

ALTICE INTERNATIONAL
NON-FINANCIAL PERFORMANCE STATEMENT 2020



5 rue Eugène Ruppert
L-2453 Luxembourg
Grand Duchy of Luxembourg

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Corporate sustainability

1 Sustainability strategy

The Subsidiaries of Altice International S.à r.l. (the “Subsidiaries”) have a sustainability strategy that remains firmly based on the United Nations Sustainable Development Goals (the “SDG”), which were defined to support and act in accordance with the 10 United Nations Global Compact Principles in the areas of human rights, labour practices, environment, and anti-corruption. In 2020, the Subsidiaries were committed to contribute to the SDG targets in all geographies where they operate, considering the impact of their activities, regarding carbon emissions and the underlying drivers that cause them.

In 2020 the COVID-19 crisis has also shown the vital role of digital infrastructure for social welfare (health and education) and for the functioning of the economy by providing citizens with businesses connectivity services to support the continuity of economic and social activities, by supporting public administrations and health care systems, by assisting local communities and by safeguarding employees, despite the challenging circumstances.

Digitization and resilient networks will support the World’s economic recovery in the mid-term, and will promote prosperity and well-being in the long term, also being the basis for environmentally protection and to prevent a future climate crisis, by making the digital communications infrastructure more secure and environmentally sustainable.

In the following chapters the Sustainability strategy and its key points are detailed. The presented information follows the guidelines of GRI Standards (Global Reporting Initiative), an international standard for sustainability reporting.

The volume and detail of information in Corporate Sustainability chapter may vary according to the country and the Subsidiary under analysis. These differences in reporting are related to different maturity levels regarding sustainability issues, due to legal and regulatory differences, partnerships developed by each country or company entity related to sustainability and ethics (ex: UNGC, CDP) and due to the demands of certifications in Quality, Environment, Health and Safety and Information Security Management Systems. The fact that some companies have a history of being quoted on the stock exchange and of being questioned about non-financial topics by shareholders and investors also led them to a greater focus on these topics.

1.1 Strategy of the Subsidiaries and sustainability

The global pandemic in which we currently live, requires reflections on important issues for our daily lives and for our immediate future. The Subsidiaries have mobilized resources to support local communities with a variety of initiatives, mainly in the following areas:

- Continue to ensure the functioning of basic services to our personal and collective life, ensuring the safety of all, providing extended, unlimited, or free data, call and/or entertainment packages for people in lockdown (e.g., unlimited IPTV or premium content). These actions were meant to facilitate remote communications between individuals as well as manage anxiety and social uncertainty due to the first signs of crisis that are already glimpsed.
- Support businesses in their use of remote working tools including cloud, teleconference, and videoconference, keeping countries and companies operating overwhelmingly on teleworking.
- Explore the use of network data for use by public authorities in tracking the movement of people during outbreaks in compliance with EU data protection and privacy rules.
- Support distance learning and e-learning by leveraging existing telecom initiatives and/or by activating dedicated helpdesks for schools and activate tools to contribute to the increase of digital skills putting in

place targeted cooperation with education authorities, ensuring that students continue to take classes, to learn, and to be able to successfully complete the school year.

- Activate instant phone and online fundraising campaigns for hospitals.
- In countries in which it's allowed to do so, and with the relevant hygiene measures, provide physical services continuity through reduced opening times in the operator's shops.
- Closely collaborate with public authorities to secure emergency and critical communications and guarantee the necessary response in terms of health care, in a situation where the dimension of the problem exceeds capacity.
- Start preparing the day-after of a situation about which we still don't know when it will end.

The COVID-19 crisis has been a natural push to digitization for those individuals who were previously relying on offline services. This is a positive side-effect of a challenging situation and should be turned into an opportunity to further improve digital literacy and media education.

The social agenda is clearly changing as the world looks to a “new normal” post COVID-19. The telecoms industry is set to play an increasingly important role, since it is expected the provision of affordable high-speed reliable digital infrastructure to provide even wider support for the majority of the United Nations Sustainable Development Goals (the “SDG”), by covering diverse but interlinked topics, e.g. the management of climate change, the establishment of decent jobs, the promotion of effective institutions and stable societies, as well as the fight against inequality at all levels, improving education and supporting economic growth, two extremely critical situations today due to COVID-19.

By incorporating the United Nations Global Compact Principles into strategies, policies and procedures, the Subsidiaries, in addition to assuming their basic responsibilities to people and the planet, ensure success and sustainability in a long-term perspective, stimulating innovation, investment and performance, as well as promoting more stable and committed relationships with its stakeholders, always considering the impact on the environment.

The following topics are identified as the most important current issues for the Subsidiaries, shown alongside the strategy to ensure economic, social, and environmental sustainability.

Strategy	Sustainability Impact	Sustainability Strategy
Quality of Service and Investment <ul style="list-style-type: none"> • Deployment of the network: 5G, 4G and Fibre • Infrastructure resilience 	<ul style="list-style-type: none"> • Climate change • Network access • Connect people 	<ul style="list-style-type: none"> • Reduction and optimization of energy consumption • Deployment of telecom networks and digital content distribution platforms • Territories and population cover • Innovation, green solutions and accessible products and services
Social Responsibility <ul style="list-style-type: none"> • Responsible purchasing policy • Guaranteed privacy for customers • Communication access and digital security • Digital inclusion • Inclusive education 	<ul style="list-style-type: none"> • Corruption and ethical behaviour • Respect for Human Rights • Avoid exposure of children and vulnerable people to inappropriate content • Diversity and equal access to education and employment 	<ul style="list-style-type: none"> • Supply chain management • UN principles and SDG persecution and dissemination • Customer privacy and information security • Protection of vulnerable people • Digital inclusion programs
Innovation <ul style="list-style-type: none"> • Development of sustainable technology and infrastructure • Products and services innovation 	<ul style="list-style-type: none"> • Social and geographic accessibility to technology • Climate change • Social Equality 	<ul style="list-style-type: none"> • Entrepreneurship programs • Innovation centres and partnerships • Technology to faster and safer communication, at affordable prices for everyone

Environment <ul style="list-style-type: none"> • Raw materials • Energy efficiency • Emissions reduction • Waste management 	<ul style="list-style-type: none"> • Climate change • Depleting natural resources 	<ul style="list-style-type: none"> • More efficient equipment • Awareness and training • Renewable and green energy contracts • Consumption monitoring • Reuse and recycling
Proximity <ul style="list-style-type: none"> • Attracting and retaining talent • Employee equality and non-discrimination • Conciliation between work, family, and personal life 	<ul style="list-style-type: none"> • Quality of life at work • Health and safety at work • Respect for Human Rights 	<ul style="list-style-type: none"> • Talent and training management • Promotion of social dialogue and collective bargaining • Health and Safety at Work • Culture of feedback

1.2 Codes, charters and principles

The Subsidiaries actively apply and promote the principles of sustainability recommended by national and international organizations, related to business ethics, anti-corruption, respect, and environmental preservation, human and labour rights and social inclusion, being also in compliance with the current legislation.

The Subsidiaries have their own codes and policies, which are identified throughout the report, according to the themes. Those with more significant impact can be consulted in the following table and at the relevant corporate websites.

Guides and Codes of Conduct	Policies	Subscribed Charters and Principles
Code of Ethics (PT, ISR, DR)	Information Security Policy (PT, DR)	10 Principles of UNGC
Code of Good Conduct for Prevention and Combating Harassment at Work (PT)	Integrated Management Policy (PT)	Diversity Charter (PT, Teads)
Suppliers Social Responsibility Code (PT)	Recruitment Policy (DR)	ETNO-UNI Europe Joint Declaration on Gender Equality (PT)
Sexual Harassment Procedure (ISR)	Employee Handbook (Teads USA)	PCI Certification (DR)
Procedure of contractual transactions with interested parties (ISR)	Brand Safety Policy (Teads)	BCSD Portugal Charter of Principles (PT)
Ethic codes for sales (DR)		–
Employee Manual (DR)	–	–
Code of Conduct (Teads)	–	–

All employees must act, always, with integrity and in compliance with applicable laws, as well as with the values, policies and codes adopted by the Subsidiaries, and must report irregularities, in accordance with the reporting methodology which is implemented.

1.3 Sustainability Development Goals (SDGs)



The Subsidiaries are committed to contribute to the achievement of the targets of the Sustainable Development Goals (SDGs), considering the impact of their activities in reaching each goal, and the nature, scale, and scope of its businesses, without decreasing the sustainability economic growth of their operations.







By incorporating the principles of the UN Global Compact into strategies, policies and procedures, the Subsidiaries reinforce the basic responsibilities to people and the planet, and also set the stage for long-term success, stimulating innovation, investment, and performance, not forgetting the environmental impact and the promotion of stable relations with its stakeholders.

In 2017, the Altice Group developed an internal analysis to identify how it could contribute with greater value to the implementation of the SDGs targets, having identified at the time 7 SDGs where it could have a more positive impact. In 2020, Altice Portugal Group reviewed this analysis, aligning the Group with its strategy, resulting in the integration of three new SDGs - SDG3 Quality Health, SDG5 Gender Equality and SDG13 Climate Action. The Subsidiaries are committed to implementing actions and processes that also achieve some of the goals identified in these SDGs. Since the SDGs cover diverse but interconnected topics, this impact can be extended to other SDGs that are not directly identified.



The following table provides examples of actions that were implemented in 2020 within the Subsidiaries:

SDG	Actions	Goal 2030	2020 Results/KPI's
	<ul style="list-style-type: none"> Implement occupational H&S procedures Limit or eradicate pollutants, chemicals and harmful substances in the environment Train/Sensitize workers in H&S at work 	Ensure healthy lives and promote well-being for all at all ages	Section 3.3. Occupational health and safety and Section 3.7. Customer health and safety
	<ul style="list-style-type: none"> Offer training programs and ensure that they are equally available and accessible to all in a non-discriminatory manner Make efforts to ensure that people with disabilities are not excluded from the general education system Develop technological solutions for people with special needs Associate with institutions to develop or support training programs and improve the teaching of technical skills by providing innovative solutions Provide technical classrooms to communities 	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Section 3.4. Training and skills development, Section 3.5. Diversity, equal opportunity and non-discrimination and Section 4. Altice Foundations

	<ul style="list-style-type: none"> • Ensure non-discrimination at work, particular on gender issues • Encourage the involvement and interest of women and female students in technology • Assume Gender equality in Subsidiary Policies • Promote a fair selection of women for management positions 	<p>Achieve gender equality and empower all women and girls</p>	<p>Section 3.5. Diversity, equal opportunity, and non-discrimination</p>
	<ul style="list-style-type: none"> • Respect and protect labour rights and provide safe and healthy work environments for all • Support the development of environmentally friendly technologies, improving the efficiency of materials and their reuse, as well as the efficiency of the use of energy, water, raw materials, and other resources • Laying of fibre, namely at inland areas and with less population density 	<p>Promote sustained, inclusive, and sustainable economic growth, full and productive employment and decent work for all</p>	<p>Section 3.2. Employment and labour management relations and Section 3.8. Community communication access</p>
	<ul style="list-style-type: none"> • Ensure resource efficiency, resilience and sustainability of buildings and information and communication technologies • Modernize infrastructures through innovation • Ensure and increase network coverage and invest in technology that allows faster and more secure communications, at prices that are affordable for everyone • Digitalization program community services 	<p>Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation</p>	<p>Section 1.1. Strategy of the Subsidiaries and sustainability, Section 2.2. Energy, Section 3.8. Community communication access and Section 4. Altice Foundations</p>
	<ul style="list-style-type: none"> • Respect internationally recognized human rights principles, including the rights of women and minorities • Incorporate policies that promote diversity and inclusion throughout its own operations and encourage suppliers and partners to do the same • Integrate people with disabilities 	<p>Reduce inequality within and among countries</p>	<p>Section 3.5. Diversity, equal opportunity and non-discrimination and Section 3.6 Human rights</p>
	<ul style="list-style-type: none"> • Implement network resilience and disaster recovery projects • Development of products and services within the scope of Smartcities, providing digital solutions that help cities challenges, solving concrete problems in communities and provide a positive contribution to the environment • Development of IoT services 	<p>Make cities and human settlements inclusive, safe, resilient and sustainable</p>	<p>Section 3.8. Community communication access</p>
	<ul style="list-style-type: none"> • Integrate sustainable management and resource efficiency in all operations and in products and services • Use of renewable materials and clean technologies • Responsibly influence consumption patterns and promote sustainable consumption and lifestyles • Monitor and report energy, water, and waste 	<p>Ensure sustainable consumption and production patterns</p>	<p>Section 2. Environmental performance and Section 4. Altice Foundations</p>

	<ul style="list-style-type: none"> • Develop and implement corporate strategies and goals for adapting to climate change • Train and sensitize workers, suppliers, and other stakeholders on climate change and how to reduce the environmental impact • Promote initiatives to decrease plastic consumption 	<p>Take urgent action to combat climate change and its impacts</p>	<p>Section 2.1. Materials, Section 2.2. Energy, Section 2.5. Emissions, Section 2.6. Waste and Section 5.2. Procurement practices</p>
	<ul style="list-style-type: none"> • Develop the economy of small and medium-sized companies, through the provision of P&S that facilitate the operation of its business • Participate in international cooperation mechanisms and work with governmental and non-governmental partners • Establish transparent and accountable partnerships with governments, civil society, and other relevant stakeholders in sustainable development 	<p>Strengthen the means of implementation and revitalize the global partnership for sustainable development</p>	<p>Section 1.1. Strategy of the Subsidiaries and sustainability, Section 4. Altice Foundations and Section 6. Memberships and collaborations</p>

In some of the Subsidiaries, such as Portugal and the Dominican Republic, there is a Sustainability Committee to monitor the achievement of sustainability goals and to establish policies, action plans and effective programs that contribute to the economic, social and environmental development of communities.

2 Environmental performance

The period of social isolation that the world experienced in 2020 brought us images of rivers with clear waters, wild animals walking around residential areas and cities where you can see that, after all, the sky is blue. Along with the amazement at the planet's capacity to regenerate, people must look ahead and think that countries, companies, people, have the future of the planet in their hands.

The defined measures during this time were crucial to achieve the carbon reduction targets and the regular stops of the industry, transport and vehicles use have shown to have a quite large and positive impact on the environment. Studies already show that individual attitudes, such online shopping contribute a lot to reducing emissions and that COVID-19 pandemic is changing consumer behavior and accelerating digital transformation worldwide.

