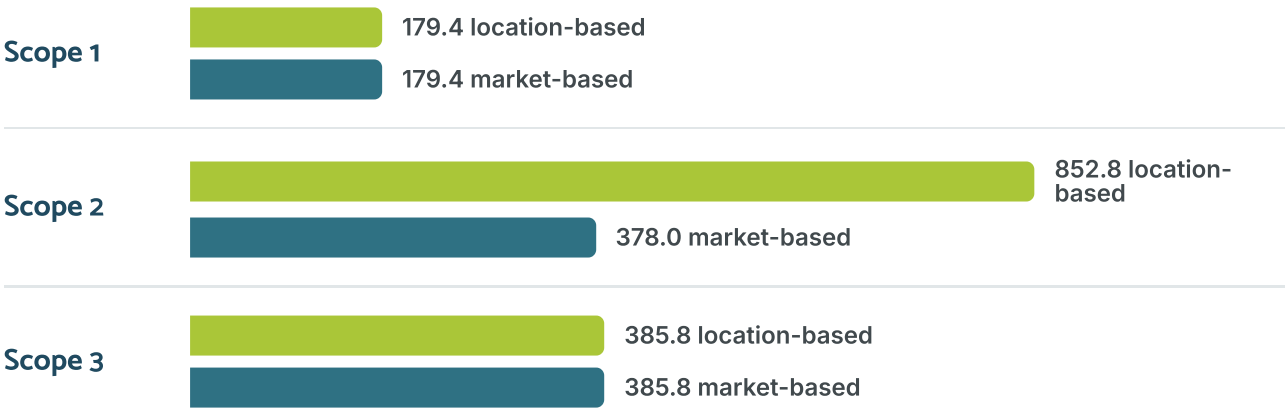
We have also achieved a significant reduction in Scope 2 emissions, which arise from purchased electricity. Following a peak of 1,021 tCO2e in 2022, Scope 2 emissions reduced to 249 tCO2e in 2023, and 31 tCO2e in 2024. In 2025, Scope 2 emissions increased to 378 tCO2e. This increase primarily reflects improvements in reporting accuracy following the completion of the Group's ISO 14064-aligned GHG audit. During the assurance process, renewable electricity certification evidence was not available for all electricity supplies within the reporting boundary and, in accordance with recognised reporting requirements, standard grid emission factors were applied to those supplies. As a result, the reported market-based Scope 2 emissions figure increased despite the Group's continued commitment to renewable energy procurement and energy efficiency initiatives across its operations.

Scope 1 & 2 emissions, 2021–2025

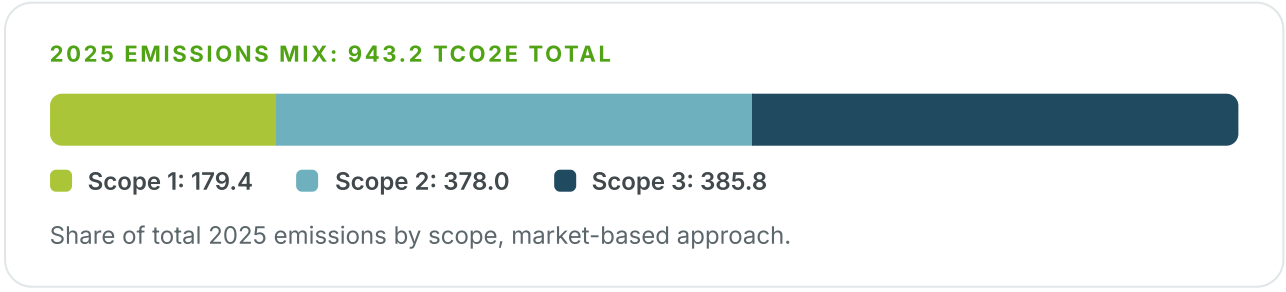


Scope 1 & 2 Data: 2021–2025 comparison (market-based approach), tCO2e.

2025 Detailed GHG Emissions



Scope 1, 2 & 3 Data: 2025, market versus location based approach, tCO2e.



Share of total 2025 emissions by scope, market-based approach.

Location-based and market-based methodologies

For 2025, we calculated our GHG emissions using both the location-based and market-based methodologies, in line with recognised reporting standards and best practice guidance:

- Scope 1 emissions remained unchanged under both methodologies, at 179.4 tCO2e as these emissions arise directly from sources owned or controlled by SFG.
- Scope 2 emissions were lower under the market-based methodology, at 378 tCO2e, compared with 852.8 tCO2e under the location-based methodology. This difference reflects the impact of energy procurement decisions and demonstrates the benefit of renewable electricity procurement where certified renewable energy evidence was available.
- Scope 3 emissions, which include indirect emissions associated with activities such as home working, business travel, and employee commuting, totalled 385.8 tCO2e under both methodologies.

The inclusion of both methodologies provides stakeholders with a transparent view of the Group's emissions profile and enables a more comprehensive assessment of operational performance, energy procurement decisions, and progress towards long-term decarbonisation objectives.

Energy Assurance and Verification

As part of our commitment to sustainability, transparency and responsible energy management, SFG commissioned an independent organisation-wide energy and GHG assurance audit in 2026 (based on 2025 energy consumption data). The review was conducted, by independent consultants and covered 100% of SFG's operational footprint, including key operational sites and a representative sample of energy-intensive colocation facilities.

In line with our defined organisational reporting boundaries, 2025 energy consumption and GHG emissions data exclude the newly acquired ECL, which will be incorporated into future reporting cycles as integration activities progress.

The assurance engagement was undertaken in accordance with ISO 14064, an internationally recognised standard for GHG verification.

The review included an assessment of organisational and operational boundaries, emissions calculation methodologies, activity data, emissions factors and supporting evidence. Independent sample testing and validation of key datasets were also performed to verify the accuracy and reliability of reported emissions.

The assurance process strengthens the robustness and credibility of our carbon reporting and provides greater confidence in the quality of our GHG data. It also supports compliance with recognised ESG reporting frameworks, including GRESB, while enhancing transparency, accountability and governance across our sustainability reporting programme.

Looking Ahead

SFG has made significant progress in advancing its ESG agenda; however, we recognise that building a low-carbon, inclusive, and resilient business requires ongoing commitment, investment, and innovation.

As our business continues to evolve, we remain focused on embedding ESG considerations into decision-making, operations, and long-term strategy across the Group.

During the coming years, our priorities will focus on strengthening ESG governance, improving the quality and transparency of our data and further integrating ESG frameworks across SFG and its operating companies, including Enet and Magnet+. Key areas of focus include:

Emissions Reduction & Energy Efficiency

Continued optimisation of energy consumption across our operations, particularly within energy-intensive colocation facilities.

Renewable Energy

Further enhancing renewable energy procurement to support sustained low Scope 2 emissions performance.

Scope 3 Emissions Expansion

Expanding Scope 3 coverage and improving data granularity to support a more comprehensive understanding of our value chain impacts.

Data, Assurance & Reporting

Building on recent progress in external assurance to strengthen the consistency, auditability, and credibility of ESG data.

