



SUSTAINABILITY REPORT

Altice Portugal 2019



The preparation of this report complies with the following criteria:

REPORT PROFILE

GLOBAL REPORTING INITIATIVE - GRI

This report presents standard contents of the Global Reporting Initiative (GRI) Sustainability Reporting Standards guidelines for sustainability reporting. The GRI Standards information is addressed, compiled and analyzed according to the GRI management guidelines, whenever applicable to the Organization's activity.

INFORMATION OF THE PERIOD OF TIME, SCOPE AND PRESENTATION OF THE REPORT

The report contains data relating to Altice Portugal's activity during the year 2019. Altice Portugal prepares the sustainability report as well as the Annual Report of the Altice N.V., where the accounts, financial statements and corporate governance of the Group are reflected.

STRUCTURE AND INFORMATION AVAILABLE

The structure and information provided in this report is an act of transparency and sharing of Altice Portugal with stakeholders, highlighting the goals achieved and the policies adopted in the value chain, in order to value the long-term sustainability of the business, the environment and the society.

CRITERIA USED IN THE PRESENTATION OF ECONOMIC, ENVIRONMENTAL AND SOCIAL DATA

The data presented are based on Altice Portugal's information systems and on labor and environmental legislation, the codes and principles adopted by the Organization and the 10 principles of the United Nations Global Compact. The Organization's principles, policies and strategies are referenced in this report and its details can be found on the Organization's corporate website (<https://www.telecom.pt/en-us/a-pt/pages/a-pt.aspx>). The data presented throughout the report show also the evolution of the Organization's performance in each theme.

INTERNAL AND EXTERNAL VERIFICATION

This report has not been subject to external validation, however it has been approved by the Executive Committee.

IMPROVEMENT SUGGESTIONS

This report incorporates the suggestions for improvement that are received through the open channel for this purpose at sustentabilidade@telecom.pt.

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1.

Letter from the Chief Executive Officer



Dear employees and partners,

Sustainability has always been a priority for Altice Portugal, an intrinsic pillar in the company's strategy, along with investment, innovation, customer-focussed, quality of service, and proximity. In the current peculiar context, due to the global pandemic, the importance of all aspects of sustainability - social, environmental, and economic, in our daily lives, has become even more relevant.

Today, due to the path chosen by the new management structure which I am proud to head, Altice Portugal already operates more than 90% of its activity through green energy. This milestone demonstrates how concerned we are about fundamental issues of human survival, but also about taking a stance which is in line with these times, in which being a good example can unquestionably help to promote a better world.

In order to show how we have contributed to this sustainability strategy, I will give some examples of initiatives that took place in 2019 and which gave our brand visibility in this area:

- #NãoFiqueÀEspera was created to provide a voice for and draw society's attention to issues and problems present in peoples' everyday lives. Thousands of people took to the streets and held a minute of noise for the more than 30 victims of domestic violence who have died in silence since the beginning of 2019, giving a voice to the fight against domestic violence.

- MEO's "The Unwanted Shapes" campaign, which, within the scope of Altice Portugal's connection to surfing, carried out awareness initiatives against the excessive use of plastic and its impact on the oceans.

- The Altice Foundation's itinerant project using a truck, which takes technology and digital literacy to the most remote cities and places in Portugal, seeking to raise awareness, educate and shape the community through programs and other educational activities.

- The Programa Incluir (Include Program), from the Altice Foundation which, with the new slogan 'Nobody is left out', aims to make communication and access to technology accessible to all citizens, without exception.

- The Cork Router with an ecological focus developed by Altice Labs with a reduced density final material, improved acoustic and thermal performance and, thus, a smaller carbon footprint.

We want to develop further in this extremely important area so, in order to reinforce and encourage sustainable culture across the DNA of all employees, we have now created the Altice Portugal Sustainability Committee.

The creation of this new body reinforces Altice Portugal's position on this current and relevant topic for society. It also aims to help and contribute, through its value chain and in line with the principles of sustainability, to the social and economic progress of our country. This body, together with, for example, the Advisory Council for Industrial Relations, defends, protects and develops important principles, values and actions that I will not relinquish because I know they make us stronger and are something to be proud of.

Finally, a word of thanks to all employees and partners, who have helped to fulfil Altice Portugal's responsibility in sustainability.

Together we will lead the future!

I count on you, and you can count on me.

Kind regards,

Alexandre Fonseca
Chief Executive Officer
Altice Portugal

2.



THE ALTICE PORTUGAL GROUP

2. THE ALTICE PORTUGAL GROUP

- 2.1 Who we are
- 2.2 Ethics and compliance
- 2.3 Risk and opportunities management
- 2.4 Procurement management
- 2.5 Innovation
- 2.6 Stakeholder engagement and material aspects
- 2.7 Sustainability strategy

2.1. Who we are

Altice Portugal offers fixed services, mobile network services and media and advertising services for B2C (consumer) and B2B (business) customers in Portugal.

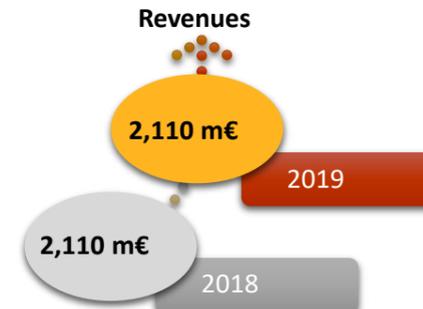
As part of its innovative strategy, Altice Portugal is focused on investment that allows it to have the best infrastructure on the market, both in fiber and mobile, in order to maintain its top position. The Organization continues to improve its competitiveness in fixed-mobile convergence, while maintaining its focus on improving the customer experience.

Investing in Research and Development (R&D) allows the conception of products, services and solutions with innovative and sustainable characteristics and features, which allow to reduce the carbon footprint, minimize the energy dependence on networks and equipment as well as the consumption of materials, both at the customers' home and at the Organization.

Union, dedication, courage, disruption, speed to deliver excellence to customers. These are the values that we promote and follow daily.



+ More information in section 7.2 Economic Performance and 7.4 Social Performance



Governance model

The Governance model of Altice Portugal is based on an organic and functional structure of the Organization, consisting of the Chief Executive Officer and the Executive Committee designated as ComEx.



Altice Portugal Activities

Thanks to its investment strategy, Altice Portugal remains on track to achieve its national fiber coverage target. In 2019, MEO strengthened its leadership position in fiber, reaching 4.9 million homes passed, which represents 0.4 million more homes compared to the end of 2018.

Significant investments in networks have produced positive results, with MEO having the best mobile network coverage, with 99.4% of the population on 4G and 78.3% on 4G +, on December 31, 2019. The installation of 5G Living Lab at Campus Altice Labs it also allowed the demonstration of critical use cases, supported by the new technology.

In 2019, MEO reached a greater number of customers, with growth of its base in the fixed residential and mobile postpaid segment. The residential fixed base grew by more than 13 thousand customers, while fixed and mobile churn was maintained at the lowest levels in the sector. The net growth of fiber customers was over 149 thousand, supported by the sustained expansion of MEO's fiber coverage. Net growth in mobile postpaid was over 122 thousand. The investment in network and the convergence strategy of MEO allowed an increase in revenue, which grew 1.7% in 2019.