However, according to GSMA, despite significant increases in network traffic as a result of COVID-19 lockdown measures, the energy consumption and carbon emissions of telecoms networks have remained mostly unchanged in 1st half of 2020. Network electricity usage has remained flat, even as voice and data traffic has spiked by 50% or more, like in services such as video conferencing and entertainment streaming. The Subsidiaries have provided network connectivity that has kept society and the economy connected in these challenging times, without increasing the environmental footprint. The Telecom industry will form the backbone of the future global economy with a key role to play in achieving a zero carbon economy.

Across the ICT sector, there are signs that growth in data traffic has been "decoupled" from energy consumption and carbon emissions over the past decade. According to data collected by ETNO and its members, in the 2010-2018 period, data traffic has increased by 1100%, while carbon emissions decreased by 40% and electricity consumption increased by around 10%. Mobile and fixed networks are designed to be as energy efficient as possible. In the case of peak traffic, the network uses built-in "overcapacity" to support the extra traffic load without requiring additional power. Current data increases also tend to be evenly distributed throughout the day, allowing easier network management.

This points out that the expansion of the digital economy and the use of data are not directly related to energy use and carbon emissions. These indications are especially important as more energy efficient 5G networks are being deployed, with the capacity to support up to 100 times more data traffic than 4G.

The Subsidiaries recognize the importance of environmental issues, and promote a responsible attitude by promoting a continuous effort to reduce its impacts on the environment.

Being aware of the challenges of sustainable development and the impact of its activities on the environment, The Subsidiaries identify the main consequences and risks, associated with its activities, and have drawn on several principles to define the basis for their analysis:

- The United Nations standard and specifically the SDG.
- An analysis of the main activities that can affect the environment (e.g., energy consumption, products production, and transportation, etc.).
- A map of environmental risks, drawn up following discussions with management.

Below are identified the main environmental impacts, as well as the mitigation actions already implemented.

Description	Environmental impact	Mitigation actions
Electric energy consumption	<ul style="list-style-type: none"> • Decreased availability of natural resources • Air pollution due to CO₂ emission in production with increased greenhouse effect • Nuclear risks 	<ul style="list-style-type: none"> • Training and awareness-raising actions • Free cooling in fixed network stations • Concentrating fixed and mobile equipment in the same room • Energy efficiency / energy production using renewable sources • Obsolete equipment removal project • Environmental management (ISO 14001)
Consumption and marketing of Electrical and Electronic Equipment	<ul style="list-style-type: none"> • Indirect depletion of renewable and non-renewable resources • Hazardous waste 	<ul style="list-style-type: none"> • Repackaging through equipment recovery in reverse logistics and after-sales • Recovery and reuse of customers equipment • Training and awareness-raising actions • Responsible purchasing policy • Environmental management (ISO 14001)
Greenhouse gas emissions	<ul style="list-style-type: none"> • Air contamination by burning CO₂-emitting fuels (air pollution) • Global warming contribution due to CO₂ emissions, acidification, and deterioration of local air quality 	<ul style="list-style-type: none"> • Training and awareness-raising actions • Transport policy • Environmental management (ISO 14001)
Fuel consumption - diesel and petrol	<ul style="list-style-type: none"> • Indirect depletion of renewable and non-renewable resources • Global warming • Air pollution 	<ul style="list-style-type: none"> • Training and awareness-raising actions • Transport policy • Environmental management (ISO 14001)
Ambient noise production	<ul style="list-style-type: none"> • Discomfort in the surrounding community 	<ul style="list-style-type: none"> • Perform measurements of ambient noise and analyse noise reduction actions • Environmental management (ISO 14001)

Paper and cardboard consumption	<ul style="list-style-type: none"> • Indirect depletion of renewable and non-renewable resources • Deforestation • Global warming 	<ul style="list-style-type: none"> • Dematerialisation • Training and awareness-raising actions • Packaging reduction and eco-design • Preferred choice of recycled paper or paper from sustainably managed forests • Environmental management (ISO 14001)
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Altice Portugal has implemented an ISO 14001 certified Environmental Management System, to enhance its environmental performance and to manage its environmental responsibilities in a systematic way and contributes to the environmental sustainability pillar. The ISO 14001 is applied in order to achieve the intended outcomes of its environmental management system, which adds value for the environment, the Subsidiaries and stakeholders. The intended outcomes of an environmental management system include:

- Enhancement of environmental performance.
- Fulfilment of compliance obligations.
- Achievement of environmental goals.

Since 2019, Altice Portugal has increasingly promoted initiatives to raise awareness and draw the attention of employees and community to environmental impacts, encouraged responsible behaviour that, if followed by all, will contribute to a better environment and to a more sustainable planet. Below are identified some of the actions with major impact:

- The Unwanted Shapes, one of the biggest campaigns promoted during MEO Rip Curl Pro Portugal, in which were developed numerous environmental actions, such as and the creation of surfboards composed by domestic plastic, collected, and discarded. This initiative has been extended to the employees to motivate them to assume environmental commitments.
- Planet at SAPO: In 2020, the SAPO portal launched a new tab dedicated to sustainability, enabling the access to countless contents on sustainable development and environment protection. “Planet” intends to contribute to the awareness of its millions of users, to the adoption of a more sustainable and environmentally friendly lifestyle. This reinforces its commitment to environmental sustainability, reinforcing a cause that belongs to everyone: to conserve our Planet and its resources.
- MEOS Program: With this program, the MEO can help to reforest. Customers with MEO mobile phones can exchange their MEO points for donations to various institutions, including reforestation and nature conservation associations, encouraging them to contribute to a more sustainable world by simply charging their mobile phone.
- Green Flag: a protocol project that identifies and recognizes the most sustainable regions in Portugal. The Green Flag identifies and recognizes good environmental and social practices in different territories and challenges government entities and the population in general to project a better future.

Lisbon was the European Green Capital 2020 and during this period of confinement, the reduction of pollution levels did certainly contribute to reach the established goals. Altice Portugal Group signed the Lisbon Capital Green European Commitment 2020 - Climate Action Lisbon 2030, an initiative that intended to challenge companies and citizens to join the cause, and to contribute to the environmental goals established in Lisbon. Regarding this commitment, Altice Portugal Group promoted and was involved in sustainability initiatives, like awareness actions for employees and partners, promotion of events and conferences, focus on equipment reuse and an increased use of renewable energy sources.

The details regarding the environmental management and performance over 2020 in the areas of materials consumption, energy, water, biodiversity, greenhouse gas emissions and waste are presented in the following sections for the Subsidiaries.

2.1 Materials

The rationalization of material consumption is one of the goals pursued in order to achieve higher environmental sustainability, also relying on the use of renewable and clean materials and efficient technologies to reduce the risk of overexploitation of natural resources.

2.1.1 Materials used

The Subsidiaries are committed to reducing paper consumption, taking advantage of the evolution of media communication towards a greater digitalisation. Materials consumption is constantly monitored in order to identify improvement areas and evaluate the success of reuse and recycling programs, as detailed in the following tables.

In Altice Portugal Group, the use of recycled paper has been replaced with FSC-certified paper for printing. The purchase of this paper brings direct benefits to forest areas, such as biodiversity preservation, protection of Indigenous People rights and of workers labour rights as well as protection of areas with significant environmental and cultural importance. During 2020, 98% of printing paper had FSC certification.

Teads has also implemented some measures relative to paper consumption, like the printers change, by programming them to printing on both side as well as documents dematerialisation processes.

With respect to associated process materials (i.e., materials that are needed for the manufacturing process but are not part of the final product):

Materials used - associated process materials (t)		2020	2019
Paper/Paperboard	Portugal	700	464
	Israel	15	16
	Dominican Republic	16	25
	Teads	0.18	0.43
TOTAL		731.18	505.43

With respect to semi-manufactured goods or parts (including all forms of materials and components other than raw materials that are part of the final product):

Materials used - semi-manufactured goods or parts (t)		2020	2019
Batteries (distribution network)	Portugal	14	15
	Israel	10	17
	Dominican Republic ⁽¹⁾	210	99
	Teads	N/A	N/A
TOTAL		234	131
Electrical and electronic equipment (distribution network)	Portugal	483	514
	Israel	324	318
	Dominican Republic	359	161
	Teads	N/A	N/A
TOTAL		1,166	993

⁽¹⁾ Batteries - Average weight of all battery's dispatches for immediate use.

Altice Portugal intends to reduce the environmental impact associated with the product packaging (plastic and paper components) of the purchased equipment, by assessing how to improve the ecological design of the

packaging of the products Set top boxes, Fibre gateway and "fixed" phones, to reduce material consumption and impact over the product's life cycle. Since March 2020, it started to eliminate all plastics from the packaging of fibre gateway products, in partnership with the supplier, who introduced a new component in the packaging, which contains only a small part of plastic.

Materials for packaging purposes (t)			2019
Paper/Paperboard	Portugal	286	236
	Israel	239	132
	Dominican Republic	110	134
	Teads	N/A	N/A
TOTAL		635	502
Plastics	Portugal	21	51
	Israel	24	16
	Dominican Republic	8	7
	Teads	N/A	N/A
TOTAL		53	74
Wood	Portugal	59	0
	Israel	30	21
	Dominican Republic	37	45
	Teads	N/A	N/A
TOTAL		126	66

2.1.2 Reclaimed products and their packaging materials

The materials reuse and recycling has received special attention from the perspective of the activities of the Subsidiaries, and from the perspective of the information and programs which are made available for customers, reinforcing the commitment to a transition for a circular economy.

The Subsidiaries promote the customers equipment reuse in line with its environmental strategy, to combat the scarcity of natural resources, raw materials and energy consumed. Therefore, the Subsidiaries are supported by specialized subcontractors in the repackaging field to ensure the quality of the delivered products, with the aim of responding as effectively as possible to the concerns of its customers and to behave responsibly in its activity's management. Additionally, there is a focus on customer awareness of the importance of reusing its packaging and promotes the recycling of raw materials in a virtuous logic of preserving the earth's resources.

The Subsidiaries are aware of the impact of the mobile phone industry on the environment. The constant replacement of smartphones with new ones has a significant impact on the environment. Consequently, reuse of equipment is encouraged and customers are offered quality reconditioned equipment.

Material reuse analysis process



The reuse of equipment avoids the consumption of materials, saves costs and reduces the production of waste.

In 2009, Altice Portugal started to invest in the process of evaluating, recovering, and reusing equipment returned by customers within the scope of television offer. Since then, 466,452 pieces of electrical and electronic equipment were reconditioned and reused instead of being replaced.

- In Portugal, 290 cable reels were collected from the operation and returned to the supplier, preventing them from being rejected and classified as waste.
- In Israel, the percentage of HOT reclaimed products and their packaging materials is approximately 2%.

2.2 Energy

In the context of constantly increasing technological usages and advances, the integration of the energy system will make way for a more efficient and interconnected energy sector, driven by the dual objective of a cleaner planet and a stronger economy. The energy transition and, ultimately, the decarbonisation of the energy system, is a major challenge that will require fundamental changes in the way we manage and consume our energy.

2.2.1 Energy consumption

The origin of the consumed energy is up to the companies that provide it and is important to ensure that it is as green as possible. Renewable energy is the collective name for energy that is produced using the earth's natural resources which are naturally replenished, like sunlight, wind, water resources (rivers, tides, and waves), heat from the earth's surface or biomass. The process, by which these renewable resources are converted into energy, emits no net greenhouse gases, which is why renewable energy is also referred to as 'clean energy'.

The energy consumption of the Subsidiaries mainly relates to the network's technical sites, being the optimization of energy consumption of these infrastructures a priority. To achieve the energy consumption reduction goals, there is a focus on increasing energy efficiency and monitoring the associated environmental impact as described below. The Subsidiaries believe that choosing an organization that provides 100% green energy is the best option to take the first step to achieve the climate-neutrality goal. An example of this is Altice Portugal Group that has, since January 2020, a 100% green energy supplier for all buildings in Portugal (except Madeira and Azores).

Total energy consumption (GJ)		2020	2019
Electricity consumption	Portugal	1,082,793	1,116,763
	Israel ⁽¹⁾	275,759	277,595
	Dominican Republic	273,648	243,451
	Teads	1,804	2,453
TOTAL		1,634,004	1,640,262
Fuel consumption (petrol)	Portugal	633	398
	Israel	44,482	54,693
	Dominican Republic	0	0
	Teads	700	135
TOTAL		45,815	55,226
Fuel consumption (diesel)	Portugal	129,241	156,668
	Israel	5,134	7,039
	Dominican Republic	242,028	305,316
	Teads	59	67

TOTAL		376,462	469,090
Other energies (specify)	Portugal ⁽²⁾	1,216	1,701
	Israel	0	-
	Dominican Republic	-	-
	Teads ⁽³⁾	501	907
TOTAL		1,717	2,608

(1) Conversion of litres and kWh to GJ was calculated from <https://www.eecabusiness.govt.nz/tools/wood-energy-calculators/energy-unit-converter/>

(2) Includes Natural gas

(3) Includes Natural gas and Steam

2.2.2 Reduction of energy consumption

Across the Subsidiaries, in 2020, efficiency measures were implemented in processes, structures and equipment, which resulted in a consumption reduction, with an impact on emission reduction. The Subsidiaries produce energy from renewable sources, and the Dominican Republic and Portugal have installed, respectively, 115 and 65 solar panels in proper sites.

Consumption reduction due implemented efficiency measures (GJ)		2020	2019
Energy Efficiency Measures / Renewable Energy Production	Portugal	1,879	1,922
	Israel	3,694	4,464
	Dominican Republic	2,248	2,267
	Teads ⁽¹⁾	64	-
Led Light Installation	Dominican Republic	0.13	0.05
	Teads ⁽¹⁾	20	-
Removal of obsolete network equipment	Portugal	28,969	30,268
	Dominican Republic	3.84	-
TOTAL		36,877.97	38,921.05

(1) A new Building Management System (BMS) was installed and commissioned in Oct 2020 in the building where Teads NY office is located

MEO, a company of Altice Portugal Group, develops multidisciplinary procedures, involving the areas of Purchasing, Logistics, Engineering and Operations, to provide equipment (home gateway, set top boxes, food unit) with ecological requirements that allow the maximization of energy efficiency both in operations and in customer's home.

Before purchasing a new equipment, in addition to the data related to the professional design and abilities, HOT always examines two parameters, the power consumption and the heat emissions. The reduction in consumption due to implemented efficiency measures is a result of the following initiatives:

- Replacing three refrigeration units (chillers) roof structure (a total of 430 tons of refrigeration).
- Replacing three-way faucets with two-way ones in liberties to prevent idle spin for libertarians who are not in action.
- Replacement of lighting fixtures for LED fixtures.
- Window coating, insulation, and shading.