Regulatory Readiness

Progressing preparations for evolving sustainability requirements, including recommencing our DMA in 2026.

Group Integration

Embedding ESG policies, reporting standards, and performance measures consistently across newly integrated businesses.

Alongside our environmental priorities, we will continue to build on our achievements in employee engagement, learning and development, diversity and inclusion, and community impact, ensuring that sustainability remained embedded across all aspects of our business.

As a provider of critical digital infrastructure, SFG will continue to invest in the expansion and resilience of Ireland's connectivity network, supporting economic development, social inclusion and the transition to a more sustainable and connected future.

Our Commitment to Sustainable Procurement and a Circular Economy



Lifecycle of network and IT equipment across SFG operations, 2025.

1.86t
materials recovered through take-back programmes

100%
of recovered materials recycled through the WEEE scheme

0%
landfilled, zero waste to landfill maintained

At SFG, we are committed to advancing the principles of a circular economy through collaboration with our customers, suppliers, employees, and broader stakeholder network. As demand for telecommunications infrastructure continues to grow, we recognise the importance of embedding sustainability considerations across the full lifecycle of our operations and supply chain, aligning with the UNSDGs.

During 2025, SFG continued to integrate circular practices into its operations, including the responsible recycling of IT and network equipment through WEEE-certified providers. We maintained our commitment to zero waste to landfill, with all operational waste managed through recycling or recovery processes, reinforcing our alignment with circular economy principles.

A key area of focus in 2025 has been the development of sustainable procurement practices. Building on the foundations established in 2024, SFG progressed the pilot phase of its supplier ESG screening and due diligence processes. This included the development and testing of structured supplier questionnaires designed to assess environmental, social, and governance performance across our supply chain.

During the year, these questionnaires were issued to a select number of suppliers as part of an initial testing phase. While not yet fully rolled out across the supplier base, this approach represents an important step towards strengthening supplier engagement, improving visibility of ESG risks and opportunities, and embedding ESG considerations into procurement decision-making.

SFG recognises that sustainable procurement and circularity are not simply compliance requirements, but important drivers of long-term value creation. By improving resource efficiency, reducing waste, and strengthening supplier relationships, we enhance both operational resilience and sustainability performance.

To support transparency and accountability, SFG continues to align its disclosures with the Sustainability Accounting Standards Board (SASB) Telecommunications Standard, including reporting on product lifecycle management and supply chain practices. Through these efforts, we aim to continuously improve our approach and contribute to a more sustainable and circular telecommunications sector.





03

Social & Economic Inclusivity

OUR CUSTOMERS: ENET CASE STUDY

The Irish Coast Guard



The Irish Coast Guard provides a critical national emergency service, supporting maritime search and rescue, coastal and cliff rescue, marine incident response and the coordination of assistance to people in distress at sea and around Ireland's coastline. Its stations and operational locations form part of an essential public safety network, where reliable communications can be vital to the coordination of time-sensitive emergency responses.

As part of the renewal of the Irish Coast Guard connectivity contract, Enet led the complete replacement of the existing communications network, working alongside sister company Magnet+. Enet was responsible for the end-to-end delivery of the solution, including a full audit of the legacy network, redesign of the network architecture, and the subsequent build, commissioning and testing of the new infrastructure.

The new five-year solution includes more than 70 radio links supporting Coast Guard stations and operational locations across Ireland, including a number of extremely remote and geographically challenging sites. The scale and geographic spread of the network create significant engineering challenges, with long distances, difficult terrain and adverse weather conditions affecting both deployment and ongoing maintenance.

70+

radio links across Coast Guard stations and operational locations

5-year

solution delivered end to end by Enet with Magnet+

Fewer

radio hops and points of failure across connectivity paths

Given the critical nature of Coast Guard operations, resilience and reliability were central to Enet's network design. A key improvement is that several connectivity paths now require fewer radio hops to reach their destination. This reduces the number of individual network elements and potential points of failure, while strengthening resilience and redundancy across the overall network.

The result is a more robust communications platform with fewer dependencies and improved availability, helping to ensure that Coast Guard locations remain connected when they are needed most.

From an ESG perspective, the project demonstrates the important social role of resilient digital infrastructure. Reliable connectivity supports the Irish Coast Guard's ability to coordinate emergency responses, protect lives and serve coastal communities throughout Ireland.

The redesigned architecture also creates the potential for environmental and operational efficiencies. Reducing network complexity and the number of infrastructure dependencies can help limit maintenance interventions and engineering travel to remote locations, supporting a more efficient and sustainable approach to delivering this essential public service.



”Strong customer relationships are fundamental to creating long-term value. By listening to our customers, acting on their feedback and maintaining open, transparent partnerships, we strengthen trust, drive continuous improvement and support the delivery of resilient digital infrastructure that benefits businesses, communities and the wider economy.”

Cormac Ryan, CCO of Enet

OUR CUSTOMERS: MAGNET+ CASE STUDY

The LGBT Helpline



Magnet+ is proud to support the LGBT Helpline by providing a secure, cloud-based VoIP telephony platform that enables volunteers to deliver confidential support to people throughout Ireland. By removing geographical barriers, the service ensures that anyone seeking a compassionate, non-judgemental ear can access help, regardless of where they live.

From a social sustainability perspective, the platform helps foster greater inclusion, accessibility, and community wellbeing. Volunteers can answer calls either from the LGBT Helpline's Dublin office or remotely from anywhere in the country, making it easier for people with different circumstances, locations, and availability to contribute their time and expertise. This flexible model broadens volunteer participation while ensuring the helpline remains accessible to those who need it most.

The cloud-based nature of the VoIP solution also supports environmental sustainability by reducing the need for travel. Volunteers can provide essential services from their own homes, helping to lower commuting-related carbon emissions while maintaining a resilient and reliable support network. This approach demonstrates how digital technology can deliver meaningful social impact while contributing to more sustainable ways of working.

Strong governance underpins the service through secure, reliable communications that protect caller confidentiality and support the operational resilience of the helpline. By delivering dependable technology for a vital community service, Magnet+ helps create an environment where trust, privacy, and accessibility remain at the heart of every interaction, reinforcing its commitment to responsible business practices and positive social impact.

OUR CUSTOMERS

Customer satisfaction at Enet

+59

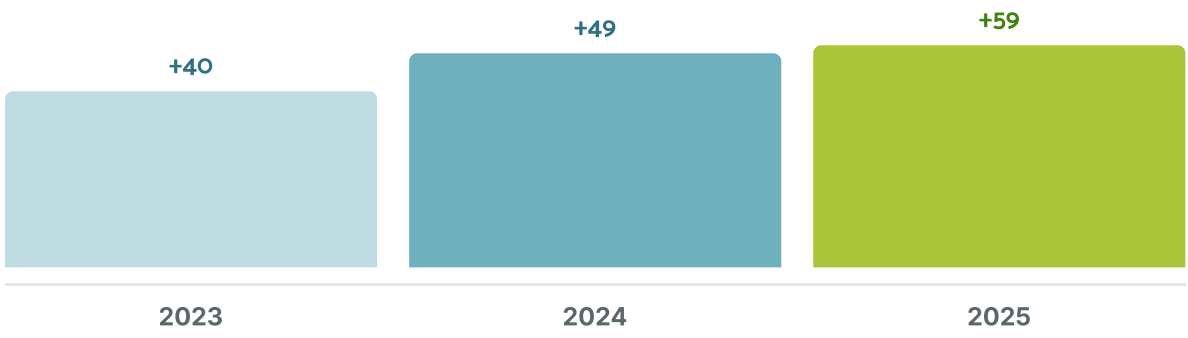
Net Promoter Score 2025, up from +49 in 2024 and +40 in 2023

3.5/5

Customer Effort Score, up from 3.1 in 2024

68%

Customer Satisfaction, compared with 85% in 2024



Enet Net Promoter Score, 2023–2025.