Altice Portugal is focused on the convergence of fixed and mobile services through cross-selling and up-selling of its offers, in order to further increase its multiplayer penetration. Mobile and fiber technologies offer premium digital services and attractive interactive features (for example, "MEO Go!" Offer). Altice Portugal took advantage of its network to boost its multiplay strategy and to offer an attractive combination of content, speed and functionality.

Altice Portugal offers its residential customers fixed services in double and triple play packages, which include a combination of TV services, broadband Internet access and fixed voice, together with equipment, at prices adjusted to each market segment.

Although Altice Portugal's products offer a better cost-benefit ratio for the customer when purchased as part of multiplayer packages, most of these services are also available independently. Quad-play packages are also available, including fixed and mobile services



Altice Portugal's brands

A Altice Portugal comercializa os seus produtos e serviços sob várias marcas, mas com uma missão única de entregar a melhor experiência ao cliente, a qualquer hora e em qualquer lugar, indo ao encontro das expectativas dos clientes.



MEO

From the phone to limitless interactivity. The brand that revolutionized the telecommunications market in Portugal. For the first time, a voice operator also started offering television and internet services, using a revolutionary technological infrastructure: optical fibre.



SAPO

A digital world. Born in 1995, SAPO has been at the forefront of the digital content industry. Every day, more than 1 million people visit SAPO, which gathers news, shopping services, job search, blogs, weather and so much more.



Altice Empresas

Solutions for the business world. Altice Empresas has a range of technological and telecommunications solutions specially designed for small and medium enterprises, as well as for large companies and institutions.



MOCHE

Our youthful brand. Since 2012, MOCHE is the tactical brand aimed at young people. Its strategic irreverence is noted by the presence in areas such as skateboarding, gaming and nightlife.

Economic performance

Revenues from Altice Portugal's fixed residential business increased 0.5%, from 618.4 million euros in 2018 to 621.6 million euros in 2019. This increase is explained by the positive net adds in 2019, when compared to net adds during the same period last year, offset by a drop in fixed ARPU due to competitive pressure.

Altice Portugal's mobile residential businesses recorded a 1.3% increase in net revenue, from 561.7 million euros in 2018 to 569.3 million euros in 2019. This increase was driven by an increase in the customer base postpaid, which was partially offset by a greater loss of prepaid subscribers compared to 2018.

The Group's business services revenues decreased by 1.1%, from 929,4 million euros in the year ended December 31, 2018 to 919,3 million euros in 2019. This reduction was mainly explained by the sale of the international wholesale business, a transaction that ended on September 6, 2018 and due to lower international voice traffic.

The Group's Adjusted EBITDA in Portugal was 832.1 million euros, which represents a 4.3% reduction compared to 2018. This reduction was due to two factors:

- higher programming costs due to football-related broadcasts that were acquired in 2016, but that started to air in the 2018/2019 season;
- increase in infrastructure rental expenses due to the sale of towers and their subsequent lease.

The negative impact of these two factors on Adjusted EBITDA was minimized by the reduction in costs with employees covered, in March 2019, by the voluntary employee reduction program (Programa Pessoa).

Revenues (M€)	2018	2019
Fixed residential	618.4	621.6
Mobile residential	561.7	569.3
Total Residential	1,180.1	1,190.9
Business services	929.4	919.3
Total Global	2,109.5	2,110.2

Investment

In 2019, total investments in Portugal were 429.9 million euros (representing 21.0% of revenue in Portugal), a reduction of 6.5% compared to 459.6 million euros in the year ended in December 31, 2018 (representing 22.2% of revenue in Portugal). Accumulated capital costs increased due to higher network investments, but which were more than offset by lower capital costs related to the mobile network, due to the completion of the Mobile Access Network Transformation Project- Single RAN in 2018 and a decrease in working capital related to capital costs.

The investment largely consisted of expanding the Mobile 4G network, transforming the Transport network, investing in the Television Platform and, in particular, strengthening the fiber optic infrastructure, to reach the target of 5.3 million homes in 2020. The Altice Portugal has been complying, quarter after quarter, with all defined goals and strategy, in order to provide the largest fiber optic network and access to the largest number of customers, without any discrimination, even in the most remote areas. At the end of 2019, Altice Portugal reached 4.9 million homes passed with optical fiber, out of a total of 425,000 homes passed in 2019.

Over the past 2 years, Altice Portugal has continuously invested in order to guarantee the best networks and the use of cutting edge technology, providing its availability to the entire population of the country, also contributing to the development of regional economies, to attract investment, for the settlement of populations and, with this, help in the fight against desertification. Regarding mobile communications, 99% of the population has 4G coverage and 78% have 4G+. In fixed communications, 99% of the population is covered by IPTV or fiber. In the Wi-Fi coverage, 11 access points are available per km.

The reinforcement of investment, namely in optical fiber, was one of the strategic pillars to prepare the Organization for the coming years, providing it with the necessary means to continue to improve the quality of service and to launch new products / services, diversifying its offer to all customers, Consumer and Business. This strategy has been reflected in the control of churn (disconnections) and in the solid growth of customers.

Altice Portugal is also positioned at the forefront of 5G through numerous pioneering initiatives such as: the first gaming event in the world with 5G coverage; the MOCHE XL ESports; the first 5G television broadcast in partnership with RTP; the 5G coverage of one of the largest show arenas in the country (Altice Arena); the first 5G video call; or the demonstration, at Altice Labs in Aveiro, of the applicability of this technology to rescue operations, simulating a road accident.



Marketing and sales

Marketing at Altice Portugal uses a mixture of individual and targeted promotions, as well as general brand marketing to attract and retain customers. The main marketing channels are media advertising, including television, telemarketing, e-marketing, door-to-door marketing (D2D), billboards, newspaper advertising and direct mail solicitation. The Organization's marketing strategy is based on increasing the penetration of multiplay services, its subscriber base and ensuring a high level of customer satisfaction. Altice Portugal's marketing and sales efforts are grounded on demonstrating the high quality and speed of its networks.

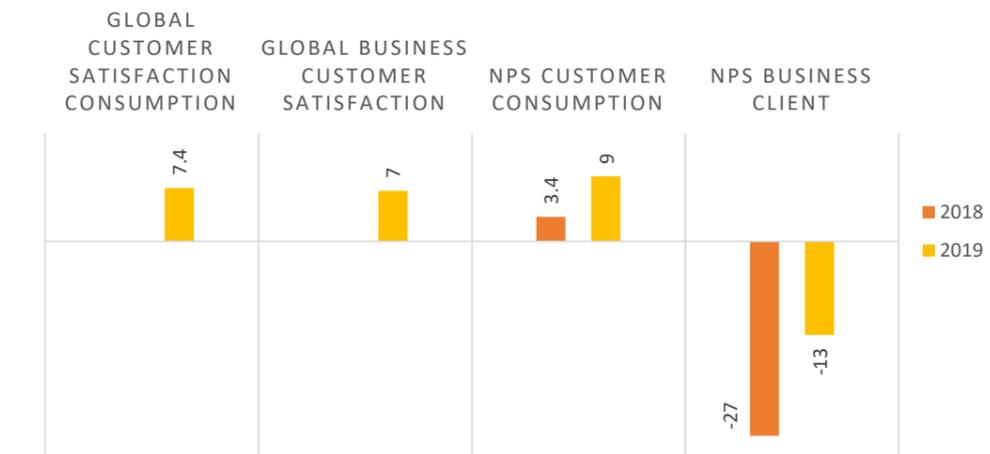
Altice Portugal uses a wide range of distribution channels to sell its products and services in all its operations. In 2019, some of the stores adopted the new design that promotes a closer and emotional service style. The new concept of proximity to MEO stores allows customers to have a space without physical barriers between them and the service professionals and present logistical conditions oriented to the services and products experimentation.