Teads has decided to limit travelling and to encourage use of alternatives such as video-conferencing, where appropriate. In 2019, an environmental project involving a partnership with the organization EcoTree was initiated.

Despite the absence of a summit in 2020, and potentially in 2021 also, the partnership continues with a new tree by newcomer (until the end of 2020: 1,173 trees).

As its competitors, Teads must rely on servers across several continents to deliver its advertising campaigns. To optimize the resources and to limit the environmental impact (electricity consumption) even if outsourced via Amazon Web Services (AWS), the infrastructure team optimizes the servers use based on revenues and inventory estimate. Other actions implemented were to use machine learning to stop auction processes as soon as possible to avoid unnecessary traffic and processing, resulting in lower costs and in electricity consumption reduction, as well as to analyse and detect heavy ads to optimize them, resulting on a more significant reduction impact on the footprint of a campaign outside of Teads platform (network and when played by the user).

The cost saving could reach up to 20% in 2020. Teads also started to install Led Light in several offices (e.g.: Paris, Montpellier, NYC, LA...) and expect to start to see benefits at the end of 2020. In the NYC office, the energy reduction due to the installation of a new Building Management System in the end of 2020 was of 64 GJ and due to led light installation of 20 GJ.

2.2.3 Renewable energy

Altice Portugal and Altice Dominicana produce energy from renewable sources. In 2020, Portugal has produced 1,879 GJ (1,922 in 2019) and Altice Dominicana has produced 2,248 GJ. This energy is for internal consumption, being injected into the network.

Altice Portugal is committed to being an increasingly environmentally sustainable company, having set a goal for 2020, to have 100% of its operations and services in mainland Portugal with electricity from renewable energies. This goal was achieved, with a total of 1,028,415 GJ (599,925 GJ in 2019) of electricity purchased from renewable sources.

2.3 Water and Effluents

Water is at the core of sustainable development and is critical for socio-economic development, healthy ecosystems and for human survival itself. Water is also at the heart of adaptation to climate change, serving as the crucial link between the climate system, human society and the environment.

Water is a finite and irreplaceable resource that is fundamental to human well-being. It is only renewable if well managed. Water can pose a serious challenge to sustainable development but managed efficiently and equitably, water can play a key enabling role in strengthening the resilience of social, economic and environmental systems in the light of rapid and unpredictable changes.

All of the Subsidiaries know that protecting the environment for the coming generations begins with more effective water management.

2.3.1 Water consumption

Water consumption of the Subsidiaries essentially fulfils two goals: air conditioning of technical areas and hygiene and comfort of the employees in the administrative areas.

Water consumption (m ³)		2020	2019
Water consumption	Portugal	179,314	213,171
	Israel	20,724	29,893
	Dominican Republic	163,733	155,124
	Teads	2,903	4,627

TOTAL	366,674	402,815
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Many measures have been implemented, for several years, to reduce water consumption at some sites, e.g., the installation of pressure reducers, mixer taps and dual-flush toilets or the introduction of rainwater harvesting for watering trees and plants.

The largest Data Center in Portugal has a Leed Platinum certification for the support building and Leed Gold for the data center building. The Leed certification is a mark of quality and achievement in green building. The infrastructure is surrounded by water mirrors that reflect its image and covered with aluminium sheets that, on the one hand, support the concept of maximum safety and, on the other hand, limit the spread of electromagnetic waves. The supply of this water mirror is made through an untreated water grid, totally independent of the drinking water grid. In 2020, 15,949 m³ of untreated water were consumed.

2.4 Biodiversity

Society relies on biodiversity and the goods and services it provides for human well-being and for the raw materials provisioning. All businesses, regardless of their size, location, or sector, depend upon and have a direct or indirect impact on biodiversity and ecosystem through their operations, supply chains or investment choices. The impacts of biodiversity loss and ecosystem degradation have broad and systemic implications that are connected to many of the most pressing challenges humanity faces today.

Although the impact of the Telco sector on the loss of biodiversity is limited, the Subsidiaries have implemented projects to ensure the positive effect of their business activities on biodiversity. The following initiatives have contributed to minimize the loss of biodiversity: (i) policies to ensure that the construction of new sites doesn't have negative impacts on protected areas and species and (ii) site sharing policies with other operators to minimize landscape impact.

2.4.1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas

In 2020, in Portugal, 11 new sites were installed on the mobile network and 4 were reduced on the fixed network. Altice Portugal Group has currently 84 sites. in, or adjacent to protected areas and areas of high biodiversity value outside protected areas.

2.4.2 Significant impacts of activities, products, and services on biodiversity

In Portugal, the Group conducts an analysis every year on environmental aspects and respective impacts with assessment of their significance to mitigate them. In the context of the construction activities of its mobile network, Altice Portugal Group also seeks to align its processes with biodiversity conservation.

At Altice Dominicana, operations don't affect biodiversity. At a country level, the controls about this issue are enforcing by the Ministry of Environment and Natural Resources (*Mimarena*). The Dominican National System of Protected Areas are composed by several laws. Dominican Republic applies the process of the Environmental Minister, which requests an Environmental authorization to build a tower. Those permissions are granted by the Minister; therefore, no construction can be built in any area that could impact the biodiversity.

2.5 Emissions

On 12, December 2019 the European Council endorsed the goal of achieving a climate-neutral EU by 2050, in line with the objectives of the Paris Agreement and considering the latest available science and the need to step up global climate action. The transition to a climate-neutral society is both an urgent challenge and an opportunity to build a better future for all. The society and the economic sectors will play a critical role, since

socially acceptable and just transition to a sustainable low-carbon economy requires changes in investment behaviour.

Climate change caused by GHG emissions is one of the main risks to the sustainability of business. The Subsidiaries monitor its carbon footprint as described below.

2.5.1 Direct (Scope 1) GHG emissions

Scope 1 - CO ₂ Emissions (t)		2020	2019
Emissions due petrol combustion	Portugal	46	28
	Israel ⁽¹⁾	3,087	3,796
	Dominican Republic ⁽²⁾	2,077	2,183
	Teads	5	7
TOTAL		5,215	6,014
Emissions due diesel combustion	Portugal	9,481	10,861
	Israel ⁽¹⁾	364	499
	Dominican Republic ⁽³⁾	17,144	21,627
	Teads	3	4
TOTAL		26,992	32,991

⁽¹⁾ Conversion of litres to CO₂ Emissions (t) was performed using a calculator: <https://www.eecabusiness.govt.nz/tools/wood-energy-calculators/co2-emission-calculator/>

⁽²⁾ Petrol (Gasoline) emissions were calculated taking employees' gas vehicle expenses. For electrical equipment, isn't used this fuel.

⁽³⁾ Diesel - Consumption of electrical equipment calculated from <https://tools.genless.govt.nz/businesses/wood-energy-calculators/co2-emission-calculator/>

2.5.2 Energy indirect (Scope 2) GHG emissions

Scope 2 - CO ₂ Emissions (t)		2020	2019
Emissions due Electricity consumption	Portugal	7,732	96,830
	Israel ⁽¹⁾	9,858	9,004
	Dominican Republic	32,888	-
	Teads	140	186
TOTAL		50,618	106,020
Emissions due other energies	Portugal ⁽²⁾	68	96
	Israel	0	-
	Dominican Republic	-	-
	Teads ⁽³⁾	25	47
TOTAL		93	143

⁽¹⁾ Conversion of litres and kWh to GJ was calculated from <https://www.eecabusiness.govt.nz/tools/wood-energy-calculators/energy-unit-converter/>

⁽²⁾ Includes Natural gas

⁽³⁾ Includes Natural gas and Steam

2.5.3 Other indirect (Scope 3) GHG emissions

Indirect GHG emissions (Scope 3) are a consequence of the Subsidiaries activities, but occur from sources not owned or controlled by them.

The table below identifies the emissions from the transportation of employees for business related activities in vehicles owned or operated by third parties, such as aircraft, trains, and passenger cars.

Scope 3 - CO ₂ Emissions (t)		2020	2019
Business travel	Portugal	650	888
	Israel	166	181
	Dominican Republic	50	89
	Teads	332	1,630
TOTAL		1,198	2,788

2.5.4 Reduction of GHG emissions

Energy consumption is directly and indirectly responsible for some of the main negative impacts on the environment, including the GHG emissions in the atmosphere. Actions that guarantee greater energy efficiency have an impact on the reduction of emissions and consequently contribute to the climate change combat. Therefore, in 2020, all implemented actions that impact in GHG emissions reduction are identified in section 2.2.2 *Reduction of energy consumption*.

To mitigate significant environmental impacts resulting from the personal transport of employees, the Subsidiaries develop internal awareness campaigns calling for the adoption of environmentally responsible behaviour, for example, by giving employees information about the CO₂ consumption of the trip to emphasize the environmental impact of their travel.

At Aveiro Campus, in Portugal, Altice increased its park of sustainable vehicles, with the provision of 6 more electric scooters, additionally to the 8 bicycles already available. These vehicles were purchased to be able to be requested by employees to make small trips in the City and thus reduce the carbon footprint.

Emission reduction goal and status

Altice Portugal and HOT have defined, for 2020, emission reduction goals. Altice Portugal, in addition to the goal to reduce 100% of its scope 2 emissions, in the mainland, using renewable energies, also set a goal of reducing fuel consumption, and scope 1 emissions, by 4.3% compared to 2019. On the other hand, HOT identified a goal of 10%. Altice Portugal has achieved its goal.

2.6 Waste

Many of the activities of the Subsidiaries require the incorporation of new or reused materials and/or equipment and, consequently, the withdrawal of reused materials and/or equipment from service. Consequently, the Subsidiaries must ensure that the generated waste is duly identified, registered, and checked for its final destination. Whenever materials and/or equipment are withdrawn from service, they are classified as either “Reuse” or “Waste”. Materials and/or equipment classified as “Waste” are delivered to municipal entities or licenced waste management operators and are subsequently sent to an appropriate destination.

2.6.1 Waste by type and disposal method

Taking into account the relevant policies, the Subsidiaries implement several projects in order to minimize the environmental impact of its activities and the waste associated with them.

Aware that the recycling of waste produced contributes to the reduction of a company's ecological and carbon footprint, the Altice Portugal Group launched, in 2020, the challenge to all employees to properly segregate paper/cardboard, plastic and metal, glass and undifferentiated products, in a partnership established with a waste

management entity SPV (<https://si.pontoverde.pt/Home/Public>) with the goal to promote selective collection, recovery and recycling of waste among all employees. New signs were placed next to the garbage bins and awareness actions were carried out face to face. Cleaning service providers have also received training on this topic.

In Dominican Republic, there are currently around 368 open-air dumps in operation throughout the national territory with incorrect processing of waste. Based on the type of waste, the most dangerous for the environment are the discard of technical equipment. Altice Dominicana systematically removes that equipment, through auction process, to companies (to be used for recycling processes out of the country or spare parts).

Discard equipment by auction (unit)	2020	2019
Batteries	2,305	4,482
Electric Generators	7,636	162
Vehicles	0	48
CPE's	5,146	16,826
Mobiles	0	11,911
SCRAP - IT	233	444
SCRAP TELCO	3,188	9

In Israel, in accordance with the provisions of the Environmental Treatment of Electrical and Electronic Equipment and Batteries Law, HOT has a contractual agreement with MAI Corporation - Israel Electronics Recycling Ltd. HOT also has a contractual agreement with T.M.I.R. Manufacturer/ Importer Recycling Corporation in Israel Ltd ("*Tamir*"), a subsidiary of the Israel Manufacturers Association, which is an organization established to allow the manufacturer / importer of packaged products and service packaging to maintain all their obligations under the Packaging Handling Law. *Tamir* is a non-profit organization that operates and is recognized by the Ministry of Environmental Protection.

The tables below show the production of hazardous waste and non-hazardous waste for the Subsidiaries.

Production of hazardous waste (t)		2020	2019
Waste Batteries	Portugal	89	58
	Israel	4	4
	Dominican Republic	85	161
	Teads	N/A	N/A
TOTAL		178	223
WEEE containing hazardous substances ⁽¹⁾	Portugal	517	603
	Israel	392	611
	Dominican Republic	0.03	-
	Teads	N/A	N/A
TOTAL		909.03	1,214

⁽¹⁾ WEEE weight includes total household and professional Electrical and Electronic Equipment. The WEEE of Portugal and Israel includes hazardous and non-hazardous waste.

Production of non-hazardous waste (t)		2020	2019
Paper/paperboard waste	Portugal	111	185
	Israel	21	14
	Dominican Republic	2	5
	Teads	N/A	N/A
TOTAL		134	204
Plastic waste	Portugal	33	52
	Israel	76	40
	Dominican Republic	8	-
	Teads	N/A	N/A
TOTAL		117	92
Activity support infrastructure waste	Portugal	1,555	1,207
	Israel	-	-
	Dominican Republic	-	-
	Teads	N/A	N/A
TOTAL		1,555	1,207
Wood waste	Portugal	76	167
	Israel	17	17
	Dominican Republic ⁽¹⁾	37	-
	Teads	N/A	N/A
TOTAL		130	184

⁽¹⁾ Wood waste: Pallets received from purchasing and discarded

3 Social performance

Since the COVID-19 outbreak, communications providers have found themselves at the heart of a fast-changing world. Communications and connectivity are in great demand as entire populations are staying at home and digital infrastructure is becoming increasingly essential for human interaction amid lockdowns. This critical role has highlighted their strengths and taking full advantage will demand a renewed sense of purpose by rethinking their customer propositions, becoming fully digital organizations, and increasing their long-term impact on society.

Telco can create new forms of value for society and themselves that will endure well beyond the pandemic. The coronavirus pandemic has been a reminder that companies can and must play a more prominent role in addressing societal challenges, with companies living to a purpose that places society first and supports the fight against COVID-19, demonstrating a willingness to take actions beyond a commercial interest.

The Subsidiaries have the aim to always implement such impact-driven initiatives, not only during extreme disasters like a global pandemic. The commitment with the Sustainable Development Goals involves many challenges and the social mission must be aligned with a company's purpose or long-term strategy; the Subsidiaries believe that they can convert their positive actions today into a revitalized strategy for the future.

3.1 Workforce

Accessibility and trust are core values of the human resources management for the Subsidiaries. The Subsidiaries are committed to creating stability for its employees, which play a key role by contributing to the development of company culture, improving efficiency, and therefore making it a better place to work. The

Subsidiaries provide multiple activities focused on health, well-being and culture that complement benefits in telecommunication services or other services and products.

The Subsidiaries aim to strengthen teamwork, solidarity, and trust, promoting employee dialogue, productivity, and merit by facilitating communications between management and employees, and contributing positively to labour relations.