Customer satisfaction remains a key component of Enet's social impact and long-term value creation. As a wholesale telecommunications provider supporting critical national infrastructure, maintaining strong and transparent relationships with our customers is fundamental to our business.

We actively monitor customer experience through structured engagement, including transactional surveys at key customer touch points, annual customer satisfaction surveys, direct interviews, and key experience metrics such as Net Promoter Score (NPS), Customer Effort Score (CES), and Customer Satisfaction Score (CSAT). These indicators allow us to track customer sentiment, identify areas for improvement, and ensure our services continue to meet evolving customer expectations.







In 2025, Enet achieved a Net Promoter Score (NPS) of +59, continuing a positive upward trend from +49 in 2024 and +40 in 2023. This sustained improvement reflects strong customer advocacy and reinforces Enet's position as a trusted wholesale telecommunications partner in Ireland. Our Customer Effort Score (CES) increased to 3.5 out of 5, compared with 3.1 in 2024 (with 5 representing the easiest experience). This improvement indicates progress in reducing the effort required for customers to engage with our services and teams. Customer Satisfaction (CSAT) was 68% in 2025, compared with 85% in 2024. Customer feedback highlighted continued confidence in Enet's network reach, infrastructure capability, and technical expertise, while also identifying opportunities to further strengthen communication, service delivery transparency, and operational processes.

Insights from the survey are informing targeted customer experience initiatives across 2026, focused on improving communication standards, enhancing service delivery visibility, strengthening billing transparency, and simplifying customer interactions. These improvements form part of Enet's ongoing commitment to delivering reliable services while continuously enhancing the customer experience.

By embedding customer-centric practices across our operations, Enet aims to deepen long-term partnerships, strengthen trust with our stakeholders, and support the delivery of our broader sustainability and ESG objectives.

HOW WE LISTEN

1. **Transactional surveys at key touch points**
2. **Annual customer satisfaction survey**
3. **Direct customer interviews**
4. **NPS, CES and CSAT metrics tracked**

Customer listening channels across the Enet business.

FOCUS AREAS FOR 2026

- **Improving communication standards**
- **Enhancing service delivery visibility**
- **Strengthening billing transparency**
- **Simplifying customer interactions**

OUR CUSTOMERS: MAGNET+

Voice of the Customer

At Magnet+, we operate a comprehensive Voice of the Customer programme, sharing surveys after every customer interaction. This gives our customers the opportunity to tell us how we performed and to provide an NPS score.

What is an NPS Score?

The Net Promoter Score (NPS) is a globally recognised measure of customer loyalty and satisfaction. It is based on one simple question: "How likely are you to recommend Magnet+ to a friend or colleague?" Customers respond on a scale of 0–10, and are grouped into:



Promoters (9–10)
Highly satisfied customers who are likely to recommend us

Passives (7–8)
Satisfied but not enthusiastic

Detractors (0–6)
Customers who may be dissatisfied

The final score is calculated by subtracting the percentage of Detractors from the percentage of Promoters. An NPS above 50 is considered excellent and reflects a strong customer experience.

55
MAGNET+ NPS 2025

Our NPS for 2025 was 55, an excellent result and a strong reflection of the commitment our people bring to every customer experience. That said, we are focused on raising the bar even further in 2026.

As a company that takes pride in our people power and our customer-first mindset, it is essential that we listen carefully to all customer feedback, both positive and constructive. This allows us to recognise great work when we're delivering exceptional experiences, and to identify opportunities where we can improve going forward.

What Good Customer Service Means at Magnet+

At Magnet+, good customer service means putting our customers at the centre of everything we do. We are committed to delivering reliable connectivity solutions backed by responsive, knowledgeable, and accessible support. Our goal is not only to meet customer expectations but to consistently exceed them by providing fast resolution, clear communication, and expert guidance whenever our customers need us.

Customer feedback plays a vital role in how we operate. Through our Voice of the Customer programme, we actively listen to feedback from every interaction and use those insights to improve our products, services, and customer experience. Every piece of feedback helps us understand what we are doing well and where we can do better.

Good customer service also means being accountable. Magnet+ has published customer service commitments through its Customer Charter, setting clear standards for response times, service delivery, and customer support. These commitments demonstrate our dedication to providing a dependable and professional experience for every customer.

As a people-powered connectivity provider, we believe that strong relationships are built on trust, reliability, and continuous improvement. Our NPS score helps us measure how well we are achieving this and ensures that customer satisfaction remains a key focus across the entire organisation.



”At Magnet+, our customers are at the heart of everything we do. Achieving an NPS score of 55 in 2025 is a strong endorsement of the commitment, expertise and customer-centric culture demonstrated by our teams every day. While we are proud of this achievement, we remain focused on continuous improvement. By listening carefully to customer feedback and acting on those insights, we can further enhance the experience we deliver, strengthen customer relationships and ensure we continue to meet the evolving needs of our customers in the years ahead.”

Patrick Masterson, MD Magnet+

Our Community

Charity and Volunteering

At Speed Fibre Group, we believe in the importance of giving back to the communities in which we live and work. Throughout 2025, colleagues from across Enet and Magnet+ came together to support a range of charities and community organisations through volunteering, fundraising and community partnerships, demonstrating the positive impact that can be achieved when people unite behind a common purpose.



Down Syndrome Limerick

Colleagues participated in a multi-day volunteering initiative to enhance the charity's facilities, carrying out painting and refurbishment works, reorganising rooms and upgrading storage areas. The improvements created a more welcoming, functional and accessible environment for the children, adults and families who rely on the organisation's services and support programmes.



Limerick Animal Welfare

Volunteers spent time at the sanctuary supporting the charity's day-to-day operations through dog walking, cleaning, maintenance and general assistance. The initiative helped the organisation continue its important work of rescuing, caring for and rehoming animals across the region.

Hugh's House Dublin

Employees supported outdoor maintenance and beautification projects, including gardening, painting, planting and general upkeep of the grounds. In addition, Speed Fibre Group donated €2,000 to fund new mattresses and bedding, helping Hugh's House continue to provide free, home-from-home accommodation for families whose children are receiving treatment in Dublin hospitals.

Focus Ireland Christmas Shoebox Appeal

Colleagues across all Speed Fibre Group offices came together to support Focus Ireland's annual Christmas Shoebox Appeal, preparing and donating more than 80 shoeboxes containing essential items, vouchers and personal care products. The initiative provided practical support and a small gesture of comfort to individuals and families experiencing homelessness during the festive season.