Customer satisfaction

At MEO request, there were changes in market research companies at the form of questioning, both satisfaction and recommendation. While in previous years the questions were for all services, as of January 2019 it started to be in relation to the telecommunications operator, so there are no data on global satisfaction for 2018.

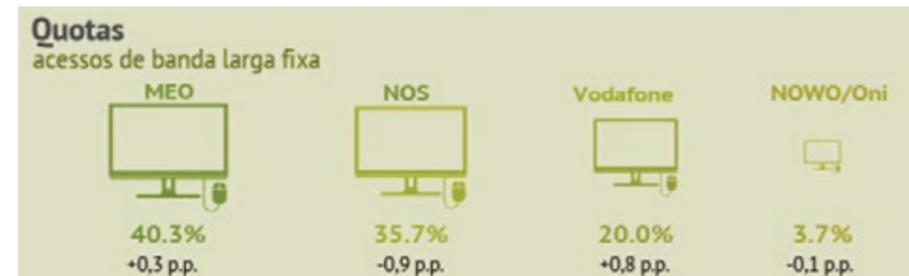
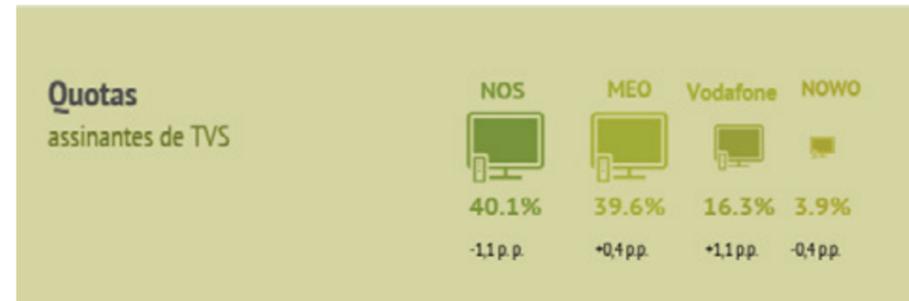
With regard to consumer NPS, MEO recorded an increase of about 165%, from 3.4 to 9.0, while all other operators recorded falls in their values in the year 2019. In the business segment, MEO recorded the greater recovery in percentage terms (about 52%).



Competition and Market

In the broadband and mobile market, Altice Portugal's competitors are Vodafone, NOS and Nowo. In the fixed telephony market, it faces an erosion of market share in access lines and in outgoing domestic and international traffic due to the tendency to use mobile services instead of fixed telephone services. Competition in the fixed telephony market is intensified by mobile operators such as NOS and Vodafone, which can bypass PT Portugal's international telephone network, interconnecting directly with the fixed and mobile telephone networks, on its network domestic or abroad. In the business services market, competitors such as Vodafone and NOS are gaining PT Portugal's market share in traditional connectivity services, partially offset by PT Portugal due to the introduction of new ICT services for its corporate customers.

MEO was the only operator that managed to reduce the number of complaints in 2019 (minus 21%). This year, it was also, for the first time, the operator with the fewest complaints per 1,000 Customers, a cumulative result of a set of efforts by the entire Organization, on the part of customer service operations, from technical and non-technical areas, through actions developed within the scope zero complaints and investment in quality of service.



Dados Anacom 2019
<https://www.anacom.pt/render.jsp?contentId=1521962>

Awards and Recognition

SAPO receives trophy for the best news site, with the attribution of the Trusted Brands seal from the Reader's Digest Selections.

MEO is the best telecommunications operator, in the category of Best Telecommunications Operator, by PC Guia.

Executive President of Altice Portugal distinguished in the Best Team Leaders 2019 awards.

Altice distinguished as the best Organization in Telephone Customer Service, in the Call Center Trophies 2019.

MEO with Consumer Choice Award 2019, promoted by ConsumerChoice.

MEO Box 4K in "Television Experience", MEO by in "Customizable Packages" and Swap in the "Services Over The Top" category, as Products of the Year.

Altice Portugal considered, for the first time, a Super brand.

MEO Remote distinguido nos VideoTech Innovation Awards 2019.

MEO Sudoeste vence Prémio Cinco Estrelas, na categoria Festivais de música. Center 2019.

CTO of Altice Portugal elected "Innovator of the Year" at the Broadband World Forum.

2.2. Ethics and compliance

Altice Portugal has developed a culture focused on compliance and integrity and adopts a zero tolerance approach to illegal or unethical behavior, bribery and corruption. Compliance with the law and preserving, at the highest level, professional and ethical standards are essential components in conducting business.

Altice Portugal adopts and implements the guidelines identified in the Altice Group's Code of Conduct and Anti-Corruption Policy, available on the Organization's website (<http://altice.net/regulatory-information>).

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

In 2019, Altice Portugal developed the Code of Good Conduct for Preventing and Combating Harassment and revised the Code of Conduct for Social Responsibility for Suppliers and the Code of Ethics. The Code of Ethics provides a set of rules and procedures to be followed by all employees and reinforces a culture based on the Organization's essential values, such as creating value for customers, respect for the individual, the value of diversity or the preservation of a sustainable legacy for future generations.

for more information
<https://www.telecom.pt/pt-pt/sustentabilidade/etica/Paginas/codigos-politicas-compromissos.aspx>

The Organization's codes and policies are detailed in the different chapters of this report, according to the topic addressed and are also available on Altice Portugal's corporate website.

Altice Portugal develops its business in strict compliance with the legislation and regulations in force, adopting, to the extent of its influence and intervention capacity, other commitments and more demanding practices.

During the year 2019, no case of violation of the Code of Ethics or Corruption was identified, as well as Unfair Competition or Antitrust Practices.



Altice Portugal has instruments that allow it to guarantee compliance with the principles it defends.

Commitment	Training and Awareness
All employees subscribe to the Organization's Code of Ethics, as well as the policies associated with the specificity of their activities. Suppliers also assume the code of conduct whenever they register as potential suppliers of Altice Portugal.	Altice Portugal offers all employees, through the Campus e-learning tool, training in the topics of environment, safety and health at work, code of ethics, combating corruption and human rights.
Mechanisms for the participation of undue practices	Audits and Compliance Assessments
Altice Portugal has several participation channels for any irregular situation and / or suggestion, either through the corporate website, the customer's ombudsman or in person or telephone service channels.	Internal audits cover compliance issues with the regulations and procedures implemented and which are part of the Organization's management model. They allow assessing compliance with legal and other requirements applicable to matters of environment and health and safety at work.