With creativity, promptness and determination, the Subsidiaries had to adapt to the new reality arising from COVID-19, changing processes and management procedures of the teams that had to adjust to the physical distance. The Subsidiaries carried out actions to protect its employees, as their health and safety is a top priority, which goes hand in hand with ensuring business continuity. Most employees were placed in teleworking from the beginning of the pandemic and on-field technicians have been granted with specific safeguards to avoid any risk when working.

The focus of the Engineering, Systems and Operations areas has been to ensure the full operability of all networks and platforms, with systematic performance in real time to adapt them to the increase in their use, but also to continue to ensure on the ground, with thousands of technical teams, the installation of new accesses and preventive and corrective maintenance activities that allow connectivity to everyone with the minimum of interruption:

- Adoption of VPN systems (virtual private networks) to ensure remote access for employees to the relevant internal systems, with the aim of promoting teleworking as well as providing, whenever possible, employees with portable equipment and Internet access services.
- Use of remote access security systems (e.g., firewalls).
- Adoption of collaborative and videoconferencing tools.

In order to reduce the risk for employees, other procedures have also been implemented such as travel bans, online migration of physical meetings, additional hygiene measures in headquarters/offices/shops/call centres and, for maintenance personnel, protocols to deal with suspected COVID-19 cases, temporary isolation rooms, among others.

The following table details the size and composition of the workforce by age and gender in the Subsidiaries.

Workforce by gender and age (number of employees)		Men		Women	
		2020	2019	2020	2019
< 30 years old	Portugal	119	165	44	34
30 – 50 years old		2748	2855	1767	1878
> 50 years old		1936	1806	1059	941
TOTAL		4803	4826	2870	2853
< 30 years old	Israel	87	76	102	92
30 – 50 years old		511	510	451	449
> 50 years old		148	153	77	77
TOTAL		746	739	630	618
< 30 years old	Dominican Republic	354	397	307	344
30 – 50 years old		629	621	562	552
> 50 years old		42	32	34	26
TOTAL		1025	1050	903	922
< 30 years old	Teads	125	118	118	128
30 – 50 years old		313	320	320	225

> 50 years old		31	29	29	22
TOTAL		469	467	467	375

As part of the confinement resulting from COVID-19, and as an alternative to face-to-face workshops, the Subsidiaries promoted online stress relief sessions, such as online yoga classes and nutrition and well-being tips, continuing to promote the employee's quality of life, at home.

3.2 Employment and labour management relations

The Subsidiaries consider the promotion of a quality social dialogue between the social partners and management, a key element of their human resources policy. This commitment implies respect for the exercise of union rights, including those related to the exercise of a union mandate or that of a workers' representative, as well as the prohibition of all forms of discrimination. Regular meetings are held between management, workers representative bodies and union organizations, with the aim of analysing and solving labour issues, contributing to social harmony.

Regular meetings are held with the workers' commission as well as other relevant commissions (e.g., safety and health at work, and Altice Health Care technical council). In 2020, the meeting topics were essentially related to the working time, parenting and family assistance, professional development, remuneration and with the management of the COVID-19 pandemic.

At Altice Portugal Group, 98% of workers are covered by the collective bargaining agreement. At HOT, approximately 87% of employees are covered by collective bargaining agreements.

Teads has no relationship with unions and no employee is unionized, and there is also no negotiation agreement. However, the relationship between management and employee representatives is an important aspect of communication. In France, Teads employees are represented by the CSE (*Comité Social et Économique*) and the CHSCT (Committee d'Hygiène, de Sécurité et des Conditions de Travail) and meetings are organized on a regular basis (monthly/quarterly). In Japan, the responsibilities of employee representatives are defined by law.

In Portugal, Altice, with the purpose of listening the employees to know their opinion about teleworking and adjust policies, issued a questionnaire for workers to evaluate both their work experience, from home, during the confinement period, as well as the expectations about the teleworking system, in a future scenario of return to normality. With a participation rate of 63%, the following results were obtained:

- 97% of the functions are subject to teleworking.
- 98% project that they will have an equal or higher productivity in a teleworking model.
- 84% consider that their greatest financial impact is at the level of the energy bill.
- 95% consider that teleworking contributes positively to a balance between personal and professional life.
- 41% refer to the focus / concentration competence as the most required for teleworking.
- 47% refer that time is an immediate gain from telework.
- 96% show interest in maintaining a telework system.

Altice Dominicana employees can also express themselves guaranteeing their confidentiality, through the buzz box (brief survey of engagement and satisfaction every quarter, aimed at the entire customer service population) and the people survey (large engagement and satisfaction survey every year, aimed at all employees).

Teads has a feedback culture and reinforces the regularity of the surveys with the deployment of a Culture AMP - The People & Culture Platform. The last survey showed a feedback rate of 81% (from 73% at June 2020), with the satisfactory index above 80%.

At Altice Portugal and Altice Dominicana there's also an anonymous and confidential channel for suggestions and complaints (ethics, human rights, environment's, and fraud).

3.2.1 New employee hires and employee turnover

The Subsidiaries believe that they will only be prepared for the future if they rejuvenate their staff, essential to incorporate new skills and a vision adapted to the needs of the telecommunications, information technology and innovation market, which is constantly evolving and becoming increasingly digital.

The following tables detail the size and composition of the recruitment and the turnover numbers by age and gender, by subsidiary.

Rate of Entries (%) – by gender and age ⁽¹⁾		Men		Women	
		2020	2019	2020	2019
< 30 years old	Portugal	30%	21%	63%	59%
30 – 50 years old		3%	3%	1%	2%
> 50 years old		0%	0%	0%	0%
TOTAL		2%	3%	2%	2%
< 30 years old	Israel	57%	59%	49%	36%
30 – 50 years old		4%	9%	4%	10%
> 50 years old		0%	0%	0%	0%
TOTAL		10%	12%	11%	13%
< 30 years old	Dominican Republic	31%	8%	31%	8%
30 – 50 years old		11%	5%	8%	4%
> 50 years old		5%	0%	3%	0%
TOTAL		18%	13%	16%	12%
< 30 years old	Teads	22%	49%	23%	56%
30 – 50 years old		10%	24%	10%	28%
> 50 years old		6%	37%	19%	59%
TOTAL		13%	31%	15%	39%

⁽¹⁾ Calculation formula: (Total Entries in the period under review)/(Total Employees at the end of the period under review)

Rate of Turnover (%) – by gender and age ⁽¹⁾		Men		Women	
		2020	2019	2020	2019
< 30 years old	Portugal	17%	9%	12%	9%
30 – 50 years old		3%	5%	3%	5%
> 50 years old		5%	25%	4%	44%
TOTAL		4%	13%	3%	18%
< 30 years old	Israel	51%	61%	44%	4%
30 – 50 years old		5%	13%	4%	12%
> 50 years old		1%	4%	0%	3%
TOTAL		10%	16%	10%	15%

< 30 years old	Dominican Republic	30%	6%	25%	5%
30 – 50 years old		16%	6%	14%	4%
> 50 years old		10%	0%	15%	0%
TOTAL		21%	12%	17%	9%
< 30 years old	Teads	34%	29%	39%	30%
30 – 50 years old		17%	23%	23%	24%
> 50 years old		19%	31%	43%	45%
TOTAL		22%	25%	30%	27%

⁽¹⁾ Calculation formula: (Total Exits in the period under review) / (Total Employees at the end of the period under review)

3.2.2 Protection of maternity and paternity

The protection of maternity and paternity and the right to family assistance are essential conditions for the promotion of a balanced relationship between professional and family life. In addition to the legally established mechanisms, it is important to ensure that organizational cultures have incorporated values that do not prevent the use of these rights and that policies of the Subsidiaries include incentives of various kinds, aimed at fathers and mothers, as well as those who have family members to take care.

Across the Subsidiaries, all employees who are entitled to parental leave, in accordance with the legislation of each country, are encouraged to take it. The following table shows the number of workers who took parental leave in 2020, as well as the rates of return and retention.

Rates of Return and Retention after parental leave		Men		Women	
		2020	2019	2020	2019
Number of employees entitled to parental leave	Portugal	176	201	75	96
	Israel	24	38	41	62
	Dominican Republic	21	28	71	48
	Teads	32	18	20	13
TOTAL		253	285	207	219
Number of employees who used parental leave	Portugal	176	201	75	96
	Israel	0	0	41	61
	Dominican Republic	21	28	71	48
	Teads	13	16	13	12
TOTAL		210	245	200	217
Workers returning to work after parental leave	Portugal	176	198	75	95
	Israel	0	0	34	75
	Dominican Republic	21	28	71	48
	Teads	13	16	10	10
TOTAL		210	242	190	228
Workers who returned to work and remained 12 months after returning	Portugal	173	188	74	93
	Israel	1	1	80	80
	Dominican Republic	20	27	64	48
	Teads	8	12	7	7
TOTAL		202	228	225	228
Return rate	Portugal	100%	99%	100%	99%

	Israel ⁽¹⁾	0%	0%	83%	123%
	Dominican Republic	100%	100%	100%	100%
	Teads	100%	100%	77%	83%
Retention Rate	Portugal	98%	94%	99%	97%
	Israel ⁽¹⁾	0%	0%	64%	89%
	Dominican Republic	95%	96%	90%	100%
	Teads	62%	75%	54%	58%

⁽¹⁾ At Israel, the return and retention rate are based on the employees that return and stay at work in reported year (2019 for example) after taking parental leave not necessarily in the same year.

Altice Portugal Group has implemented a set of procedures, among which the development of protocols with kindergartens, a policy of family assistance (descendants) more favourable than the regime established by law, a policy of support for the employee's children studding, as well as a Parenting guide, with the aim of disseminating and encouraging the enjoyment of the rights of working mothers and fathers, aggregating all relevant information so that male and female workers know and exercise their rights as parents and caregivers.

3.3 Occupational health and safety

The Subsidiaries have implemented monitoring and control systems in the occupational health and safety issues. Nevertheless, all employees are responsible for ensuring health and safety in the workplace, through risk identification, evaluation, and implementation of control procedures. Recurrent audits are also carried out on technical and administrative sites.

To prepare the emergency response, prevent or mitigate its adverse consequences for the safety and health of employees, emergency response simulation exercises are carried out regularly to recreate pressure situations like a real situation, testing the state of operational readiness and the responsiveness of the different means involved in emergency control operations.

3.3.1 Work-related injuries

To ensure a safe and healthy work environment for all employees, some operating principles are defined and operationalized through the following actions with the goal to decrease the number and severity of accidents at work:

- Elimination or reduction of unsafe conditions in the carried-out activities.
- Systematic analysis of the causes of incidents or accidents.
- Awareness and training for adoption of responsible and safe behaviours.
- Reducing the likelihood of emergency situations and / or limiting their development.

The following table details the impact of employee accidents by gender within the Subsidiaries.

Accidents		Men		Women	
		2020	2019	2020	2019
Accidents at work with medical leave	Portugal	86	118	10	18
	Israel	1	0	3	2
	Dominican Republic	5	4	4	10
	Teads	0	1	1	1
	Portugal	2,248	3,128	472	355
	Israel	30	0	40	52

Lost Days* due to accidents at work, with medical leave	Dominican Republic	82	78	39	111
	Teads	0	24	45	14
Injury rate	Portugal	2.09	2.85	0.42	0.77
	Israel	0	0	0.22	0.15
	Dominican Republic	0.26	0.4	0.21	1.1
	Teads	0	0	0	0

Across the Subsidiaries, in 2020, no deaths were registered during the service period.

The Subsidiaries have certificated employees on safety and health at work, to establish all the protocols and procedures to guarantee effective management of risk prevention at work.

3.3.2 Work-related ill health

In the Subsidiaries, occupational diseases are subject to annual monitoring and special attention. Because of the nature of the Subsidiaries activities, occupational diseases are rare and mainly pertain to musculoskeletal disorders of the upper limbs, like the carpal tunnel syndrome, relating to the posture during use of a computer.

In the context of the current pandemic, the Subsidiaries:

- Were involved in the preparation and implementation of the Contingency Plan.
- Monitored and technically guided the suspected cases, as well as the positive results of COVID-19.
- Articulated its actions with the health authorities.
- Provided medical and psychological support teleconsultations during the confinement phase.

At a time when family and professional dynamic was suddenly changed, the increase in anxiety and stress levels may be a reality. To improve and optimize the challenges of being in teleworking, initiatives have been put in place to help to reconcile work and family life, and to reduce stress. With professionals dedicated to health and well-being, strategies that can help living the current reality in a healthier way were made available, like relaxation techniques, productivity, mental health, and wellness. Altice Portugal Group also released a Wellness Agenda on the following topics: Migraine and impact on productivity, promoted by MIGRA - Portuguese Association of Patients with Migraines and Headaches; Cardiac patients and Covid-19, promoted by the Portuguese Cardiology Foundation; Sleep, dream, and memory, promoted by Altice Healthcare.

In all countries where it is represented, Teads also promotes the occupational health, by:

- Budget allocated to each employee to sports.
- Budget allocated to the Office/Happiness Manager to promote regular events.
- Free well-being sessions at the office like massages, yoga, and pet day.

3.4 Training and skills development

In a constantly evolving sector, growth is based on the acquisition of essential competences, with development and training being one a strategic goals, to provide people with skills that prepare them for future transformation cycles. Subsidiaries of Altice International have therefore deployed an ambitious training plan that ensures the evolution of the profession and the personal aspirations of each employee.

3.4.1 Average hours of training per year per employee

Due to the pandemic, face-to-face training was cancelled, with many courses transformed into virtual sessions. For the Subsidiaries, the implemented training model considers a wide range of areas reaching from management to technical training or behavioural training, based on:

- Corporate training to develop skills gaps in the diverse dimensions of the benchmarking model.
- E-Learning and gaming for raising awareness of concept and themes through interactive learning platforms.
- Conferences and seminars, to update knowledge and foster sharing and network experience.
- Advanced training to develop and retain high level skills that are strategically relevant to the Subsidiary and the market.
- Skills for involving teams in the Altice Portugal Group’s strategic goals, diagnose and develop soft skills.
- Executive leadership to align the Altice Portugal Group’s values and goals.
- Technical training to develop hard skills, central to improve the performance.
- Certifications for validation employee’s know-how and attest adopted methodologies.

Training and skills development programs are linked to several assessments and processes updated annually, such as performance assessments, talent mapping, weighting of positions and skills profile. The goal of such programs is to fill the current skills gaps so that employees can perform their work better, learn new abilities and also prepare them for more responsible functions in order to advance their careers.