Coerver Coaching Leinster Partnership

As part of our commitment to supporting young people and creating stronger communities, Speed Fibre Group proudly sponsored Coerver Coaching Leinster in 2025. Through this partnership, students at DEIS school, St. Francis Senior National School, participated in a five-week coaching programme designed to promote physical activity, confidence, teamwork and wellbeing in a supportive environment. Our sponsorship enabled Coerver Coaching, a global leader in football development with clients including Real Madrid, Juventus and Benfica, to deliver high-quality coaching to the local community, helping students build skills, confidence and opportunities to reach their full potential both on and off the pitch.



These initiatives reflect our commitment to being a responsible and engaged corporate citizen. Through volunteering, fundraising, community partnerships and youth development programmes, we continue to create meaningful social impact, strengthen our connections with the communities we serve and support initiatives that make a lasting difference to individuals, families and future generations.



"At Speed Fibre Group, we're committed to supporting the communities we operate in, and our people play a central role in bringing that commitment to life. Whether it's volunteering our time, supporting local charities or investing in programmes that help young people thrive, we believe in creating a positive and lasting impact in the communities we serve. These initiatives demonstrate the difference we can make when we come together with a shared purpose."

Lisa Gillivan, Head of Marketing and Communications & CSR, Speed Fibre Group

Our People



At SFG, our culture is built around people, collaboration, and creating an environment where employees can thrive. We believe that engaged employees drive innovation, strengthen performance, and enable long-term success. Throughout the year, we continued to invest in learning and development, wellbeing initiatives, employee engagement, and inclusive leadership to support a positive and high-performing workplace.

A key focus during the year was the successful integration of ECL following its acquisition by the Group. Recognising that culture cannot simply be imposed, we adopted a people-first approach centred on listening, learning and engagement. Throughout the integration process, we invested significant time in understanding our new colleagues, gathering feedback, holding listening sessions, and engaging directly with employees to better understand their experiences, values, and existing ways of working. Through CEO Brown Bag Lunches, employee engagement forums, and regular communication channels, we created opportunities for open dialogue and ensured employee voices were heard during a period of significant change.

Inspired by our motto, "Stronger Together," we sought not only to share the strengths of the SFG culture but also to learn from and build upon the positive practices already established within ECL. This included extending Group-wide initiatives such as our annual Summit, learning and development programmes, wellbeing initiatives, and EDI activities to all employees, helping to create a shared sense of belonging while respecting the heritage and identity of both organisations.

While organisational change can present challenges, it also creates opportunities for growth, innovation, and collaboration. By maintaining a strong focus on communication, inclusion, and employee engagement throughout the integration journey, we have continued to build a unified culture that supports our people, strengthens collaboration, and positions the Group for long-term success.

Training and Development

2,216

LEARNING HOURS

At SFG, we continue to foster a culture of continuous learning and development, recognising that investing in our people is critical to both individual growth and organisational success. During the year, employees completed 2,216 learning hours across the Group, reflecting our continued commitment to upskilling, capability development, and lifelong learning.



Our partnership with Udemy Business remains a key pillar of our learning strategy, providing employees with on-demand access to a broad range of technical, leadership, compliance, and professional development content. This supports employees in taking ownership of their learning journeys while enabling managers to align development opportunities to team and business needs.

Alongside digital learning, SFG continued to invest in targeted capability-building initiatives and external development programmes. This included upskilling teams in project management principles and CAPM certification pathways, alongside technical, operational, and role-specific learning interventions designed to strengthen capability across the organisation. We also continued to support employees undertaking third-level education and professional qualifications, recognising the importance of life-long learning. Looking ahead, learning objectives will continue to be embedded within our performance management framework to further align employee development with business priorities and career growth.

We also maintained a strong focus on mandatory and compliance learning, continuing to invest in Health & Safety training across operational teams and delivering ongoing GDPR, cyber security, data protection, and phishing awareness training through our partner Tech Guard, helping employees maintain high standards of security awareness and compliance. In addition, employees and managers completed Bullying and Harassment Awareness Training, reinforcing our commitment to fostering a respectful, inclusive and supportive workplace culture.

Through a combination of digital learning, structured development, professional qualifications, leadership development and compliance programmes, SFG continues to build a learning culture that supports adaptability, innovation, employee engagement and future growth.

LEARNING ACROSS THE GROUP

On-demand digital learning

Udemy Business: technical, leadership, compliance and professional content

Professional qualifications

Project management principles, CAPM pathways and third-level study support

Health & Safety

Ongoing training across operational teams, with ISO 45001 maintained

Security & compliance

GDPR, cyber security and phishing awareness delivered with Tech Guard

Wellness and Employee Engagement





Guided by our "Stronger Together" ethos, 2025 was a year of bringing people together. As we welcomed new colleagues into the Group through the acquisition of ECL, we focused on supporting employees through change, encouraging open dialogue, and building a culture that reflects the strengths and experiences of both organisations.

Throughout the year, we continued to host regular coffee mornings and informal engagement events across our locations, providing opportunities for colleagues to share experiences, build relationships, and support the successful integration of teams following the acquisition. These events, alongside CEO Brown Bag Lunches and employee engagement forums, provided valuable opportunities to gather feedback, listen to employee perspectives, and better understand what matters most to our people.

Digital engagement also played an important role in strengthening connections across the Group. We continued to utilise Workvivo as our employee engagement platform and extended its use across ECL following the acquisition. Dedicated Group and ECL spaces were established to support communication, collaboration, and integration, providing employees with greater visibility of activities and achievements across the wider organisation. Through Workvivo, employees celebrated birthdays, recognised long-service milestones, acknowledged colleagues for their contributions, and shared personal achievements and successes. These interactions helped foster a greater sense of connection and belonging, supporting the development of a stronger and more unified culture across the Group.

To support physical and mental wellbeing, employees participated in workplace wellbeing walks throughout the year, encouraging healthy habits and providing opportunities for informal connection and conversation. We also welcomed John Maguire from Mental Health Ireland, who delivered a Group-wide wellbeing session focused on mental health awareness, resilience, and supporting positive wellbeing in the workplace.

Recognising and celebrating our people remains an important part of our culture. During the year, we marked International Women's Day, celebrating the contribution of women across the Group and recognising their impact through employee appreciation initiatives. We also continued to support awareness and education initiatives that promote inclusion and understanding, including sessions delivered in partnership with AsIAm, Ireland's Autism Charity, helping to increase awareness and understanding of autism and neurodiversity in the workplace.

Giving back to our communities remains an important aspect of employee engagement. During 2025, employees volunteered with Down Syndrome Ireland in Limerick, supporting local community initiatives and reinforcing our commitment to creating a positive impact beyond the workplace. In Dublin, employees volunteered with Hugh's House, a charity that provides accommodation and practical support for families whose children are receiving care in children's hospitals and hospices. Through these volunteering initiatives, our employees were able to contribute directly to causes that make a meaningful difference within the communities in which we operate.

