

Environmental policy



VIVACOM

An aerial photograph of a dense forest. A narrow, dark road runs vertically through the center of the image. A small, dark-colored car is visible on the road, positioned towards the bottom. The trees on the left side of the road have bright yellow foliage, while the trees on the right are a deep green. The word "Scope" is written in large, white, sans-serif font across the middle of the image, centered over the road.

Scope

Main aspects of our environmental policy are:

- Continuous improvement of business processes to reduce unfavourable impact on environment from business activities.
- Providing environmentally safe products and services that require fewer natural resources.
- Effective management of the generated waste by promoting reduction and recycling.

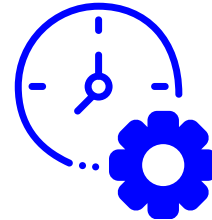


Our values



Innovative

We turn technology into innovative solutions that make our lives easier and and provide more opportunities.



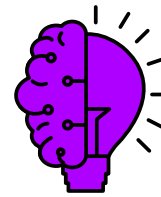
Effective

We provide practical and affordable solutions and to achieve the best results.



Responsible

We work together and stand behind our every action and decision.



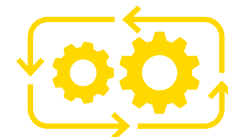
Inspiring

We have courage to do things in a new way with positive and professional attitude.



Honest

We share our experience and knowledge. We say what we do, and do what we say.

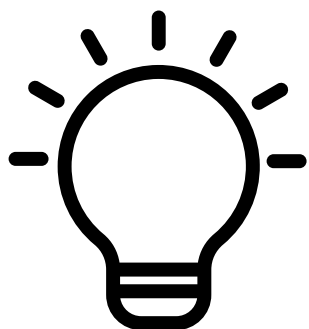


Dynamic

We manage customers expectations and respond to them.

Our mission

Providing our customers with quality telecommunication services and the best customer experience.
Our focus is customer!



Vivacom strategy is to optimize business activities' efficiency and ensure high quality services through human resources and infrastructure planning in a positive and dynamic business environment.

Vivacom strategy is to achieve customer satisfaction towards existing and future needs and expectations.



Vivacom environmental policy complies with business strategy, objectives and activities by continuous identification of impact from company operations, products and services.

Our vision

Being preferred provider of telecommunications services in Bulgaria.
Achieving high results today and making accurate decisions for the future.

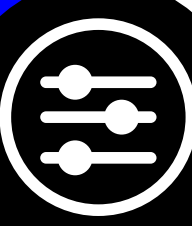
Highlights



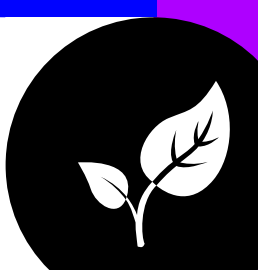
We strive to present environmentally safe products and services to the market, for which the least or no harmful substances are used, and to the greatest extent those that use less natural resources and energy.



Vivacom business strategy is aiming at identification, assessment and management of impact from business activities to the environment.



We follow applicable regulatory requirements and internal rules for compliance with the environmental management standard.



We promote the concept of "green environment" not only among employees but also among partners and customers.







We provide trainings to increase the commitment and empathy of employees towards environmental protection.



Strategic environmental objectives

We strive to achieve sustainable operations by:

-  Efficient energy use and reducing the carbon footprint.
-  Reduction of waste from our direct and indirect activities.
-  Ensuring interoperability in design of products and services with new technologies.
-  Initiating decommissioning and recycling of products with an impact on environment.

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