Mechanisms for the participation of undue practices

In order to guarantee full respect for internal procedures and policies, namely the Code of Ethics, national and international standards, the legislation in force and the Convention of the 10 Principles of the United Nations Global Compact, Altice Portugal makes available on its corporate website a **Channel for the Participation of Undue Practices**.

The received participations in this Channel are managed by the Internal Audit Department and the result of the determination of each situation is carried out in accordance with the procedures for correcting situations of misalignment with policies and / or codes of conduct and violation of laws and regulations.

The Sustainability department carries out a first screening of each participation and, according to the theme, directs it to the area assigned for its treatment, monitoring its status until it is resolved. All shares of improper practices are recorded. The Executive Committee is, whenever necessary, involved in defining resolution procedures.

On Altice Portugal's corporate website, it is also possible to access the Customer Ombudsman to correct inappropriate decisions or procedures in the telecommunications service, which ensures speed and independence in handling complaints and suggestions, having the power to address recommendations to the Executive Committee. In assessing these cases, the Ombudsman can urgently obtain the information and clarifications necessary for the formulation of an independent judgment.



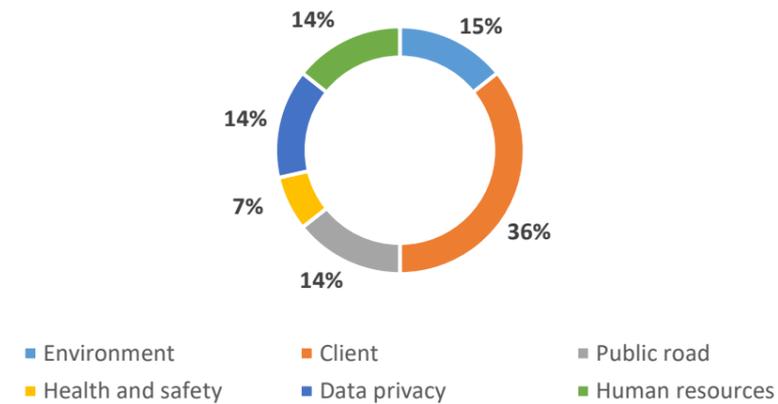
for more information
<https://www.telecom.pt/pt-pt/a-pt/Paginas/praticas-indevidas.aspx>

In 2019, 17 participations (58 in 2018) were received in the Undue Practice Participation Channel, three of which were out of scope. This decrease is related to the fact that, in 2018, there were many complaints about occupational health and safety (OHS) related to problems in a climate control system in a call center, issue that was resolved.

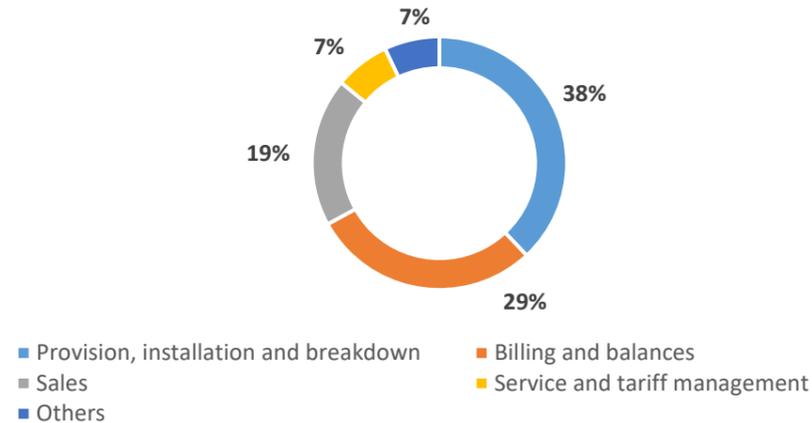
The Customer Ombudsman channel received 24,313 participations (34,432 in 2018). The reduction in this amount is essentially related to the decrease in complaints in the provision, installation and breakdown, as a result of Altice Portugal's commitment to increasing the quality of service and monitoring the customer.

Following is the analysis of the participation of each channel, by type:

Undue Practice Participation Channel



Customer Ombudsman



Human Rights

One of the fundamental principles of Altice Portugal is respect for the dignity and rights of its employees, customers, partners, suppliers and shareholders. This respect includes human rights and property rights. Altice Portugal is committed to the development of an organizational culture supported by social and labor policies that promote the principles of human rights, in order to avoid any form of violation thereof. In 2019, during the Commemorative Session of the International Human Rights Day, Altice Portugal was awarded by the Portuguese League of Human Rights- Civitas, with a medal of recognition for all the support it has been providing to the association and the defense of Human Rights .

Compliance audits and assessments

Altice Portugal is certified under ISO 9001, ISO 14001, OHSAS 18001, ISO 20000-1, ISO 27001 and ISO17025, and compliance with the requirements of these standards is continuously monitored, both internally and by external entities. Internal and external audits, assessments of environmental and safety and health at work compliance are extremely important management instruments in terms of risk control, since they assess the conformity with the policies adopted and the effectiveness of certified management systems, leading to the identification of opportunities that lead to the implementation of corrective and improvement actions.

While internal audits cover compliance issues with the rules and procedures that are part of the Organization's management model, conformity assessment is based on the performance of environmental and safety checks on buildings, allowing the assessment of legal compliance in operations.

In the course of internal audits, conformity assessments and in the activity performance, were identified 285 non-compliant situations, which do not include those arising from security checks, since that analysis had not been completed at the date of the report closing. Were closed in the same period 199 non-conformities

NUMBER OF AUDITS AND CONFORMITY ASSESSMENTS



Altice Portugal was also submitted to 5 external audits, once again ensuring the renewal of certifications in management systems implemented in accordance with ISO 9001 (Quality), ISO 20000-1 (IT Service Management) ISO standards 14001 (Environment), OHSAS 18001 (Safety and Health at Work), ISO 27001 (Information Security), NP 4457 (IDI Management System) and ISO 17025 (Laboratory Management).