A highlight of the year was our annual SFG Summit and Christmas Celebration, which brought together employees from across the Group. The event provided an opportunity to celebrate achievements, recognise success, and reinforce our culture. We were privileged to welcome Denis O'Brien as a guest speaker, who shared insights from his career in telecommunications, reflecting on resilience, entrepreneurship, leadership, and the importance of adapting to change in an evolving business environment.

Employee voice remained a key focus throughout the year. In August 2025, we launched our latest Great Place to Work survey across the Group, supported by local engagement events, including a Group-wide launch with coffee and pastries to encourage participation and feedback. Achieving Great Place to Work certification in 2025 was a significant milestone and provided a strong platform as we welcomed new colleagues into the Group, demonstrating that our people continue to recognise SFG as a positive place to work.

Together, these initiatives help create an environment where employees feel included, supported, and engaged, strengthening our culture and helping us attract, develop, and retain talented people across the Group.





”2025 was a transformational year for our people. As we welcomed new colleagues into the Group, our focus was not simply on integrating businesses, but on bringing people together. We spent time listening, learning, and understanding what makes each organisation unique, while building a shared culture founded on respect, inclusion, collaboration, and opportunity. Guided by our ’Stronger Together’ ethos, we have continued to invest in employee wellbeing, learning and development, and diversity and inclusion, ensuring that every employee feels valued and empowered to contribute to our future success.”

Marie Kearns, HR Director

SFG Summit



The 2025 SFG Summit was a landmark event for the Group, bringing together every employee from Enet, Magnet+, and ECL at Dublin's Aviva Stadium. For many colleagues, particularly those who had recently joined through the acquisition, it was the first opportunity to come together as one organisation and experience the Group's culture first-hand.

Hosted by broadcaster and business leader Fiona Buckley, the Summit centred around our theme of "Stronger Together", reflecting our commitment to building meaningful connections across the Group, sharing knowledge and ideas, and creating a common vision for the future. Throughout the day, employees had opportunities to engage with colleagues from different businesses, functions, and locations, helping to strengthen relationships and reinforce a shared sense of purpose.

CEO Peter McCarthy outlined the Group's strategic vision and spoke about the opportunities created through the acquisition of ECL, highlighting the benefits of bringing together complementary networks, expertise, talent, and resources. He reinforced the Group's ambition to build Ireland's leading digital infrastructure and connectivity provider while creating new opportunities for employees, customers, and communities.

The event also featured an interactive session led by Neil Curran, whose "Neil +1" improv experience challenged employees to step outside their comfort zones. Through unscripted participation from audience members, the session highlighted the value of adaptability, collaboration, confidence, and embracing new experiences in a rapidly changing environment.

A highlight of the day was a keynote address from Denis O'Brien, who shared reflections on his entrepreneurial journey and the evolution of the telecommunications industry. His insights into resilience, innovation, leadership, and navigating change resonated strongly with employees as the Group continues its own transformational journey.

The Summit concluded with the annual Employee Recognition Awards and Christmas Celebration. The awards provide an opportunity for employees to recognise and celebrate the achievements of their colleagues, reinforcing a culture of appreciation and inclusion. During the event, special recognition was also given to employees who played a significant role in the successful acquisition and integration of ECL.

AWARD CATEGORIES INCLUDED

- All Stars Team / Department of the Year
- Above and Beyond Award
- Inspirational Leadership Award
- Equality, Diversity and Inclusion Champion Award
- Best New Employee Award
- Customer Service Excellence Award
- Cultural Ambassador Award
- Special Recognition Award

At SFG, we recognise that bringing people together to celebrate achievements, recognise contributions, and strengthen relationships is an important component of employee wellbeing and engagement. Events such as the Summit help foster a sense of belonging, reinforce our culture, and ensure employees feel valued as part of the Group's continued success.







Equality, Diversity and Inclusion

Silver

Investors in Diversity accreditation retained in 2025

95%

Overall confidence level at reassessment

25% / 75%

Workforce profile, female and male

WORKFORCE PROFILE



Female 25% Male 75%

2025

Assess and listen

Cultural assessment across both organisations; Silver accreditation retained at 95% confidence

2026

Establish shared principles

Cross-functional collaboration, town halls and leadership engagement; progressing towards Gold

2027

Embed and empower

Local teams driving cultural initiatives, building on EDI, CSR and Employee Resource Group activity

Cultural integration roadmap following the acquisition of ECL.

At SFG, EDI is embedded within our culture and informs how we engage with employees, support our communities, and develop our business. During 2025, our EDI agenda took on added importance as we welcomed colleagues from ECL into the Group. We recognised that creating an inclusive and successful integration required more than aligning systems and processes; it required understanding people, cultures, values, and experiences.

Prior to the acquisition, SFG undertook a comprehensive cultural assessment across both organisations to better understand cultural strengths, employee engagement drivers, leadership styles, and perceptions of organisational values. The assessment explored how employees viewed their existing cultures, the challenges and opportunities associated with integration, and how a successful future culture could be shaped. The findings highlighted strong foundations within both organisations, including collaborative ways of working, adaptability, pride in delivering for customers, and a shared commitment to inclusion and employee engagement.

The insights gained informed the development of a cultural integration roadmap that will continue throughout 2026 and 2027. Key priorities include establishing shared cultural principles, strengthening cross-functional collaboration, maintaining open and transparent communication through town halls and leadership engagement, empowering local teams to drive cultural initiatives, and continuing to build upon existing Equality, Diversity and Inclusion, Corporate Social Responsibility, and Employee Resource Group activities. Through these initiatives, we aim to create a culture that embraces the strengths of all three businesses while remaining agile, inclusive, and aligned to our shared vision for the future.

Our commitment to inclusion was formally recognised in 2025 through the successful retention of our Investors in Diversity Silver Accreditation with the Irish Centre for Diversity. The reassessment recognised that SFG continues to build momentum across its inclusion journey, with an overall confidence level of 95%. While we are proud of the progress made to date, we remain committed to continuous improvement and are actively progressing towards our longer-term ambition of achieving Investors in Diversity Gold Accreditation. The integration of our ECL colleagues presents an important opportunity to further strengthen our inclusive culture and ensure that all employees feel valued, respected, and able to contribute to the Group's success.

Education, awareness, and respectful workplace practices continued to be important pillars of our EDI strategy. During the year, employees completed Bullying and Harassment Awareness Training, reinforcing our commitment to fostering a workplace built on dignity, respect, and inclusion. We also partnered with AsIAm, Ireland's Autism Charity, to deliver Autism Awareness initiatives that increased understanding of neurodiversity and encouraged more inclusive workplace practices.

SFG also continues to support diversity and inclusion within the wider technology and engineering sectors. Through Enet's involvement in Explore Engineering, a collaborative initiative involving employers, educational institutions, and industry representatives across the Mid-West region, we work alongside other organisations to promote engineering and technology careers to future generations. The initiative focuses on addressing future skills needs, raising awareness of career opportunities, and encouraging greater participation in STEM-related disciplines.