In 2020 as a part of the recovery plan for COVID-19, to accelerate digital knowledge, Altice Dominicana started to design virtual learning programs to develop the new skills required in this new virtual work environment. Two online programs have been developed, one for the B2B sales force to sell using telecommuting tools, and another for managers, to create the awareness and skills needed to manage people in these challenging times.

Teads has launched, in 2020 its internal training platform, representing 20,000 hours per year (above 90% of the employees were already trained in this platform), where online courses on soft skills, new products and processes are available.

Average training hours – by gender		2020	2019
Men	Portugal	31.1	32.0
	Israel	4.40	5.8
	Dominican Republic	16.72	21.8
	Teads	25.3	12.3
Women	Portugal	31.0	30.4
	Israel	4.69	4.7
	Dominican Republic	14.63	24.9
	Teads	36.2	12.2

3.4.2 Programs for upgrading employee skills

The Subsidiaries aim to align and involve employees with relevant strategic objectives, increase proximity through individualized monitoring and response to the real needs of people and the Subsidiary, providing management and employees with resources and means for their professional and personal development and

contribute to improve employee performance and motivation. The type and scope of the implemented programs to improve employee's skills are aimed at developing behavioural skills and at the component of leadership skills and team alignment, providing managers with tools to communicate with greater impact.

In 2020, some of the Subsidiaries, like HOT and Altice Dominicana, held a virtual training on leadership at home due to the COVID-19 outbreak.

Programs to facilitate the continuity of employability and the management of the end of the career due to retirement or termination of employment didn't take place in 2019 and 2020. In addition to the existing training for employees, there are general and commercial integration programs for new employees. These programs may vary in duration and are dictated by internal employees and include theoretical, practical and on job training.

3.5 Diversity, equal opportunity, and non-discrimination

Diversity is incorporated as a key element for the Subsidiaries and is also framed in the principles of social justice that the Organization defends. To offer services that understand the needs and expectations of customers, based on their diversity, it is essential that the Subsidiaries consider diversity: diversifying sources of recruitment, raising non-discrimination employee awareness and acting in favour of equal opportunities are important commitments and a requirement for success, since diversity is a genuine efficiency factor which influences modernity and innovation in companies.

Over the years, the Subsidiaries have implemented diverse actions to promote gender equality, highlighting:

- The use of inclusive language and images in all internal and external communication processes.
- The adoption of rules that ensure respect for the dignity of men and women in the workplace and that protect them in the event of unwanted behaviour, manifested in verbal, physical, sexual, or other forms.
- The increasing employee awareness of non-discrimination: education and awareness are the way forward to achieve a more diversified and inclusive Organization every day, in which all employees are committed to the value of difference.
- The disclosure of information on the rights and duties of employees in matters of equality.
- The availability of mechanisms that allow the report of discrimination or situations of violation of human rights and/or labour practices.
- The support and participation in projects and partnerships with organizations that promote equality and diversity.
- The diversification of recruitment sources, through the creation of internship programs for students and recent graduates and the capture of new talent at universities.
- The promotion of the professional integration of people with disabilities, considering the adaptation of working conditions to the specific needs of each employee.

In Portugal, in 2020, a Human Rights, Sustainability & Inclusion Office was created to promote human rights, environmental, social and cultural sustainability, as well as the protection of diversity and inclusion. Altice Portugal Group is committed to strengthening its organizational culture of social responsibility by incorporating and promoting the principles of equality between men and women and diversity. This commitment has been reflected in the implementation and integration of policies and measures that promote non-discrimination between men and women at work, the conciliation of professional, personal, and family life, the improving of parenting and family assistance system and the information and awareness of all employees in these issues.

Altice Portugal Group also renewed its commitment to the Business Forum for Gender Equality (iGEN Forum), where it assumed some goals for the year 2020. Two of them stand out, which are also under negotiation within the scope of the revision of the Collective Labour Agreement, being the encouragement of male workers to use initial parental leave and the promotion of the reconciliation of professional, family and personal life.

In a ceremony to recognize practices of social responsibility and sustainability in 2020, the Altice Portugal Group was distinguished with the Decent Work and Conciliation Award, by the Portuguese Business Ethics Association (APEE) in partnership with the Global Compact Network Portugal.

In Israel, HOT complies with the Equal Opportunity Act in its recruitment processes, providing opportunities to all minority groups and sectors, such as the employment of people over 16 years of age, the employment of students for various positions and the employment of seniority people.

At Altice Dominicana, the Employee Code of Conduct state the full commitment to diversity, inclusiveness and equity, giving the same opportunities to everyone without discriminating for conditions that are not related to their performance, effort, skills or job competencies, based on race, color, sex, sexual orientation, age, religion, ethnic or national origin, disability or any other illegal form.

Teads has implemented professional equality between men and women promotion projects, being the most relevant, the following:

- In some countries, as France, the company commits every year to an “Equality Plan”. It regroups recruitment, training, and promotion topics, which allows the company to measure men and women equality of treatment. Teads intends to promote diversity and the target of the 50-50% rate between men and women and is getting close to it in 2020 (56-44%, respectively for men and women).
- In the Innovation department, Teads takes some specific actions like a Women Boot Camp and trainings, since the recruitment of women in this field is still difficult (only few women are in the engineer schools).
- Creation of a global committee (equally composed of men and women) that gathers every month to talk about diversity issues.

Other projects are deployed in other Teads offices and could be specific to the country (e.g.: anti-racism project in North American offices) and all topics / projects can be shared by employees through a dedicated group (Diversity & Inclusion) on workplace. There was a specific survey launched in the US to check where the Teads stands compared with the industry. There are plans to launch another one in 2021 for some countries, with specific questions (e.g. to understand the morale of the team). Teads is also considering taking a consultant to support the next steps in this regard.

The diversity in the Subsidiaries is reflected in the following tables:

Diversity in the Subsidiary (%) – by gender⁽¹⁾		2020	2019
Men	Portugal	63%	63%
	Israel	54%	54%
	Dominican Republic	53%	53%
	Teads	56%	56%
Women	Portugal	37%	37%
	Israel	46%	46%
	Dominican Republic	47%	47%
	Teads	44%	44%

⁽¹⁾ Percentage of women and men in the Subsidiary

Management positions diversity (%) – by gender⁽¹⁾		2020	2019
Men	Portugal	68%	68%
	Israel	65%	68%
	Dominican Republic	55%	51%
	Teads	62%	63%

Women	Portugal	32%	32%
	Israel	35%	32%
	Dominican Republic	45%	49%
	Teads	38%	37%

⁽¹⁾ Percentage of men and women with management positions over total of management positions of the Subsidiary.

Workers with progressions - by gender (%)		2020	2019
Men	Portugal	4%	-
	Israel	1%	1%
	Dominican Republic	1%	13%
	Teads	25%	25%
Women	Portugal	2%	-
	Israel	1%	1%
	Dominican Republic	1%	11%
	Teads	17%	18%

In 2020, as in 2019, Altice Dominicana and Teads set a goal of 45% women within the company. In both years, Altice Dominicana exceeded the target, reaching 47%. Teads did not reach the established target, achieving only 44% in both years.

It was also defined a goal of 42% at Altice Dominicana, and 40% at Teads, respectively for women in management positions (the same for 2019). In 2020, Altice Dominicana exceed the target, reaching 45% (49% in 2019) and Teads did not accomplish its target, achieving 38% (37% in 2019).

Gender pay gap ⁽¹⁾		2020	2019
Remuneration ratio of Men and Women in Top Management	Portugal	1.38	1.44
	Israel	0.44	0.76
	Dominican Republic	0.95	0.96
	Teads	-	-
Remuneration ratio of Men and Women in Management	Portugal	1.05	1.05
	Israel	1.10	1.06
	Dominican Republic	1.06	0.93
	Teads	-	-
Remuneration ratio of Men and Women in other employees	Portugal	1.04	1.03
	Israel	1.26	1.28
	Dominican Republic	1.19	1.13
	Teads	-	-

⁽¹⁾ Average Male base remuneration/Average Female base remuneration

Altice Portugal Group remains firmly committed to the combating violence against women. The company has launched the hashtag #Naofiqueaespera (Don't wait), an awareness campaign made in partnership with APAV (Portuguese Association for Victim Support), against domestic violence, which aims to make the population aware of the problem and provide victims with the conditions and tools to help them when in this situation.

Dominican Republic has also a women internal campaign (launched through its social networks in March 2020) and a disability program (started in 2019) in order to promote equality and people engagement.

Promoting the employment of young people

The Altice Portugal Group, currently develops the following programs aimed at the youth segment:

- Darwin Program: professional internship program, lasting 12 months, for recent graduates. In 2020, 17 elements of this Program signed a contract with the Altice Portugal Group.
- Technical Academy Program: a 12-month professional internship program of the 12th Technical-professional year (level IV) or the Higher Professional Technical Courses (CTeSP), level V in the areas of networks, energy, and robotics, automation, programming, and information technology. This program emerges to respond to the identified needs after the establishment of MEO Technical Services, namely, to attract young talent, to diversify technical teams, to promote youth employability in Portugal and to acquire new skills, considering technological challenges. Between October and December 2020, 28 young people and different areas of the continent and islands were included.
- Students @ Altice: program that includes curricular internships and short-term professional internships (such as summer) that aim to provide a first professional experience to students from various educational institutions.
- Altice Labs Summer Internships: summer Internship program for university students of technological courses and from several national and international universities. It can last from 1 to 3 months, aiming to provide an experience that allows to learn new academic areas being relevant to support future decisions, as well as having a first contact with an organization.
- GENIUS Program: research grants program, generically associated with the Science and Technology Foundation (FCT), managed by InovaRia, an association of which Altice Labs is a founding partner. This program has the aim of capturing the best students from several universities in the country, demanding some requests of academic excellence, and offers up to 2 years of participation in research projects in cutting-edge technology at Altice Labs.

According to EIGE - European Institute for Gender Equality, which measures the performance of countries in terms of gender equality in the fields of work, income, knowledge, power, time and health, there continues to be a sexual segregation of professions and in professions, and in Portugal, only 9% of women are represented in the sciences, technologies and engineering sectors. Since the promotion of hiring women for ICT areas is also a concern of Altice Portugal Group, the company decided to participate in the project “Engineers for a day” promoted by the Secretary of State for Citizenship and Equality, which intends to promote engineering and technology among female students, with diverse and multidisciplinary activities, such as engineering challenges, study visits, mentoring and role model actions, workshops, engineering and technology laboratories and local campaigns.

HOT complies with the equal opportunity in its recruitment processes and provides opportunities to all groups of minority and sectors, such as employment of people over 16 years of age, of students for various positions and of seniority people.

Teads offers internships to students from high schools to master graduation. Teads also does some presentation to schools to explain careers path in the Adtech sector.

Promoting the employment of people with disabilities

The Subsidiaries provide information and awareness, employability, support, training for managers, accessibility of sites and tools and has partnerships with organisations that help and support the work of people with disabilities.

The Altice Portugal Group promotes the professional integration of people with disabilities, considering the adaptation of working conditions to the specific needs of each employee. In 2019, Altice Portugal Group had 145 employees with special needs, representing 1.9% of the total workforce.

HOT, in Israel, favours candidates with disabilities in its recruitment process. At HOT, there are 60 employees with disabilities which represents 4.4% of its total number of employees.

Altice Dominicana is proud to have employed disabled workers for many years, working in different departments within the company. In 2019, Altice Dominicana decided to increase the number of disabled employees until reaching 2% of total workforce in 2021. Altice Dominicana has recruited 15 disabled employees for their shops, for a hosting role, under an umbrella internship program, spread in different localities, with different types of disabilities, both physical and psychological. Some of them are already being evaluated to be permanent and start doing other roles in stores. Altice Dominicana is currently applying to obtain the Dominican Inclusiveness Seal. This recognition is granted by the Dominican Ministry of Work and the National Council on Disability (CONADIS), expecting to receive at least the bronze seal with the ambition to obtain the gold one soon.

At Teads, there isn't a global program about the promotion of employment for people with special needs, but there are initiatives in major countries (e.g.: partnership with the organization *Les Papillons de Jour in France*). Teads launched a specific survey in North America in December 2020 to monitor the representativity of the minorities and disabled persons. It was very well received by the employees, having an 85% satisfactory index.

3.6 Human rights

One of the fundamental principles of the Subsidiaries is the respect for the dignity and rights of their employees, customers, partners, suppliers, and shareholders. Therefore, applies the principles of the Universal Declaration of Human Rights, the OECD Guidelines for Multinational Enterprises, the International Labour Organization Core Conventions on Labour and the 10 Principles of the United Nations Global Compact, integrating transparency, ethics, and social responsibility into its management systems.

The Subsidiaries are committed to the enlargement of an organizational culture supported by social and labour policies that promote these principles, having been encouraged to have their own Code of Ethics, to avoid any form of violation of human rights.

Therefore, the Subsidiaries have created a responsible employer environment which protects employee's basic rights, according to their sustainability strategy, by:

- Having a permanent social dialogue with its employees.
- Having a permanent attention to the social climate.
- Having consideration of workplace health & safety and well-being.
- Promoting diversity and equal opportunities.
- Guaranteeing the security and confidentiality of personal data.
- Promoting human rights throughout its value chain.

The Subsidiaries develop training actions on topics related to human rights, aiming that all employees are sensitive to topics such as ethics, diversity, and equal opportunities.

In Portugal, around 80% of employees were trained in Human Rights topics, as equality and diversity, a workshop of unconscious bias for Recruiters & HR Professionals. In HOT, an e-learning training in human rights topics was provided to 1,726 employees (240 at 2019).

At Teads, 100% of the employees are informed of internal rules about respect, diversity, and harassment. Teads is also a member of the Global Alliance for Responsible Media for "creating a more sustainable and responsible digital environment that protects consumers, a media industry and a society", being certified through independent audit validation for Brand Safety under the JICWEBS/DTSG Good Practices Principles: (https://jicwebs.org/wp-content/uploads/2018/04/DTSGcertificate_Teads_August2020.pdf). In 2020, Teads started putting measures in place so that all custom keyword block lists are reviewed before implementation, to check if they contain keywords that identify people based on Diversity and Inclusion categories of gender identity/sexual orientation, race/ethnicity, disability, or religion.

3.7 Customer health and safety

The increase in the use of smartphones has raised concerns about the effects that electromagnetic fields may have on the health of the population. The European Commission, the World Health Organization (WHO), the International Commission on Non-Ionizing Radiation Protection (ICNIRP) and other national and international entities, have been working to increase knowledge about the possible impacts that exposure to mobile equipment and the telecommunications network stations have in health, identifying the best prevention practices in this topic.