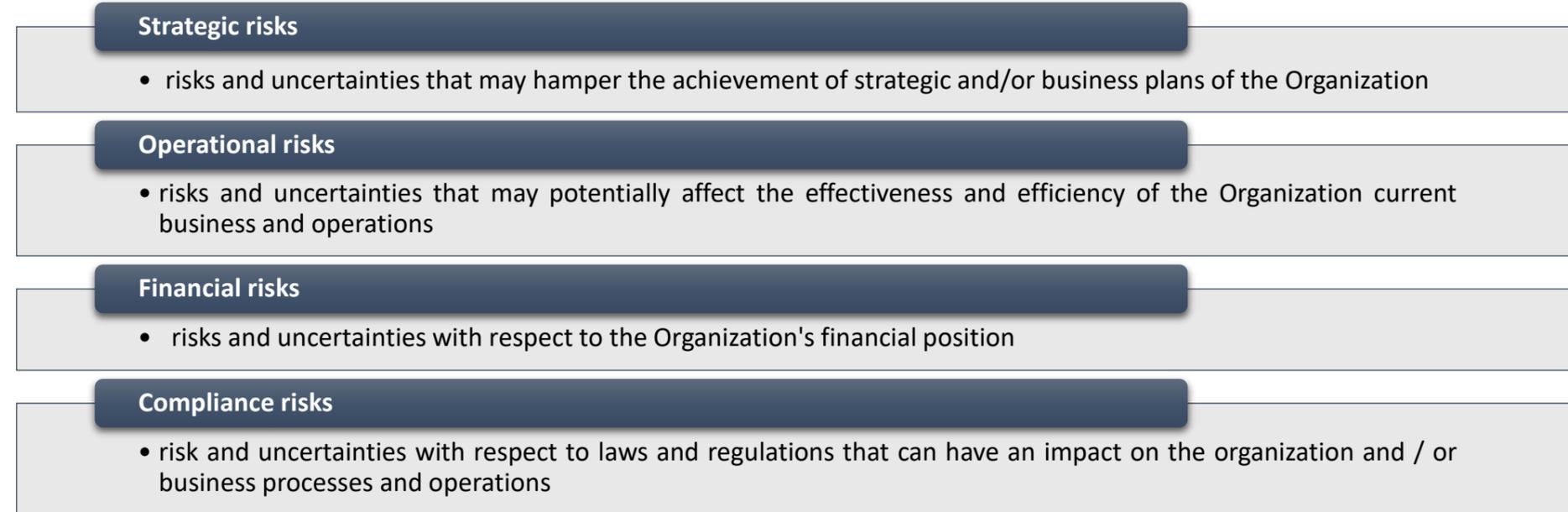
The Group is also committed to ensuring compliance with business ethics principles through agreements with its main suppliers, as developed in chapter 2.4 Procurement management.

[+ More information in section 7.2 Economic Performance and 7.4 Social Performance](#)

2.3. Risk and opportunities management

Altice Portugal's risk and opportunity management follows a structured approach and is integrated into the strategic planning and operational management procedures, allowing the Organization to achieve its objectives.

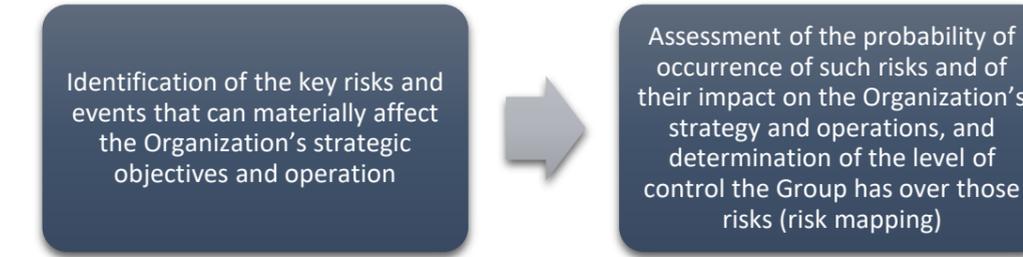
Risks and opportunities are defined according to the following categories:



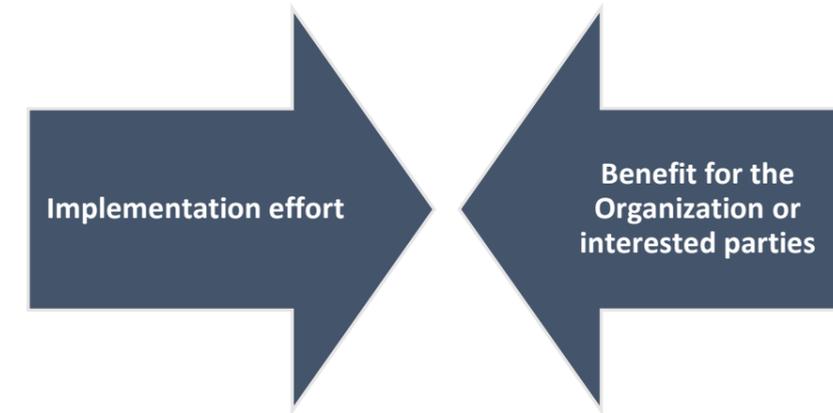
Altice Portugal continuously monitors its risk management policies and procedures, in order to adapt the business to an ever-changing environment. It also has the commitment of all employees to integrate the principle of risk management in their activities, identifying, reporting and implementing mitigation measures and behaviors whenever necessary.

Altice Portugal conducts risk and opportunity assessments annually in its main operations, in order to identify the main risks to which it is exposed, determine the appropriate procedures to adopt, as well as implement identified opportunities.

Altice Portugal's risk assessment approach consists of:



The identification and evaluation of opportunities is carried out by the areas of the Organization, according to the following criteria:



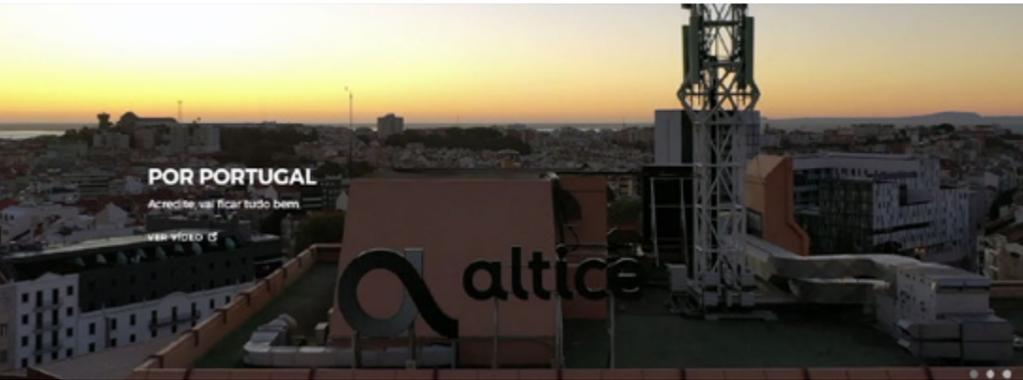
The Group shares the same roadmap across the Group, thereby ensuring the control frameworks implemented by the operating Group Companies align with the Group's approach.

The Board is ultimately responsible for maintaining effective risk management, which includes the Group's risk governance structure, the Group's system of internal controls and the Group's internal audit approach. Management's responsibility is to manage risk across the Group on behalf of the Board.

The Organization's internal audit area assists the Board in maintaining effective controls by independently and objectively evaluating the adequacy and effectiveness of the Group's internal control and risk management systems., through systematic and ad hoc financial, IT and operational audits and special investigations. The results obtained are discussed on a quarterly basis with the audit committee and with management, in order to inform of the most relevant observations and recommendations regarding the effectiveness of the risk management procedures.

No matter how comprehensive a risk management and control system may be, it cannot be assumed to be exhaustive, nor can it provide certainty that it will prevent negative developments from occurring in the Group's business and business environment or that response to risk will be fully effective. The Group's risk management framework is designed to avoid or mitigate rather than to eliminate the risks associated with the accomplishment of the Group's strategic objectives. It provides reasonable assurance but not absolute assurance against material misstatement or loss. During this financial year and in the previous years, the Group has not identified any major failings in its internal risk management and controls system.