In addition, members of the SFG HR team are active participants on the Inspire – Women in Engineering Committee, working alongside representatives from other organisations to plan and deliver the annual 'Inspire' event aimed at encouraging more young women to consider careers in engineering and technology. These events bring together students, educators, and industry professionals and feature female leaders, engineers, and technical specialists who share their personal career journeys, experiences, and insights. By providing visible role models and showcasing diverse career pathways, the programme seeks to challenge perceptions, inspire confidence, and encourage greater female representation within the engineering profession.





Workvivo continued to play an important role in supporting inclusion and belonging across the Group. Following the integration of ECL, dedicated Group and company spaces were created to support communication, collaboration, and engagement. Through employee recognition, awareness campaigns, celebrations of cultural and social events, and the sharing of personal and professional achievements, Workvivo has helped employees connect with colleagues across all businesses and locations, further strengthening our "Stronger Together" culture.

Our EDI Committee continued to meet throughout 2025, providing governance, oversight, and momentum for our inclusion agenda. The committee played an active role in promoting awareness campaigns, supporting employee engagement initiatives, providing feedback on Group activities, and ensuring that inclusion remains embedded across the employee experience.

As we look ahead, our focus remains on embedding inclusion into every aspect of the employee experience while supporting the successful cultural integration of our newest colleagues. Through strong leadership, employee engagement, and a continued commitment to listening and learning, we will continue to build a workplace where everyone feels respected, valued, included, and able to contribute their best.





04

Transparency & Influence

Our Leadership



Board of Directors

Seven directors: four executive, three non-executive, one of whom serves as Chair

Audit and Risk Committee

Financial reporting, risk management, internal controls and assurance activities

Executive Leadership Team

ESG considerations embedded in strategic and operational decision-making

Governance structure of the Group, 2025.



- Four executive directors
- Three non-executive directors, one of whom serves as Chair

Board composition, 2025.

Strong governance is fundamental to SFG's ability to deliver sustainable long-term value and maintain the trust of its stakeholders. The Board of Directors provides strategic oversight of the Group and is responsible for ensuring that appropriate governance, risk management, and control frameworks are in place to support the achievement of business objectives.

The Board currently comprises seven directors, including four executive directors and three non-executive directors, one of whom serves as Chair. Supporting the Board is the Audit and Risk Committee (ARC), which oversees financial reporting, risk management, internal controls, and assurance activities. Through regular reviews and reporting, the ARC helps ensure that risks and opportunities are identified, assessed, and managed effectively across the Group.

During 2025, ESG considerations continued to be integrated into Board and Executive Leadership Team discussions, reflecting the increasing importance of sustainability, stakeholder expectations, and emerging regulatory requirements. This approach supports informed decision-making and helps ensure that environmental, social, and governance considerations remain embedded within the Group's strategy and operations.

Leadership visibility and employee engagement remained a key priority throughout 2025. Through initiatives such as CEO Brown Bag Lunches, employee forums, town halls, and regular communication channels, leaders continued to engage directly with employees, gather feedback, and provide transparency on business performance, strategic priorities, and organisational change. These activities supported a culture of openness, trust, and shared accountability across the Group.

The integration of ECL represented a significant milestone for the Group and required strong leadership at all levels of the organisation. Throughout the year, leaders played an important role in supporting employees through change, fostering collaboration across newly integrated teams, and ensuring that cultural integration remained a key consideration alongside operational and strategic priorities. By maintaining a people-first approach, the Group continued to strengthen engagement, encourage collaboration, and build a shared vision for the future.

At SFG, leadership extends beyond governance structures and formal oversight. We believe effective leadership is demonstrated through accountability, visibility, and a commitment to creating an environment where employees can perform at their best. Our leaders are expected to role model the Group's PACE values, foster open communication, support collaboration, and empower employees to contribute to the organisation's success.

Recognising the critical role leaders play in shaping employee experience and organisational performance, SFG continues to invest in leadership capability and succession planning. Through leadership development initiatives, ongoing learning opportunities, and talent development programmes, we are building the capabilities required to support future growth and ensure a strong pipeline of leadership talent across the Group.

As the Group continues to evolve, leadership remains focused on maintaining a culture built on trust, transparency, inclusion, and continuous improvement. By combining effective governance with visible, people-focused leadership, SFG is well positioned to deliver sustainable growth and long-term value for its customers, employees, shareholders, and wider stakeholders.

Our Stakeholders

At SFG, stakeholder engagement is fundamental to how we operate, make decisions, and deliver long-term value. We recognise that understanding the perspectives of our stakeholders enables us to identify emerging risk and opportunities, strengthen relationships, and ensure our business remains responsive to changing expectations.

Throughout 2025, we maintained regular engagement with stakeholder through a range of informal and formal channels. These included customer feedback initiatives such as Magnet+ 'Voice of the Customer' programme, ongoing engagement with the Department of the Environment, Climate and Communications, collaboration with regulators including ComReg, regular dialogue with shareholders and the Board, supplier engagement activities and employee consultation and feedback forums.

Customers	Government & regulators	Investors & Board	Employees & suppliers
Voice of the Customer, transactional and annual surveys, direct interviews	Department of the Environment, Climate and Communications; ComReg	Regular dialogue with shareholders and the Board of Directors	Consultation and feedback forums, supplier engagement activities

Channels of stakeholder engagement maintained throughout 2025.

Employee and customer surveys continued to provide valuable insights into stakeholder expectations and areas for improvement, helping to inform business planning, service enhancements, and employee experience initiatives across the Group. Through our stakeholder mapping process, we have identified the following key stakeholder groups:

- The Department of Culture, Communications and Sport
- Regulators, including ComReg
- Suppliers
- Customers
- The Board of Directors
- Shareholders
- Employees
- The Public

Stakeholder insights continue to inform the evolution of SFG's ESG strategy and broader business priorities. During 2025, feedback gathered through engagement activities supported the ongoing development of our sustainability programme and will contribute to the planned recommencement of our DMA in 2026. By maintaining open, transparent, and constructive dialogue with stakeholders, we aim to ensure our strategy remains aligned with stakeholder expectations and supports the long-term success of the Group.

Our Commitment to Transparent Reporting

100/100
GRESB score achieved in 2025

5-Star
GRESB rating retained

1st
In the European Fibre Networks peer group

In 2025, SFG further strengthened its commitment to transparency, accountability and sustainability excellence through participation in the annual GRESB benchmarking assessment, a globally recognised benchmark of ESG performance and management practices. Building on the strong results achieved in 2024, SFG further improved its performance, achieving a GRESB score of 100/100, retained its 5-Star Rating, and once again ranked 1st in the European Fibre Networks peer group. SFG was also recognised as an Infrastructure Asset Sector Leader, reinforcing its position as a leader in sustainable digital infrastructure.

Alongside GRESB, SFG continued to report in alignment with the Sustainability Accounting Standards Board (SASB) framework, recognising the importance of providing stakeholders with consistent, comparable, and decision-useful ESG information. These disclosures support transparency, strengthen reporting credibility and help identify opportunities for ongoing improvement.

Engagement with stakeholders remains a key component of our reporting approach. Throughout 2025, SFG maintained regular dialogue with its shareholder, Cordiant Digital Infrastructure, the Department of the Environment, Climate and Communications, and other key stakeholders. These engagements focused on business performance, ESG progress, strategic priorities, and opportunities for continuous improvement, reinforcing our commitment to openness and accountability.