At the local level, the Subsidiaries monitor scientific developments and the positions of health authorities on radio frequencies, promote information campaigns and maintain a dialogue with the stakeholders.

Electromagnetic radiations

The Subsidiaries communicate the precautions recommended by the health authorities to reduce exposure to sound waves, including the use of headphones or the recommendation to make calls in areas with good reception. The Subsidiaries also inform their customers through their websites, providing comprehensive and updated information on this topic. They also ensure that dedicated and complementary information is available to the salespeople in their distribution network to better answer customer questions.

In Portugal, to control radio frequencies, Altice Portugal Group monitored the level of electromagnetic radiation on 46 sites, 74% of the plan for 2020. At HOT, in 2020, there were no operations with significant actual and potential negative impacts on local communities, being 100% of sites assessed to control radio frequencies.

At Altice Dominicana all the environmental requirements of the Ministry of the Environment, requests from the community or the landlord are implemented in order to guarantee compliance and good relationships with the community, such as generators emissions level control and no mobile towers within defined restricted areas (around schools and at an adequate distance from the beach). In 2020, 1152 sites were assessed.

Regarding mobile phones, the European Union has established limits for the radiation level, through the 1999/519/EC recommendation. This is to identify the maximum level of energy absorbed by the phone user's head, which is defined by means of the Specific Absorption Rate (SAR). The SAR is the level of energy absorbed per unit mass of body tissue and is expressed in watts per kilogram. All mobile phones sold by the Subsidiaries comply with radiation values, established by the law recommendation, and it is verified compliance with this requirement by requesting a certificate from the manufacturer of that equipment. The SAR information of mobile equipment is available online for each equipment

The end devices sold by HOT Mobile also emit non-ionizing radiation. The Non-Ionizing Radiation Law exempts the HOT Mobile from the need to receive a permit to sell end equipment emitting non-ionizing radiation, but at the same time, the Consumer Protection Regulations (Information on Non-Ionizing Radiation from Mobile Phones), 2002, establish an obligation to mark and provide information to subscribers regarding non-ionizing radiation emitted by end devices. HOT Mobile complies with the regulations in question, and marks its end

equipment as required, and attaches an information booklet on non-ionizing radiation to devices it sells its subscribers.

Noise

The World Health Organization (WHO) has considered that regular exposure to high levels of noise can also have negative impacts on public health, causing varying discomfort depending on its nature and intensity. The Subsidiaries are aware that telecommunication stations make noise that can impact the quality of life of surrounding communities and encourage the monitoring of their emitted noise. Whenever there are levels of annoyance and complaints, from values higher than legally defined, the Subsidiaries prepare intervention plans to mitigate the impact of noise.

The Subsidiaries are aware that their telecommunications stations emit noise levels that can affect the quality of life of the surrounding communities, maintains an annual plan for monitoring environmental noise, considering the location of its telecommunications stations and their impact. In 2020, the Altice Portugal Group monitored noise in the 20 stations that were planned to be monitored.

3.8 Community communications access

The Subsidiaries are concerned with guaranteeing access to telecommunications services to as many people as possible, regardless of their geographical location, motor capacity or socio-economic condition.

The Subsidiaries are ensuring continuity of services, despite the impact of the COVID situation, with a focus on keeping fixed and mobile networks running smoothly, including by taking the necessary and compliant traffic management measures and taking swift action to protect and repair networks whenever necessary. Across all geographies, a change was observed in data and voice traffic patterns and in countries with a lockdown, these changes of behaviour were mainly related to work-from-home, distance-learning practices, and online entertainment. Such change might lead to a different distribution of traffic peaks, in terms of both time of the day and/or geographical areas. Thus, traffic management remains a crucial tool to ensure smooth network operations, especially at times of crisis, being public services (especially healthcare, army, public forces and similar) prioritised in terms of support, maintenance, and service.

It was noticed a tremendous increase in traffic from the fixed network, in the order of 80% and 90% of internet traffic. The consumption of interactive services associated with IPTV also significantly increased traffic and consumption of services from home, for example, in Portugal *Telescola*, an alternative educational response to face-to-face classes, which provided school content to thousands of students.

The biggest lesson from this experience is the importance of network resilience. The greater the resilience and capacity of communications networks, the better companies and society can resist and survive challenging situations. The Subsidiaries proved that they can overcome difficulties and overcoming physical distance, as a result of their commitment to digital proximity and making communications accessible to all.

To minimize the impacts of the pandemic, a plan was outlined to be applied in the various geographies where the Subsidiaries operate, considering the specificities of each region:

- Implementation of surveillance measures and activation of the Business Continuity Plan to guarantee the protection of employees and the maintenance of essential activities at the service of emergency and health services, professionals, individuals, and companies.
- Development of a joint action with all operators to reinforce the capacity of their networks, to orient this capacity to the geography where users came to be, more in their homes, and less in the offices and business centres. The networks, although already dimensioned to withstand peak hours, also started to be prepared to respond to an increase in traffic, namely residential, to prevent possible network congestion and

disruption of essential electronic communications services for interpersonal communications (voice and SMS), for teaching and distance work.

Accessibility of telecommunication services

The Subsidiaries continue to significantly invest in networks to provide high quality service to all citizens, regardless of their geographic location. Among the investments in fixed infrastructures, there has been investment in fibre (FTTH), especially in covering less-dense areas, allowing people who live in low-densified rural area to access the fibre technology. Fibre has a preponderant role since, in addition to ensuring new services and innovation, it promotes social inclusion, cohesion, investment, employment and combats the isolation of communities

Despite a difficult context due to the many brakes caused by the containment (difficulties in supply, connections or obtaining the necessary administrative authorizations), a reinforced network continued to be deployed. The teams and its partners endeavoured to continue to interfere in networks, fixed and mobile, always complying defined health standards.

Considering Altice Portugal Group's strategy of wanting to be the engine of economic development in the country, the company already reached and surpassed its goal of 5.5 million homes passed with optical fibre in the country, currently reaching around 90% coverage.

In February 2020, the European Telecommunications Standards Institute (ETSI) announced the creation of a specification group for the 5th Generation fixed network (ETSI ISG F5G), changing the paradigm from Fibre to the Home (FTTH) to Fibre to Everywhere and marking the F5G era. The expectation is that a holistic view will be integrated into the developed work of standardization of various organizations, covering aspects related to architecture, services, quality, security, privacy, among others. This vision and expectations were the main reasons that led Altice Portugal Group to join this initiative as a founding member.

The activity of HOT Telecom is being carried out in accordance with the local laws and licenses granted to the companies in the group. In Israel, under HOT Telecom's domestic fixed-line license, HOT Telecom is required to provide its cable-based services on a universal basis. The cable network reaches approximately 92% of the country, covering most households, including peripheral areas. Since July 2019, HOT also offers its services in areas without cable deployment using a wireless solution. HOT Mobile's license also requires full coverage of the mobile cellular network, a commitment that HOT Mobile complies with.

Altice Dominicana collaborates with the government program “*República Digital*” which main goal is to create a free public Wi-Fi network to provide internet access in public hospitals, schools, universities, libraries, parks, and buses. The government believes that through access to the Internet it will improve the quality of education and life of its citizens, in addition to promoting entrepreneurship and innovation. Altice Dominicana agreed to provide 600 WIFI points throughout the country, from 2018 to 2020 and already has 490 operating locations. Also, to improve mobile coverage, every year Altice Dominicana creates new websites at interior and rural areas. In the first half of 2020, 98 sites were already placed. Fixed services have focused more on service quality, as access from home continues to grow. Altice Dominicana also has designed services, considering the country's poorest sectors like Altice Pesos, *Préstame e Recargame* and *P2P* (<https://www.altice.com.do/>).

Teads selects for its network either Altice (for countries like France and North America) or only major local providers. SLA are negotiated with each provider and the resilience of the network across 26 countries (main more back-up lines in each office) is monitored by the IT team daily.

Mobile infrastructures (covered population)		2020	2019
4G	Portugal	99.6%	99.4%
	Israel ⁽¹⁾	99.9%	99.9%
	Dominican Republic	97.5%	97.5%
	Teads	N/A	N/A
4G+	Portugal	89.2%	78,6%
	Israel ⁽¹⁾	64%	64%
	Dominican Republic	-	-
	Teads	N/A	N/A
Fixed infrastructures		2020	2019
IPTV – covered population	Portugal	99%	99%
	Israel	100%	100%
	Dominican Republic	-	-
	Teads	N/A	N/A
Fibre (FTTB/FTTH) – total homes passed (includes shared fibre)	Portugal	5,602,172	4,919,603
	Israel	231,000	160,000
	Dominican Republic	18,000	10,000
	Teads	N/A	N/A

⁽¹⁾ Israel is currently introducing new building layer (DCM) and new simulation module based on Forsk Atoll – Radio planning tool. Coverage numbers are planned by end of March, so the numbers presented are 2019 results.

Accessibility to customers with disabilities

The Subsidiaries actively ensure that the digital revolution does not create new inequalities. As part of the accessibility of offers, the Subsidiaries maintain their efforts to meet the demands of customers with disabilities.

In Portugal, at some stores, it is provided the service Face-to-Face for the Deaf which consists of a video call to a Portuguese sign language interpreter using a mobile phone that allows the deaf person to communicate with the commercial who hears the interpreter's voice in the headset. Maintaining its focus on social justice, was developed in Portugal the program “Including”, to promote equal opportunities and equal access for all, especially for people with disabilities. This program is the most complete program of support and accessibility to communication, through technology.

In Israel, HOT, accompanied by the Israel Accessibility Association, works to implement the provisions and regulations of the Equal Rights Act for People with Disabilities, including physical accessibility of Service Centres and stores, service and website accessibility and compliance with legislation on the employment of disabled workers. As required by the provisions of the Television Broadcasting Law (subtitles and sign language), certain transmitters on the various channels are also accompanied by closed captions for the hearing impaired.

In the Dominican Republic, Altice Dominicana invested in facilities adapted for customers with disabilities to have access to buildings and commercial locations. In 2019, were adapted 22 buildings and 2 in 2020.

3.9 Digital security and customer privacy

Because technology reaches all dimensions of the human being and society and there is no denying its positive contribution to the people, communities, and businesses, it also brings uncertainties that lead us to question its impact on their lives. Vulnerability to data attacks, especially at a time when access to technology is the basis of communication between people, might also increase the risk of personal freedom violations and the

Subsidiaries work to ensure that technological progress brings more quality of life to everyone, always respecting the individual rights of each one.

Therefore, decisions are undertaken to facilitate the digital life of customers, ensures protection, confidentiality, and security of their personal data, as well as the respect of their privacy. That includes actions against phishing, spam and all hacking activities aimed at corporate networks.

In Portugal and Israel, the companies are certified to the ISO 27001 standard, an international reference in Information Security Management, whose general principle is the adoption of a set of requirements, processes, and controls to adequately mitigate and manage the organization's risk, respecting the fundamental principles of information security, that is, confidentiality, integrity, and availability.

Also, the Altice Portugal Group:

- Created a Chief Information Security Officer role, responsible for cybersecurity and privacy.
- Implemented an information security intranet with centralized and updated cybersecurity policies and procedures, including internal and external reference sites.
- Simulated phishing attacks on employees over a period of one year with associated awareness, to assess employees' level of readiness and consciousness of this threat.
- Made security audits to identify vulnerabilities in the main network and information systems.

Considering the increasing relevance and risk of national and international ransomware attacks, the Altice Portugal Group has taken several actions to mitigate this risk through its Cybersecurity and Privacy department. As a preventive measure, there are also programs of security awareness and information privacy.

Some actions to ensure the security of the information system and the personal data, are:

- Establishment and make official the Altice Portugal Group Security Committee in January.
- Employees awareness actions.
- Redefinition of safety guidelines for work@ home in the face of the COVID-19 pandemic situation.
- Creation of a preventive war room to respond to cyber-attacks outside Altice Portugal Group, during the pandemic period, in April 2020.
- Maintenance of the execution of vulnerability tests to critical information assets for the Business, those exposed to the Internet.
- Maintenance of the monitoring of external Cyber Hygiene, based on BitSight Rating (Project CyberWatch).

The Altice Portugal Group is also collaborating in combating this threat with various national and international organizations, such as the National Center for Cybersecurity and EUROPOL. In the latter case, it collaborates in the working group of the "NoMoreRansom" (<https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=2093.aspx?PageId=2093>).

To respond to COVID-19, Altice Portugal Group participates in the "Corona Crisis team" of ETIS (The Community for Telecom Professionals - www.etis.org), to discuss impacts and sharing practices regarding networks, stores, business continuity, security, employees, contingency plans and return.

In Israel, HOT has implemented the provisions of the Privacy Protection Law and the Privacy Protection Regulations (Information Security) as well as the provisions of the "Spam Law", which establishes limitations on the sending of advertisements in various media. HOT has also a fraud system that monitors and identifies any attempt to export customer data outside the organization. In 2019 and the first half of 2020, the system did not identify any significant cases of information leakage and all attempts were blocked.

Altice Dominicana protects customer data through processes and tools, such as an exclusive and generated Customer Service Code and after activating the service. In customer interactions, the Customer Service Code is used to create an application login and for a second validation in call center assistance.

At Teads, in the context of Clean Advertising positioning, AdFraud mitigation (<https://www.teads.com/ad-fraud-vocabulary/>) and Brand Safety (<https://www.teads.com/brand-safety-policy/>) are top priorities for Teads which commitment was recently highlighted in the context of the Advertise Responsibly campaign. Teads is also certified through independent audit validation for Brand Safety under the JICWEBS/DTSG Good Practices Principles.

The General Data Protection Regulation (the “GDPR”) compliance

The GDPR is an important part of the internal telecommunications policy and is followed at the highest level. As required by the GDPR, the Subsidiaries performed a Data Protection Impact Assessments to evaluate data process risks and identify mitigation controls/procedures. All employees are subject to specific e-learning and training programs on the GDPR changes to their regular activities and their business requirements.

To ensure compliance with the GDPR, Altice Portugal Group:

- Has a data protection committee and a data protection officer (DPO), in charge of the implementation and verification of the data protection policy, as well as the definition of clear rules for the processing of personal data.
- Has a data privacy policy defined and published on its website.
- Has implemented a network of data privacy interlocutors properly trained, to supervise the protection of personal data in the main business units.
- Has created a set of GDPR guidelines to help interlocutors to deal faster with day-to-day requests.
- Has organized advanced trainings on demand for operational teams.
- Responds to and conducts internal and external GDPR audits.