Key Risks



Competition

The market where Allice Portugal operates is currently characterized by increased competition in the various segments, by differentiated offers that include lower-priced basic products or by multiplay offers related to customer promotions and discounts, which may reduce ARPU by service. The Allice Group's products and services are also subject to increasing competition from new alternative technologies or improvements to existing technologies.

To mitigate these risks, Allice Portugal actively monitors market developments, trends in customer demand and new offers from competitors, adjusting its strategy as needed. Initiatives and programs are also developed to promote the customer experience, such as the introduction of new innovative products and services and the investment in technology and networks, closely following technological innovation. Allice Portugal also implements organizational restructuring initiatives and programs, in order to set up a more agile structure and processes, which allow it to adapt to new market developments.

Regulation

Allice Portugal's activities are subject to the supervision of the regulator. This regulation and supervision, as well as the changes associated with it, strongly influence the way the Organization operates. Compliance with current and future laws and regulations can increase operating and administrative costs, restrict price increases, affect the ability to introduce new services, force changes in marketing practices and other business practices, thereby limiting revenues.

Allice Portugal closely monitors the risks and opportunities that may result from new regulation, implementing policies, processes and internal control procedures, aiming to limit exposure to new changes. The Organization also intends to have a continuous, open and transparent discussion with the regulatory authorities.



Business Continuity

To carry out its activities, Allice Portugal is required to hold different licences, which require compliance with applicable laws and regulations, meets certain solvency requirements and maintains minimum service levels. If the Organization do not comply with these requirements, it may be subject to financial sanctions or to partial or total withdrawal of the licenses in question. Allice Portugal closely monitors the fulfilment of these requirements, holding processes that allow the identification and action in cases of any potential non-compliance.

Furthermore, Allice Portugal's networks and operations may be subject to interruptions due to natural disasters, including, but not limited to, fires, floods, pandemics and other events beyond its control. To mitigate the risks arising from natural disasters with a significant impact on its infrastructure and equipment, for which the emergency response and



recovery time can be extended, Allice Portugal designs and implements disaster recovery plans, based on the assessments of the network, IT and support teams.

Fraud

Given Allice Portugal's size and geographic distribution, it is likely to be exposed to various forms of fraud, whether deliberate or involuntary, by employees and subcontractors, which may expose the Organization to harmful impacts on its business, brand and reputation.

Allice Portugal has internal control policies and procedures in order to mitigate the risks of fraud and ensure compliance with applicable legal and regulatory requirements. Internal audits are also carried out regularly on critical areas, in order to monitor the effectiveness of the controls implemented.



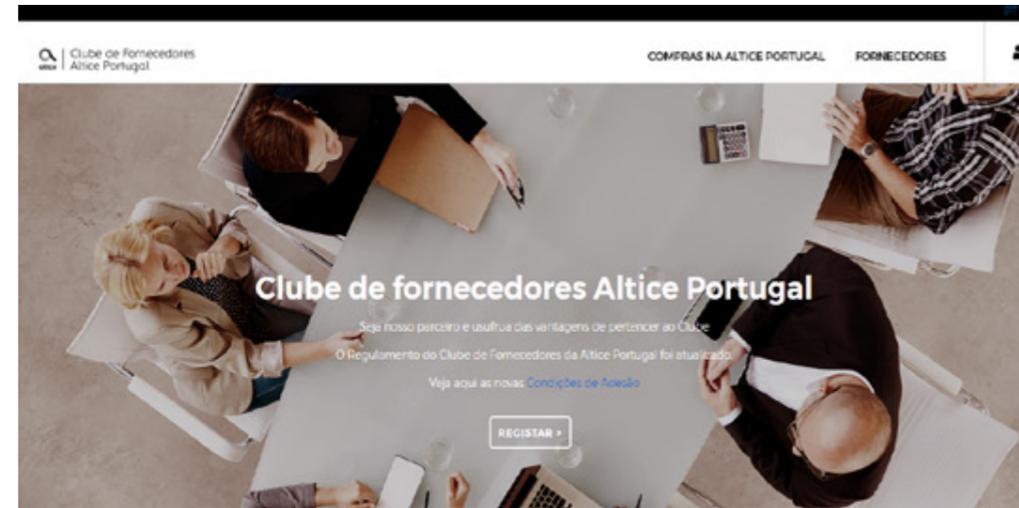
2.4. Procurement management

In 2019, Altice Portugal reinforced communication with its suppliers, through the redesign of its Suppliers Club, with the objective of increasing transparency regarding Altice Portugal's policies and good practices, by making available the documents that establish the principles of the Procurement Model, with which suppliers should be linked to.

The Altice Portugal Procurement Model identifies the following principles as fundamental: transparency, equal opportunities, information access, reciprocity and rigor, loyalty, reciprocal purchases and confidentiality. Altice Portugal also appeal 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 Labor Organization, having also the obligation to implement measures that promote ethics in business relations throughout its own supply chain.

Being sustainability an integral part of the management and process activity of the Organization's decision-making, sustainable procurement is the way that Altice Portugal has defined for the establishment of long-lasting and rewarding relationships for all parties involved. This, it drew up a Code of Conduct and Social Responsibility for Suppliers, in order to systematize all inherent aspects, expecting from all its suppliers and partners the commitment to the guidelines described in the Code.

In order to be able to operate with Altice Portugal, suppliers must commit to complying with the Legal Requirements (which include environmental and occupational health and safety), the [Code of Conduct and Social Responsibility](#), the Integrated Management Policy and the Altice Portugal's Information Security Policies. This bond is communicated at various times during the purchase process: in the registration at Clube de Suppliers Altice, in the consultation emails sent to suppliers and in the contractual clauses.



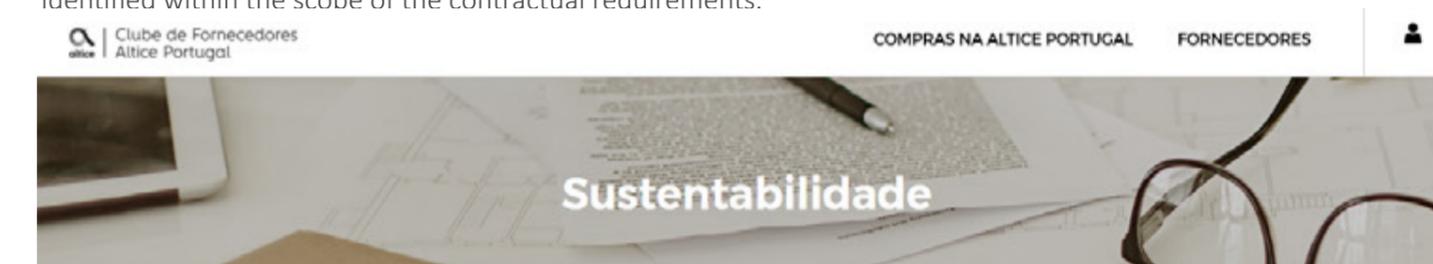
In contractual terms, the environmental requirements were reinforced in 2019, through the inclusion of an annex in the standard drafts, with the identification of the applicable legislation, differentiated by the various types of purchase. The annex with the identification of legal health and safety requirements at work was introduced in early 2020.