As reporting expectations continue to evolve, SFG remains focused on enhancing the quality, transparency and robustness of its ESG disclosures. By aligning with recognised reporting frameworks and maintaining open stakeholder engagement, we continue to strengthen confidence in our ESG performance and support informed decision-making for investors, customers, employees, and other stakeholders.



”In 2025, SFG further strengthened its position as a leader in ESG performance, achieving a perfect GRESB score of 100/100 while continuing to enhance the quality, transparency, and robustness of its reporting. This achievement reflects not only the progress made over recent years, but also the strong foundations established across the organisation in embedding sustainability into our operations and decision-making.

As we continue to evolve, our focus is on building on this momentum, strengthening our data, expanding our scope, and aligning with emerging regulatory expectations. Transparent, consistent, and credible reporting remains central to our approach, enabling us to deliver long-term value to our stakeholders and support the transition to a more sustainable future.”

Xavier Costa Neves, ESG Reporting Analyst

Our Awards and Certifications







Throughout 2025, Speed Fibre Group continued to demonstrate its commitment to operational excellence, responsible business practices and creating an inclusive, high-performing workplace through a range of recognised certifications and industry awards.

During the year, both Enet and Magnet+ were successfully recertified as Great Place to Work, reflecting our continued focus on building a workplace where colleagues feel valued, supported and empowered to succeed.

We also achieved Silver recertification under the Investors in Diversity programme, recognising our ongoing commitment to fostering an inclusive culture where diversity, equity and inclusion remain central to how we work and grow as an organisation.

Our Group Chief Executive Officer, Peter McCarthy, was recognised externally for his leadership, receiving the Large Business CEO of the Year award at the Business Post Leadership Awards. This recognition reflects the strength of the Group's strategic direction and the collective efforts of our people across the business.

We continued to maintain our internationally recognised management system certifications, demonstrating our commitment to quality, environmental responsibility and the health, safety and wellbeing of our employees:



ISO 9001: Quality Management System



ISO 14001: Environmental Management System



ISO 45001: Occupational Health & Safety Management System

During the year, we also maintained independent verification of our greenhouse gas emissions through our Carbon Footprint Verification and Assurance Statement, completed by Carbometrix in accordance with ISO 14064 requirements. This provides independent assurance over our carbon reporting and supports our broader sustainability commitments.

Together, these certifications and recognitions demonstrate our commitment to continuous improvement, strong governance, sustainability and investing in our people. They provide assurance to customers, partners, employees and stakeholders that Speed Fibre Group continues to operate to recognised international standards while building a resilient business for the future.

Our Culture



Culture is not defined by policies alone; it is shaped by the behaviours, decisions, and actions demonstrated every day across the group. At SFG, we are committed to fostering a culture built on trust, respect, accountability, and openness, where employees feel empowered to contribute, challenge constructively, and take ownership of their responsibilities.

During 2025, culture remained a key focus as we welcomed ECL. While integrating systems and processes is important, we recognised that successful integration depends on people. Through employee engagement activities, leadership visibility, listening forums, CEO Brown Bag Lunches, and ongoing communication, we sought to create an environment where employees could share perspectives, ask questions, and help shape the future culture of the organisation.

We believe that strong governance begins with strong leadership. Leaders across the Group are expected to role model our values and create environments where ethical behaviour, inclusion, and accountability are embedded in everyday decision-making. This is supported by a framework of policies and standards, including our Code of Conduct, Anti-Bribery and Corruption Policy, and Whistleblowing Policy, which provide employees with clear guidance on expected behaviours and routes for raising concerns.

Creating a workplace where people feel comfortable speaking up remains a key priority. We encourage employees to raise concerns, challenge inappropriate behaviour, and contribute ideas for improvement, safe in the knowledge that concerns will be treated seriously, fairly, and confidentially. By promoting openness and transparency, we strengthen trust across the organisation and support a culture of continuous improvement.

As SFG continues to grow, we remain committed to building a culture that not only supports business performance but also reflects the values and behaviours that our employees, customers, and stakeholders expect of a responsible organisation.

Our Data Protection & Data Security Measures



How data protection accountability is layered across the Group.

At SFG, we take a strategic and proactive approach to data protection and security, ensuring compliance with evolving regulatory frameworks, including NIS 2 and DORA. Recognising the risk-based approach of GDPR and related regulations, we continuously refine our policies and practices through a robust Data Protection Governance Charter. This charter integrates ethical considerations and promotes data protection by design and by default, ensuring we systematically assess the impacts of data processing on our organisation and stakeholders.

Our Data Protection Governance Framework decentralises responsibility and aligns accountability with relevant business areas, supported by our Data Advocates Network.

Throughout 2025, this network focused on revamping our Register of Processing Activities and strengthening data processor agreements, enhancing organisation-wide awareness of data value and risks. Regular, mandatory training on data protection is provided to all employees, including new joiners, to reinforce compliance and best practices.

In partnership with our IT function, we prioritise embedding robust cybersecurity measures and data protection standards, aiming to achieve external accreditation through NIST. This supports our efforts to ensure data protection principles are deeply integrated into our operational culture, protecting the personal data of customers, staff, and partners.

NIS2 and DORA Compliance

As the regulatory landscape evolves, we remain focused on aligning with NIS2 and DORA requirements. These frameworks emphasise the importance of robust cybersecurity, incident response, and operational resilience in safeguarding critical infrastructure and services. Our ongoing efforts include enhancing our security footprint, refining risk management strategies, and integrating advanced monitoring and reporting capabilities. This compliance journey underscores our commitment to maintaining the trust of our stakeholders while adhering to industry standards and regulatory expectations.

NIS2

Cybersecurity and incident response across critical infrastructure, assessed against the cyber fundamentals framework.

DORA

Operational resilience, risk management strategies and advanced monitoring and reporting capabilities.

ISO 27001 & NIST

External accreditation sought through NIST, alongside GDPR-aligned internal data protection policies.

Regulatory and assurance frameworks guiding data protection and security.





”Protecting the information entrusted to us is fundamental to maintaining the confidence of our customers, partners and employees. As cyber threats and regulatory expectations continue to evolve, we remain focused on strengthening our governance, security and operational resilience. By embedding data protection and cybersecurity into every aspect of our business, we are helping to safeguard critical services while supporting the long-term sustainability of the Group”.