Altice Portugal Group participates in specific working groups relevant to the subject of Privacy, namely on ETNO: Data, Privacy, Trust and Security Working Group and ETIS: Data Privacy Task Force. In 2020, the GDPR compliance was reviewed at MEO ST (MEO - Technical Services), PT Sales, Altice Portugal Foundation, at ACS (Altice Healthcare) and at Altice Labs. It was also performed a conformity assessment of Altice Portugal Group suppliers. At the end of the year RoboPhish went into production with the distribution of the Button/Add-In in Outlook for automatic reporting of phishing emails. MEO, a brand of Altice Portugal, reached the value of 790 (CyW-07a-CORP) “Cyber Hygiene BITSIGHT Rating” YE 2020, the best rating in the sector.

HOT is legally required to report any serious security events to the Private Protection Authority, as defined in the regulations. During 2019 and in the first half of 2020, two events were reported to the Authority.

Teads also participates in the industry framework, the IAB Transparency and Consent Framework, which ensure to get valid consent prior to any cookie placement or data processing.

Awareness and training on data protection and information security

In Portugal, to protect customers from malicious practices, an information campaign on phishing is taking place, in order to raise awareness among the Altice Portugal Group customers. Additionally, for the authentication page of its commercial sites, Altice Portugal Group selected the highest level of security (SSL Extended Validation), allowing customers to visually check if they were on the legitimate site of the relevant company and not on a phishing site created by hackers attempting to steal personal information. There were also made available news on cybersecurity best practices in social networks. For its employees, Altice Portugal Group also has information protection training and awareness actions, e.g. BeWare!, a CyberSecurity awareness program with simulated phishing attacks program with continuous training to detect malicious emails, lasting 3 years, e-learning training available to internal and external employees - “The Safety of Your Workplace” and a presence on social media, due to the pandemic, 14 security messages were made available, with quizzes, likes and shares.

At Altice Dominicana, cybersecurity is a critical business function, and it was necessary to move from a purely defensive mind-set to a proactive approach that combines technology, process, and education. In addition to the elaboration of an internal policy for employees, are performed cybersecurity and awareness-raising lectures in the integration programs, for new employees. This program is accompanied by newsletters, e-mail tips and reminders. Thinking about their customers, Altice Dominicana also started a B2C and B2B campaign, through social networks to combat and raise awareness about email phishing fraud, web browsing and facial app recognition, based on seven signs of attack. A new program took effect to continue customer's awareness about other types of phishing and counterfeiting attacks.

At Teads, training is regularly provided to operational teams regarding data usage and privacy.

3.9.1 Privacy and safety of vulnerable groups

The Subsidiaries are aware of the great importance that access to the internet and the provision of quality content and services play in the development of society and individuals, as well as, in a broader context, the promotion of fair, democratic, free and competitive societies. The Subsidiaries support the idea of an open and inclusive Internet and apply great care and respect in the way they conduct their operations. Therefore, all companies always made efforts to ensure the provision of safe communication services, particularly regarding vulnerable people, such as minors and seniors.

Altice Portugal Group is a coordinating member of the ETNO Task Force “Online Child Protection”, whose overall aim is to make cyberspace and ICT services safer for the younger generations (<https://etno.eu/working-groups/sustainable-development.html>) and a member of the industry's self-regulatory initiative for the safety of children online ICT Coalition for Children Online www.ictcoalition.eu, having participated in the development of its “ICT Principles”, Principles for the Safe Use of Online Devices and Services by Children and Young People in the EU, which subscribes.

Through the Altice Portugal Foundation, is also a member of the Portuguese Safer Internet Centre Consortium (<http://www.internetsegura.pt/>), a partnership project that aims to raise awareness in Portugal regarding the risks associated with Internet usage and combat illegal content.

Altice Portugal Group develops several collaborations as well with Portuguese Victim Support Association (APAV) being an industry partner in the European Project “ROAR - empowering victims of cybercrime” (<https://apav.pt/publiproj/index.php/96-projeto-roar>).

In Portugal, Altice has also developed, adopted and promoted education and awareness programs for the protection of minors online, such as “Communicate safely” (<https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=1975>) and the and the availability of better and safer products and services, specially designed for young people and child protection, such as “MEO Kids” (TV and mobile phone) and SAPO Mail Kids, through the development of a family safety app - MEO SAFE -, which combines location, parental control and mobile phone safety features, and by including other safety features like PINs, reporting options, privacy settings and content classification in certain broadband and TV services.

In Israel, HOT operates in accordance with the provisions of the law regarding the classification and marking of content broadcasts, restrictions on adult broadcasts and the operation of means for performing parental control, also enabling the blocking of offensive content on the Internet.

Altice Dominicana has implemented some projects for protection of minor and vulnerable people online, such as the celebration of the international day of CyberBullying with communication actions, in order to motivate users to say nice things to each other, reinforcing the significance of using friendly and positive language, and thus eliminate the current mistreatment on social media, a Senior Support Line, specially created to give support to elderly people who usually do not use technological tools and parental control implemented in

Altice Dominicana Set Top Boxes' and also a campaign with Unicef "Childhood Online",_consisting in a training webinar for employees with strategies for the protection of their children and relatives, in order to put an end to the sexual exploitation of children.

At Teads, the only communication with minor or senior persons, could be through the delivery of the advertising. Teads have a quality check for the content of each campaign to ensure that there is no risk for any vulnerable people.

4 Altice Foundations

The Subsidiaries have a culture of connection and proximity to the communities in the geographies in which The Subsidiaries operate, focusing on digital inclusion, on community's economic development, on social intervention and on philanthropic, with the only aim of improving the quality of life of people, through social, cultural and environmental actions. Foundations also promote the development of agreements and partnerships with relevant organizations for the implementation of its main projects and activities.

Due of the pandemic situation caused by the Coronavirus, that forces people to be confined and distant from each other, the role of telecommunications has taken on even greater relevance by allowing people to be brought together. Thus, the Subsidiaries held several actions focused on minimizing the impact of COVID-19 on people's daily lives.

The Subsidiaries have contributed, in a prompt and continuous manner, in strengthening their networks and improve connectivity for families, companies and temporary infrastructures for the reception and treatment of people, as well as in supporting health care professionals, patients, homes, hospitals and social initiatives, like volunteers to support risk groups, by offering communication equipment, tablets, videoconferencing systems, answering services, technology, networks and infrastructures, which are essential for everyone to stay close, connected and united.

The following action are those considered to be the most impactful due to COVID-19:

- The donation of hundreds of pieces of communication equipment, with 4G mobile data connection and Wi-Fi infrastructure, to Hospitals, to private social solidarity institutions and residential houses and to security forces, that allow thousands of people to stay connected, namely health professionals and inpatients and elder people who, due to the circumstances imposed by the pandemic outbreak of COVID-19, are currently deprived of contact with their families.
- Videoconferencing systems were made available to hospitals to enable them with remote communication tools, to allow them to contact with suppliers, partners and health professionals, making available, among other possibilities, the debate on clinical cases among healthcare professionals.
- The Subsidiaries, in various geographies, offered an extra data and voice to healthcare professionals.
- The Subsidiaries, in various geographies, have partnered with other institutions to raise funds for the purchase of hospital equipment and individual protection for hospitals and other social solidarity institutions.
- In Portugal, Altice Labs and Google Cloud have joined together to technologically reinforce the National Health Service 24h Line. This technological partnership took place at the request of the Shared Services of the Ministry of Health (SPMS) with the aim of responding promptly to the increased demand for information about COVID-19 and resulted in the creation of a Virtual Assistant (BOT), trained and prepared to be able to respond in the IVR (Interactive Voice Response) of the

Saúde 24 line and thus help the health professionals who attend this support line, in the faster diagnosis of the users.

- In Portugal, Altice has ensured the best conditions for transmitting television content and connectivity from their platforms to places where the Municipalities intend to protect Portuguese citizens in difficult social situations, such as homeless people.
- With physical education classes, gymnasium attendance and outdoor sports activities suspended, MEO, an Altice Portugal Group Company, has created a completely free TV App for physical exercise, “Fitness at Home”, which is a contribution and incentive to maintain sports practice for the Portuguese people.
- In Portugal, MEO has developed an advertising campaign that intends to send its clients a positive message in their new daily life, providing simple recommendations to facilitate their daily life. This campaign has a partnership with the TimeOut brand which, through the international TimeIN movement, joins MEO as a vehicle for recommendations on how to make the best use of time spent at home.
- In Israel, HOT helped the Kedem Village, a resort in the north of Israel which has found itself in financial difficulty due to the COVID-19 crisis. Part of the assistance was to purchase different holiday packages which were donated to doctors and nurses of Echilov hospital who have been working tirelessly during the crisis.
- Free broadcast channels were also made available in Israel, such as "The Insulation Channel", which includes programs such as sports exercises at home, DIY, cooking, etc. and "The Senior Channel", which includes special programs for a totally isolated elderly population, as well as free content for children, such as the educational channel.
- During COVID19 many of the activities with social associations were reduced due to restrictions. Altice Israel volunteered to serve the populations of these associations, with alternative activities, such as free IPTV for 2 months for 40 families as part of a "Bigger Than Life" association project, which manages activities for children with cancer and promoted digital activity on Facebook with the sending of holiday cakes to grandparents (who were isolated from their families) in which children were invited to draw a picture and indicate the grandparents' address for their delivery.
- Dominican Republic has created a telephone assistance service to support the population not as technological as the "grandparents", that teach them how to use all the remote connectivity tools and platforms so they can be in contact with their family members at distance.
- To demonstrate our support and solidarity with Dominicans, Altice employees applaud the heroic work of the medical personnel of the health system in the Dominican Republic, giving to each one a benefit of 5 gigabytes of data, 5,000 minutes of voice and 5,000 SMS.
- For the benefit of all Dominicans, Altice delivered “*JUNTOS APP*”, with official information of COVID-19, both locally and globally. The free APP represents a public service for all, making available also an updated prevention information and guidelines that can help to protect people.

Despite the confinement several projects were implemented and maintained, through relevant Foundations, providing financial support, human resources, skills and equipment or services in areas such as employment, education and equal opportunity, inclusive and digital skills, and entrepreneurship.

The following projects are representative of the social responsibility policy of the Subsidiaries:

Altice Portugal Foundation

- **“Khan Academy”** (<https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=2070>), a free platform for accelerating learning, is a non-governmental organization whose goal is to provide quality education to everyone, anywhere and free of charge, through an educational and interactive online platform. Altice Foundation has also organized workshops and develops certified training actions for teachers, on the use of it in the classroom and study.
- **Teleaula.** Altice Portugal Foundation has a protocol with the General Directorate of Education guaranteeing the free availability of a Teleaula system and respective communications to all schools and students who are identified with this need. It is thus guaranteed that any student who, due to a situation of prolonged illness or disability, can continue to attend classes integrated through digital communication, with his classmates.
- **CAMPUS** (<https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=2006>), a free online for communication, workgroup collaboration and content hosting.
- **Accessibility products and solutions** that are made available free of charge by Altice Portugal Group, through protocols with the ICT Resource Centres of the General Directorate of Education, ensuring that any student with a disability can be evaluated, tested and use accessibility solutions for communication and digital information, in an effective improvement to their autonomy and learning. These products and solutions are also made available to non-profit institutions that actively support people with disabilities or disabling diseases, with a view to improving their living conditions and their autonomy and dignity.
- **Telephone booths** converted into micro libraries combining art and culture with emblematic symbols of telecommunications.
- **PORTUGAL +.** To promote and bring digital literacy, through a TIR truck that travelled the country, adapted with innovative technology and solutions, solutions for populations with special needs. assuring equality and the access to digital skills, which will promote the competitiveness of the economy and society as a people and as a country.
- **Altice Portugal Foundation Centres** (<https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=2010>): with the main goal of social inclusion and the increase of the autonomy of citizens with special needs through technological solutions of communications accessibility, adapted to each type of deficiency or incapacity and the respective training for a better quality of life.

HOT

- **“Helping a special child”.** HOT, in Israel has enthusiastically adopted this unit, located at the Air Force based in Haifa. The aim of this non-profit organization is to integrate young people with disabilities into the Israel Defence Forces (IDF) and then integrate them into society.
- **“Kan Bishvilam Initiative”.** On November, HOT began its voluntary initiative with Kan Bishvilam, a foundation aimed at helping the elderly and holocaust survivor to break the feeling of loneliness. The purpose of the initiative is to help thousands of bed ridden elderly people who simply need someone to talk to especially during times of lockdown. Referrals are sent to HOT from the office for social equality and calls are made out to each of these referrals.
- **Locked Up.** A joint initiative between HOT and WIZO (foundation helping women of domestic violence) created a special campaign calling people to join the WIZO and help women victims of domestic violence. All this on the international day for the elimination of violence against women.

Altice Dominicana Foundation

- **“Internet Access”**. at Dominican Republic, Altice Foundation donated high speed internet in digital rooms of schools and community institutions and created wifi points infrastructures, nationwide in alliance with the regulatory body (Indotel).
- **“Fidepuntos of Altice Dominicana”**. In order to support vulnerable communities, in partnership with the Jompéame Foundation, the first local online fundraising platform, Altice Dominicana encourages their customers to donate their “Fidepuntos” (points of our customer loyalty program) to one of the causes identified by Jompéame, through the Mi Altice application, at no additional cost to customers. Donations can be made in the amounts of 100, 300 and 500 “fidepuntos” (each point donated will be equivalent to 1 weight that Altice gives to the referred foundation). For COVID-19, through Jompeame Foundation, with Altice and its customers, were donated 530 food rations and medical supplies to 36 hospitals and a contribution to support 10,000 families during the health emergency.
- **Digital Rooms**, with the goal of minimize the digital gap in vulnerable communities, the Altice Dominicana Foundation develops the digital inclusion program in non-profit institutions that work with comprehensive education and training for low-income children in vulnerable situations. In the first quarter of 2020, fixed high-speed Internet was installed at the MIR Foundation, benefiting two educational sites in the province of La Romana, in the Dominican Republic, benefiting 1,886 students from primary to technical-professional cycles.
- **“StartLab”**, a free pre-incubation program for the creation of new technological companies, in the Dominican Republic.
- **Jompeame Alliance**. Through the alliance with Jompeame, which represents a fundraising for donation from the “FIDEPUNTOS” points, a total of 49 causes were benefited, with a positive impact in 709 individuals.