An example of Altice Portugal's enormous concern for compliance by its suppliers with the technical, legal and environmental compliance of the products it markets and places on the market, are the Implementations Contracts, signed with the equipment suppliers, in which they undertake:

- Not to use conflict zone minerals when designing equipment;
- With the REACH Regulation and the RoHs Directive;
- With ecological considerations in the design and life cycle;
- With respect and environmental protection in waste management;
- With the compliance with the technical specifications of quality and conformity, in order to ensure the safety of users/customers;
- With respect for labor and human rights.

Thus, Altice Portugal seeks to ensure that its suppliers are committed to the same ethical and social principles as well as the minimizing the environmental impact of their activities, respecting biodiversity throughout the entire supply chain. In 2019, no negative social or environmental impact was identified in the supply chain.

The Altice Portugal most critical suppliers are annually evaluated in the of quality of service, environment and safety and health topics. Face-to-face audits are also carried out by Altice Portugal auditors. In 2019, were carried out 11 audits involving its main suppliers (15 in 2018), with no significant non-conformities identified within the scope of the contractual requirements.



for more information
<https://oso.telecom.pt/ClubeFornecedores/HomePage.aspx>

2.5. Innovation

Altice in Portugal are applied tools and methods focused on developing innovative services and solutions that have a positive impact on the lives of our customers. Innovation is linked to all the Organization's processes and employees, with a network support of national and international partners, including suppliers, other operators, universities and research units.

Altice Labs, the latest research and development center of the Altice Group, aims to centralize and optimize the development of innovative technological solutions for the entire Group, and develops products and solutions that contribute to the operationalization of the converged network, improve the customer experience and deliver the best services and equipment for the mobile/residential and commercial service segments.



Altice Labs has been a valuable tool for creating differentiation in network performance, services use and digitalization. The strong relationship with universities, startups and industry partners maintains a reliable innovation ecosystem to transform knowledge into value for customers in a unique way, leveraging Altice Labs continued involvement in research, development and innovation projects, funded by itself or through programs, allowing the exploration of new technological challenges and new network paradigms, while building a strong knowledge and activity in 5G networks, artificial intelligence applied in support systems and access to network virtualization.

Altice Labs is a catalyst for innovation and transformation supported by a strong and dynamic innovation ecosystem. Through technology, we are committed to improving people's lives and the way companies do business.

In order to keep the innovation spirit always lively, Altice Portugal promotes the International Innovation Award, whose objective is to reward innovation, and stimulate technological knowledge and the sharing of that knowledge. This award also demonstrates the Organization's ability to promote Portugal and its key role in technological development at the international level, but also in attracting and exporting technological talent. It also intends to distinguish, promote and reward those who stand out for developing new solutions, of a technological nature, but which above all, to have a positive impact on people's lives and Organizations.

Innovation mindset

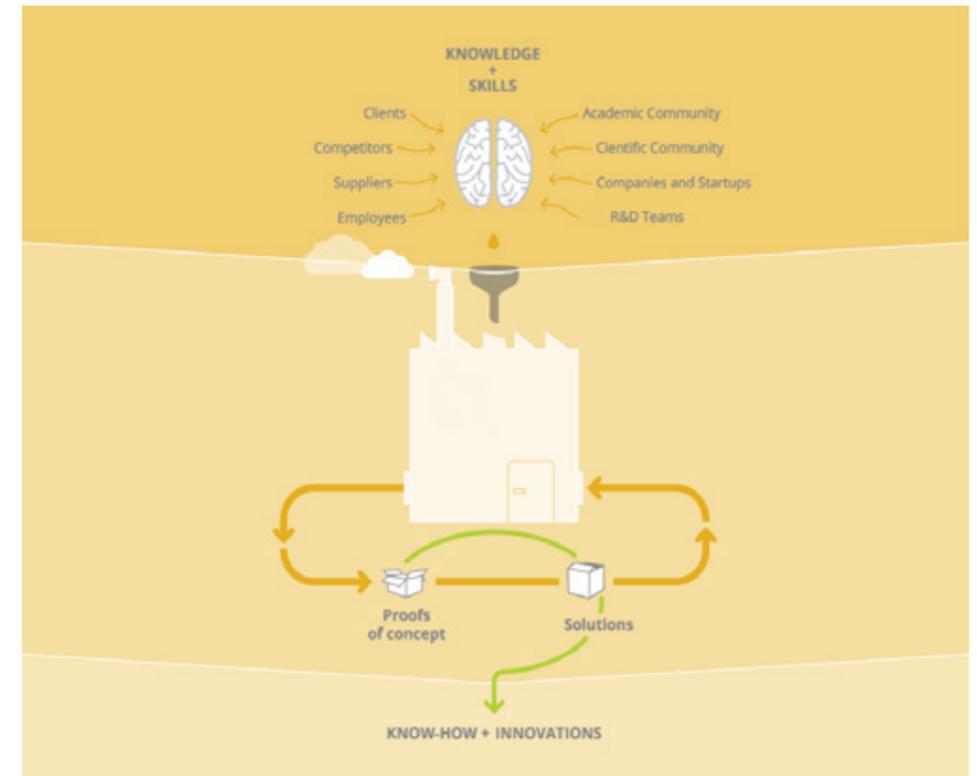
Innovation is one of the Altice Portugal's pillars. Strict practices are combined with a culture of agility and irreverence, to give life to prototypes, services and solutions that challenge the Present and write the Future.

At Altice Portugal, all employees are sources of innovation, contributing with suggestions on ideation platforms and brainstorming resulting in new ways of being, new approaches to the market and even new products. Innovational areas and transversal methodologies allow the Organization to have an integrated view of the offer, produce new features and increase customer satisfaction.

The partnerships established by the Organization also allow it to gather the necessary skills to achieve innovative solutions. Altice Portugal has partnerships with higher education institutions across the country, from the University of Minho to the Algarve, as well as with European higher education institutions. Several partnerships are also established with leading national and international companies, such as Microsoft, Cisco, Ericsson and Huawei, in order to offer the most advanced technologies. Strategic technological partnerships with highly specialized companies that supply certain components or products make possible to streamline the offer of cutting edge solutions to our customers.

Altice Portugal is an associate of the Telecommunication Institute, participating in the management of the Aveiro Technological Pole. Additionally, it maintains partnerships with leading research institutes, such as IPN (Pedro Nunes Institute), INESCtec and Fraunhofer Portugal, among others.

Altice Portugal applies for European programs to support RDI in consortium with partners from the academic environment, from industrial R&D centers and technological SMEs. This strategy makes it possible to explore emerging technologies together with other specialists, sharing efforts and financial risk.



Exploratory innovation activities revolve around strategic themes, namely: Artificial Intelligence & Machine Learning, Cloud technologies (computing and network), Smart Living, Internet of Things, Big Data, Security & Privacy, Digital Services & Platforms, 5G and Networks of the Future, including the optical evolution framework. The study of these R&D areas, allows to transform knowledge into technological innovation to create differentiation and value to market.