John Gilvarry, CTO

APPENDIX 1

SASB Disclosures 2025

Table 1. Telecommunication Services: Sustainability Disclosure Topics & Metrics

Environmental Footprint of Operations	
(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable Quantitative · Gigajoules (GJ), Percentage (%) · TC-TL-130a.1	(1) SFG consumed 3,815.155 MWh of electricity (Scope 2) energy in 2025. We have opted to use MWh as this better applies to our reporting metrics compared to GJ. This accounted for 852.8 tCO2e under a location-based methodology or 378.0 tCO2e under a market-based methodology. (2) 100% (3) 56%
Data Privacy	
Description of policies and practices relating to behavioural advertising and customer privacy Discussion and Analysis · n/a · TC-TL-220a.1	Data Protection compliance is recognised by the Speed Fibre Group Companies as a key contributor to our overall corporate mission. Enet and Magnet+ both have comprehensive privacy policies published on their websites which outline when and how company data is used (enet.ie/cookies-privacy-policy & magnetplus.ie/privacy-statement). These policies, along with our suite of internal data protection policies, are reviewed and updated as required to accurately capture our current practices and also to comply with any changes in laws or regulations. Speed Fibre Group does not partake in behavioural advertising.
Number of customers whose information is used for secondary purposes Quantitative · Number · TC-TL-220a.2	0
Total amount of monetary losses as a result of legal proceedings associated with customer privacy Quantitative · Presentation currency · TC-TL-220a.3	€0

(1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure Quantitative · Number, Percentage (%) · TC-TL-220a.4	(1) 26 (2) 21 (3) 92.31%

Data Security

(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected Quantitative · Number, Percentage (%) · TC-TL-230a.1	(1) 0 (2) 0 (3) 0
Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards Discussion and Analysis · n/a · TC-TL-230a.2	Speed Fibre Group use industry best practices tools to identify and address risks. We are focused on ensuring that we are NIS2 compliant using the cyber fundamentals framework as well as ISO 27001 and NIST2.0.

Competitive Behaviour & Open Internet

Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations Quantitative · Presentation currency · TC-TL-520a.1	€0
Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content Quantitative · Megabits per second (Mbps) · TC-TL-520a.2	(1) Not applicable (2) Not applicable
Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices Discussion and Analysis · n/a · TC-TL-520a.3	Net neutrality and paid peering does not present a material risk to SFG. We continue to monitor and support the industry position. Zero Rating is not applicable in relation to the products and services we provide.

Product End-of-life Management

(1) Materials recovered through take back programs, percentage of recovered materials that were: (2) reused, (3) recycled, and (4) landfilled

Quantitative · Metric tons (t), Percentage (%) · TC-TL-440a.1

(1) 1.86t
(2) 0%
(3) 100% (through WEEE scheme)
(4) 0%

Managing Systemic Risks from Technology Disruptions

(1) System average interruption duration, (2) system average interruption frequency and (3) customer average interruption duration

Quantitative · Minutes, Number, Minutes · TC-TL-550a.1

(1) 802.2
(2) 35/88
(3) 802.2

Discussion of systems to provide unimpeded service during service disruptions

Discussion and Analysis · n/a · TC-TL-550a.2

The business has a robust Business Continuity Plan in place to ensure unimpeded service for our end users.

Table 2. Activity Metrics

Activity metric	Category	Unit	Code	Response
Number of wireless subscribers	Quantitative	Number	TC-TL-000.A	780 / 267
Number of wireline subscribers	Quantitative	Number	TC-TL-000.B	3,948
Number of broadband subscribers	Quantitative	Number	TC-TL-000.C	23,546 / 5,002
Network traffic	Quantitative	Petabytes	TC-TL-000.D	This information is not currently measured as is not applicable to our operations.
Number of leased line circuits	Quantitative	Number	N/A additional disclosures	4,560 / 1,948

APPENDIX 2

Sustainable Development Goals Progress

As part of our commitment to the UNSDGs, SFG continues to drive sustainability within the telecommunications sector. Our focus on delivering high-end connectivity solutions and wholesale infrastructure supports economic growth, digital transformation, and environmental responsibility across Ireland. This appendix provides an update on our progress toward selected UNSDGs.

Goal 1: No Poverty

Enable economic opportunity through inclusive connectivity and community support.

- Continued to enable economic activity by providing critical digital infrastructure to public sector organisations, education providers, and businesses across Ireland.
- Maintained connectivity in rural and regional areas, supporting local business development.

Goal 4: Quality Education

Promote access to quality education through connectivity and internal learning platforms.

- Provided connectivity in primary schools, secondary schools, universities and research institutions across Ireland.
- Continues to be partnered with e-learning platforms, Udemy, to provide staff with on-demand learning allowing for 2,216 hours of on demand learning for employees.
- Delivered employee volunteering initiatives supporting Down Syndrome Limerick, Hugh's House Dublin, Limerick Animal Welfare and Focus Ireland, including a €2,000 donation to Hugh's House, while continuing our partnership with Coerver Coaching Leinster to promote youth development through sport and wellbeing.
- Continuation of summer internship programme to support and provide students with hands-on experience in our sales and procurement functions.

Goal 5: Gender Equality

Create a diverse and inclusive workplace with equal opportunities for all.

- Maintained Investors in Diversity Silver accreditation; progressing towards Gold by 2026.
- Continuation of 'Inclusion Ambassadors' employee resource group.
- Inclusive hiring and leadership training to managers.
- Continued to deliver mandatory EDI and anti-harassment training group wide.

Goal 8: Decent Work and Economic Growth

Foster sustainable economic growth through job creation, innovation, and employee development.

- Maintained 'Great Place to Work' certification with high trust and engagement scores.
- Created high-skilled roles through network expansion and M&A.
- Conducted employee and customer satisfaction surveys.

Goal 9: Industry, Innovation, and Infrastructure

Drive digital innovation and resilient infrastructure to support long-term growth.

- Expanded fibre and B2B networks across Ireland through acquisition of ECL (formerly BT Communications Ireland).
- Achieved GRESB 5-star rating (100%), ranked 1st in peer group.
- Rolled out further infrastructure optimisation: preventative maintenance, equipment upgrades, and removal of redundant systems.
- Continued investment in digital infrastructure serving national media and local councils.

Goal 13: Climate Action

Support climate targets through net-zero pathway and environmental innovation.

- Reduced Scope 1 emissions to 179 tCO_2e, compared with 203 tCO_2e in 2024, reflecting progress in fleet optimisation and operational efficiency.
- Achieved 56% renewable energy usage across operations.
- Reported market-based Scope 2 emissions of 378.0 tCO_2e and location-based Scope 2 emissions of 852.8 tCO_2e for 2025.
- Completed an ISO 14064-aligned energy audit covering 100% of operations, excluding ECL, which was not included in the current organisational boundary following its recent acquisition.
- Formalised supplier ESG screening and expanded circular economy practices.

2025 IN NUMBERS, BY GOAL

90
Metropolitan Area Network locations connected (Goals 1 and 9)

2,216
learning hours delivered (Goal 4)

Silver
Investors in Diversity accreditation retained (Goal 5)

100/100
GRESB score, 1st in peer group (Goal 9)

179 tCO_2e
Scope 1 emissions, down from 203 (Goal 13)

56%
renewable energy across operations (Goal 13)

Future Outlook

SFG remains dedicated to delivering high-end connectivity solutions while advancing sustainability and digital equity. We will continue investing in next-generation infrastructure and partnerships that align with the UNSDGs. Further updates will be provided in our next sustainability report.



Feedback

At SFG, we value constructive feedback from our stakeholders and always operate on a continuous improvement basis.

If you have any comments or queries on this report, please get in touch at esg@speedfibregroup.ie

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