Group’s special community campaigns

- Altice Portugal Group launches an awareness campaign, in partnership with the Portuguese Victim Support Association, the National Republican Guard and the Public Security Police, to raise awareness among the Portuguese for the fight against domestic violence, at a time when home-based withdrawal is an important measure to contain the pandemic COVID-19, but it is also a threat to victims. The campaign calls on family members, friends, neighbours, and other members close to the victims who do not remain silent, and who give a voice to those who cannot do it on their own.
- In 2020, HOT lead a radio broadcast – Larger than Life - to raise money and awareness towards helping to improve the quality of life and treatment for cancer patients and their families. For Hanukah, HOT created a series of meetings where children of 'Larger than Life' made donuts (Donuts for life project) with some of HOT's talents. As part of this initiative, 45,000 packages with donut baking products we sold and all profits were donated to the children of 'Larger than life' foundation.

4.1 Volunteering

Additionally, to the projects mentioned above and which involve volunteers, identified below are some more significant projects, specific to volunteering, as well as information of some volunteering data.

- *SOSvizinho*: A project that brings essential goods to people from risk groups that are in social isolation, in which Altice Portugal Group employees signed up. By organizing a support network, *SOSvizinho* intends to avoid unnecessary displacement and prevent the most vulnerable people from leaving their homes, also avoiding greater exposure to COVID-19.
- Hello, are you ok?: a volunteer program from Altice Portugal Foundation, aimed at the senior population and developed in partnership with Social Solidarity Institutions, which aims at combating isolation and

improving the quality of life and inclusion of this population, and consists of monitoring each senior (one to one) through a regular phone contact.

- Ageless Holding Hands: a citizenship program aimed to employees' children who, during school holidays, develop recreational and cultural activities with the senior population and children of institutions with which the Altice Portugal Foundation develops partnership for this purpose.
- Kruvit Project: Every Easter and Rosh Hashanah, HOT in Israel is involved in meal preparation and their distribution to families in need.
- Good Deeds Day: Each year HOT participates in doing good actions for the community on the international day of Good Deeds, with activities like handing out sweets to patients in Sheba Hospital, set up a garden and renovated a childcare facility or packaged gifts which are later sold to raise money for youth hostel.
- School Bag for Every Child: At the beginning of each school year, HOT employees donate their new and used backpacks and school supplies to children from needy families.
- Beachfront Cleaning: As part of World Environment Day dozens of employees took part in cleaning Habonim and Palmachim beaches.
- Reforestation activities conducted by Altice Dominicana volunteers.

Social Intervention*		2020	2019
Volunteering hours	Portugal	2,135	12,406
	Israel	884	505
	Dominican Republic	6	36
TOTAL		3,025	12,947
Volunteers number	Portugal	640	2,160
	Israel	260	158
	Dominican Republic	16	20
TOTAL		916	2,338
Number of beneficiary entities	Portugal	236	180
	Israel	12	10
	Dominican Republic	5	5
TOTAL		251	195
Number of individual beneficiaries	Portugal	398,882	47,014
	Israel ⁽¹⁾	11,019	675
	Dominican Republic	4,812	370
TOTAL		414,713	48,059

*Not applicable for Teads

⁽¹⁾ Excluding social activities during the COVID19

5 Procurement and suppliers

The Purchasing Model of the subsidiaries identifies the following principles as fundamental: transparency, equal opportunities, access to information, reciprocity and rigor, loyalty, reciprocal purchases, and confidentiality. The Subsidiaries also call on companies to align strategies and operations with the Universal

Principles of Human Rights, with the Principles of the United Nations Global Compact and with the Principles of the International Labour Organization, with the responsibility to implement procedures that promote ethics in business relationships throughout its supply chain.

The master agreements between the Subsidiaries and their main suppliers consider its commitment to comply with the principles of corporate social responsibility, such as fundamental social principles, environmental protection, waste management and ethical business principles. By signing the base contract, suppliers also undertake to comply with the provisions of the United Nations Global Compact, a voluntary initiative, to influence companies to align their strategies and operations with the universal principles of human rights, work, the environment and the fight against corruption, as well as for carrying out actions that promote the sustainable development goals.

Regarding the fundamental social principles, the suppliers undertake to comply with the following guiding principles which are mainly issued from the Agreement of the International Labour Organization:

- Child labour: the minimum age for employment must comply with the applicable law in the host country and in no event may be less than 15-year-old for any kind of activity.
- Forced labour and mistreatment: forced labour in all its forms is prohibited and the employer must respect the dignity and human rights of its employees.
- Working time and schedules: working schedules must comply with the legislation of the country.
- Living wages and social benefits: minimum salaries and social benefits paid to employees must comply with the legislation of the country.
- Freedom of expression: freedom of association and right to collective bargaining.
- Equal opportunities and non-discrimination: any discrimination regarding recruitment, training, promotion, remuneration etc. based upon the race, the colour, the age, the gender, the sexual orientation, the marital status, the ethnic group, a handicap, the religion, the membership in a political party or in a syndicate, etc., is forbidden; and
- Health, hygiene and security at work: the employer must ensure optimal hygiene and security conditions on all its sites for its employees.

Regarding the protection of the environment, waste management, and energy performance, the supplier agrees to take into account all the measures related to the protection of the environment and to the waste management and energy performance for the term of the master agreement. In particular, the supplier undertakes to:

- Implement procedures to eliminate or to reduce the sources of pollution generated by its activities, to measure and to reduce its GHG, to preserve natural resources, to avoid or to minimize the use of dangerous substances and to promote the recycling or the reuse of waste while ensuring its traceability.
- Ensure that waste and more particularly dangerous waste is managed in a safe way on all its sites (e.g., handling operations, storage, etc.) and managed by appropriate recycling industries in accordance with the applicable laws.
- Use its best efforts to reduce the packaging of its products, and to this end, contribute to the development of the recycling and the revaluation.
- Incorporate an ongoing improvement process towards excellence concerning the environment and energy management in its quality policy; and
- Respect specific environmental regulation.

Regarding the principles of business ethics, the supplier commits to behave loyally and fairly in all its relations with its own suppliers and partners and to prevent any kind of active or passive corruption and undertakes to refuse any kind of extortions and to implement measures of raising awareness on this subject within its sphere of influence.

5.1 Supply chains

The Subsidiaries consist of several businesses giving rise to the need to acquire a wide range of products and services, being necessary to organize the type of purchases in categories: General Services, Marketing and Advertising, Network Services and Market Products, Information Systems, Telecommunication Networks, Terminal Equipment and Infrastructure Equipment and other Materials.

At Teads, due to its specific business, there are four main types of suppliers: Publishers, Hosting & Technical, Marketing, Time & Effort and Office/G&A. Publishers, Marketing and Office/G&A (lawyer, auditors, banks, office management, IT equipment) costs are committed by each office locally (i.e., by 26 countries). Only few marketing costs could be centralized like Cannes Lions or Demxco, two major events in the Adtech industry. For the hosting & T&E costs, Teads decided to uniform the process and to work with major players: Hosting, AWS and Google and T&E, TripleActions and Concur.

5.2 Procurement practices

Sustainability is an integral part of the management and decision-making process of the activity of the Subsidiaries, as a result sustainable procurement is the path defined for the establishment of lasting and rewarding relationships for all parties involved.

Altice Portugal Group's Purchasing Model follows internal guidelines, seeking compliance, throughout its supply chain, with ethical and transparency principles, respect for the environment, biodiversity, and human rights. Accordingly, suppliers are selected based on a technical/commercial analysis and other requirements deemed relevant.

Simultaneously, the Altice Portugal Group's suppliers must accept the legal requirements (environmental and health and safety at work), the Code of Conduct and Social Responsibility (that includes human rights and labour practices) and the Information Systems Policies, to operate with the Altice Portugal Group. This acceptance is made at different times: registration of the supplier at Suppliers Club, consultation/purchase emails for suppliers and contractual clauses. About 90% of contracts with major suppliers include environmental, occupational safety and social requirements.

Requirements of Environmental, Health and Safety at Work, Safety of Information Systems and Infrastructure of Altice Portugal Group, Integrity of Electronic Communications Networks and Services as well as Personal Data Processing Subcontracting Clauses (GDPR) are also included in contractual terms.

The standard contract models used on the purchase of terminal equipment demonstrate the concern of the Altice Portugal Group regarding the compliance, by its suppliers, of its marketable products. To guarantee customer safety and environment protection, implementation contracts include, among others, topics as the commitment for not using conflict zone minerals in the design of the equipment, compliance with the REACH Regulation, the RoHs Directive, ecological considerations in the design and life cycle and respect for environmental protection in the management of waste electrical and electronic equipment.

Altice Dominicana procurement practice guideline comes from Altice Global Purchase to Pay process, document that contains procedures to select and purchase. This process is also strengthened with local practices and actions which help with the choice and establishment of stakeholder partnerships, namely:

- Due diligence process: clearance of new vendors by different departments.
- Benchmark and consulting with other Opco's.
- Local and/or implementation/adherence contracts (from global agreements) to define and implement legal conditions.
- New supplier form to acquire more information before adding it to our system.

The Subsidiaries believe that by supporting local suppliers, can indirectly attract additional investment to the local economy. Local sourcing can be a strategy to help ensure supply, support a stable local economy, and maintain community relations.

Proportion of spending on local suppliers (%)		2020
% National suppliers purchasing	Portugal	76%
	Israel	-
	Dominican Republic	45%
	Teads	85%

At a time of pandemic, the main supermarkets were overcrowded and had long delivery times. At the same time, there were small and medium suppliers without customers, in economic difficulties and that are proactively available to deliver at home. Altice Portugal Group therefore decided to join a partner (Time to Order) and make an ordering widget available on the SAPO website, in order to list all small and medium sellers that are actively delivering orders. By ordering on this site, people are helping small suppliers to continue to operate and simultaneously support social projects.

5.3 Supplier Assessment


In Portugal, the main suppliers are annually assessed in environment and health and safety topics and, if necessary, supplier audits are performed to address risks identified in regular risk assessments. In 2020, due to the confinement, there weren't carried out audits to suppliers.


Altice Dominicana, has incorporated the CSR evaluation for local suppliers into the purchasing process, considering social aspects, environmental behavior and ethic. In a first phase, the supplier base was determined taking the 2019-2020 spend as the baseline. A total of 36 suppliers was identified, which represent 82% of the portfolio. In 2020, keeping the spend supplier base, has closed the year with 83.66% of supplier base assessed in CSR. In the last quarter, added 22 new suppliers that represents 1.66 % of total spend.


Israel and Teads are currently defining their supplier assessment methodology on ESG (Environment, Social and Governance) topics.

6 Memberships and collaborations







The Subsidiaries actively take part in the dialogue, analysis and promotion of sustainability and corporate social responsibility issues, in sectorial and inter-sectorial partnerships with local or international organizations, either by the participation in working groups and task forces and/or by underwriting their codes and commitments. Below are some of the organizations the Subsidiaries are associated with.

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ETNO is the association of the main European telecommunications network operators (<https://etno.eu/>).

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UNGC - United Nations Global Compact is an international initiative that promotes the implementation of ten universally accepted principles in the areas of human rights, labour standards, the environment and the fight against corruption (<https://www.unglobalcompact.org/>).

 - 
GSMA represents the interests of mobile operators worldwide (<https://www.gsma.com/>).
-

	ICT Coalition works for the development of products and services that address the challenge of child safety in the online world (https://www.ictcoalition.eu/).
	BCSD - Business Council for Sustainable Development Portugal is the reference entity of corporate sustainability in Portugal (https://www.bcsdportugal.org/).
	ITU - International Telecommunication Union is the specialized agency of the United Nations for Information and Communication Technologies (ICT) (https://www.itu.int/en/Pages/default.aspx).
	UNI - Union Network International has the responsibility to ensure that jobs are decent and workers' rights are protected, including the right to join a union and collective bargaining (https://www.uniglobalunion.org/).
	ETSI is the European Telecommunications Standards Institute, providing members with an open inclusive and collaborative environment (https://www.etsi.org/).
	European Cybercrime Center is the European Union's law enforcement agency to fight against terrorism, cybercrime and other serious and organized forms of crime (https://www.europol.europa.eu/about-europol/european-cybercrime-centre-ec3).
	ApriteL - Association of Electronic Communications Operators promotes the adoption of good policies and measures for sectoral regulation, the reinforcement of consumer clarification and the importance of communications in valuing people (https://www.apritel.org/).
	The iGen-Forum Organizations for Equality incorporates in its management strategies the principles of equality and non-discrimination between women and men in the labour market (http://forumigen.cite.gov.pt/).
	Portuguese Association for Diversity and Inclusion mission is to promote diversity and inclusion in different organizations and in Portuguese society in general, cooperating with relevant national and European institutions (http://www.cartadiversidade.pt/index.php/appdi/).
	Organizational Social Responsibility Network, created under the EQUAL Community Initiative Program (http://rederso.pt/membros/).
	Consortium of Safe Internet in Portugal, created under the European Commission program, Safer Internet (https://www.internetsegura.pt/consorcio).
	GRACE, a non-profit public utility business association that operates in the areas of Social Responsibility and Sustainability (www.grace.pt/).
	Portuguese Foundation Center, a representative institution of the foundational sector in Portugal that works as the sole interlocutor of foundations with the different organs of the State and other civil society organizations.
	ZIRA (Internet Copyright) Ltd., established with the aim of combating copyright infringement caused by pirated downloads on the Internet (https://he.wikipedia.org/wiki/%D7%96%D7%99%D7%A8%22%D7%94).
	Federation of the Israeli Chambers of Commerce, that promotes the business interests of its member, of the trade and services and of the entire business sector (https://www.chamber.org.il/en/).
	ECORED (National Network of Business Support for the Environmental Protection), a business platform in the Dominican Republic, in charge of managing public-private partnerships in order to achieve a correct balance in environmental, social and economic development (http://www.ecored.org.do/).

	<p>JOMPÉAME, an online fundraising platform for social causes of emergency and poverty (https://www.jompeame.com/).</p>
	<p>Green love RD Affiliation, offers a practical solution to the problem of waste disposal and contributes to reducing environmental impacts (https://www.dominicanasolidaria.org/organizacion/green-love/).</p>
	<p>IAB (Interactive Advertising Bureau), empowers the media and marketing industries to thrive in the digital economy (https://www.iab.com/) - France, UK, USA, Spain, Italy and Brazil.</p>
	<p>AEA (Spanish Association of Advertisers) is a non-profit professional association that represents advertising companies in order to defend their interests in everything that affects commercial communication (https://www.anunciantes.com/).</p>
	<p>MMA (Mobile Marketing Association), helps marketers lead for marketing change in ways that enable future breakthroughs while optimizing current activities (https://www.mmaglobal.com/).</p>
	<p>BDVW (Association of the Digital Economy) is the central body for the representation of interests of companies that operate digital business models and whose value creation is based on the implementation of digital technologies. (https://www.bvdw.org/).</p>