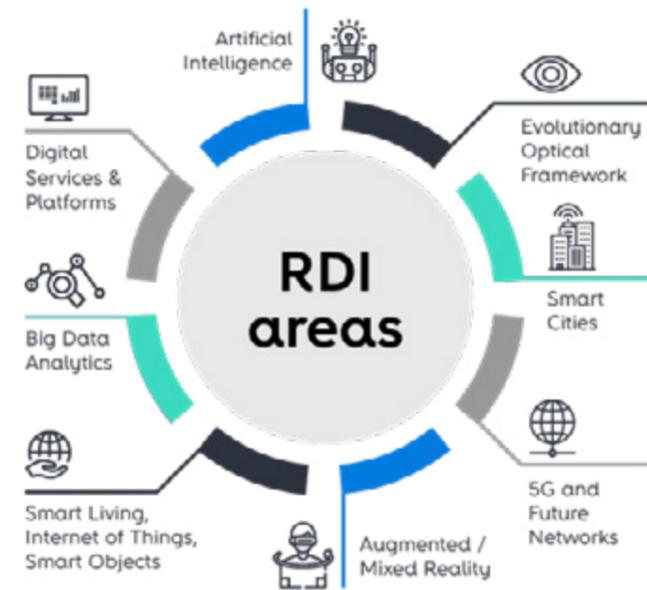
Altice Portugal participated in the biggest technology and health summit, Portugal eHealth Summit 2019. This event brought together several health entities, Public Administration bodies, companies in the technological sector, the pharmaceutical industry, startups and many other Organizations, bringing together technology, innovation and health with the same objective: to create the best solutions for the citizen and for the health entities.

Some of the most relevant projects in health and education are:

Smart Assisted Living (SmartAL). A technological system focused on simplifying and promoting health, social support and security. It enables eCare services, including monitoring vital signs (for example, chronic illnesses) and promotes daily support services related to well-being, loneliness for the elderly and active aging. This solution allows the user to achieve a high degree of independence, autonomy and dignity, feeling safe inside and outside the home, with an ICT tool to help manage their daily life, including the prevention and control of chronic diseases or others. Through television, Smart Assisted Living has simple access, without involving complex technology.

Medigraf. An integrated platform for transfer management and remote diagnosis of medical examinations that provides remote healthcare services, offering a collaborative environment with television services and sharing clinical data, allowing healthcare professionals to work together remotely and in search of a conjoint diagnosis, regardless of the distance between them.

Formare. A Learning Management System (LMS) that supports training and educational solutions for eLearning and bLearning contexts. All the functionalities provided by Formare directly address the training needs of users and are organized in different units. ELearning and bLearning are examples of new training methodologies that create and provide learning and collaboration scenarios, allowing for a more efficient response to the needs of trainees and continuous learning at their own pace, providing organizations with new training scenarios.



Altice Portugal also operates in the Smart cities range, mainly in three aspects- sustainability, citizenship and well-being and economic dynamism of the city, promoting the existence of more closer, sustainable and innovative cities, more inclusive, more competitive, but above all, focused on citizens, their well-being and their quality of life.

Following some examples of Altice Portugal's solutions:

Waste Management. Monitoring the levels of municipal waste in the many types of deposits / containers, thanks to the scans that continuously measure it's filling level. It also allows for optimization of the routes that the fleet should take to ensure collection.

Energy efficiency. It allows to monitor the real infrastructures electricity consumption, as well as to know outbreaks of reactive energy. This solution provides the consumption profile and allows the optimization energy contracts, by reducing energy consumption and costs. The desired energy profile can also be defined and considered the reception of alerts to avoid excess consumption.

Agricultural Management and Green Spaces Management. It allows to control irrigation systems, as well as manage water resources in the environment (boreholes, wells and lakes). With this integrated management system, it is possible, remotely and in real time, to consult information, make a plan or act on equipment that obtain data from water resources and irrigation systems in the surrounding environment.

County' APP. It provides the possibility to share information with citizens, quickly and easily, such as news, events, leisure spots or tourist guides. This application also allows the County to receive direct communication from citizens and visitors, through a space for suggestions and comments, reporting events and scheduling hearings with municipal services, improving the experience of citizens.

City Dashboard. An application capable of integrating and centralizing information from all city sensors, analyzing and crossing it with the objective of acting on the region, offering a holistic view of the urban context at every moment. The information produced by the different systems is exposed in a structured way to both operational and political decision-makers as well as to the population in general, enhancing active citizenship and close observation of the municipality's governance.

iMAPARK. Intelligent public parking management and use solution, which allows users to find public parking spaces available, on the streets or park, through an apps. Additionally to traditional features, including online payments, this solution is a pioneer in providing an online parking space reservation system.



2.6. Stakeholder engagement and material aspects

The dimensions of business and society support the mission of Altice Portugal: to create a more humane world in an increasingly technological scenario. To this end, are promoted dialogue mechanisms with each of the stakeholders, in order to identify their needs and expectations, enabling to work together on a proposal of value and materiality of the Organization, in the adoption of management methods that favorably combine expectations of all and, at the same time, shape the society of the future.

The communication channels made available by the Organization are the privileged means of dialogue and engagement with each stakeholder. The relationship of proximity that Altice Portugal has been building through these channels has allowed to anticipate solutions to mitigate potential negative impacts, generate ideas, identify weaknesses and define improvement plans that integrate the interests of all parties.

Based on this relationship, Altice Portugal developed a set of policies associated with different types of stakeholders, including the Code of Conduct for Social Responsibility for Suppliers, the Code of Ethics, the Information Security Policy, among others, in order to respond to some of the identified expectations and needs.

The most relevant communication channels available are those identified in this table.

STAKEHOLDER	COMMUNICATION CHANELS
Clients	Contact centres, customer area, chain of stores and agents, market studies, marketing campaigns, customer ombudsman, corporate website, undue practices participation channel.
Employees	Code of ethics, social dialogue, undue practices participation channel, employee portal, surveys, Organization agreement, corporate intranet, audits, performance evaluation and feedback, workshops and training.
Suppliers and Partners	Social responsibility code of conduct, supplier club, evaluation and feedback meetings, dialogue and negotiation, corporate website, , undue practices participation channel.
Academic and Scientific Community and Startups	Cooperation protocols, participation in working groups, knowledge sharing, observatories.
Regulatory Entities	National and European guidelines and legislation, dialogue, transparency, periodic reports, participation in self-regulatory forums.
CSR Analysts	Periodic reports, participation in meetings, participation in market consultations, corporate website.
Media	Dialogue with media, press releases and conferences, information sharing portal, periodic reports, corporate website.
Competition	Price and service observatories, market studies, surveys of unmet needs and perceptions, corporate website.
NGO's	Participation in work groups, periodic reports, corporate website, sustainability and social responsibility surveys.
Society	Corporate website, periodic reports, telephone and online communication channels, market studies, marketing campaigns, undue practices participation channel.

Dialogue with stakeholders is the main basis for materiality analysis, a fundamental management tool in decision making and Organization planning, integrating important information for scenario exploration, risk analysis and elaboration of action plans.

Knowing the most significant factors, the Organization is better able to define an appropriate strategy that leads to success and sustainability.

Since the last materiality analysis was carried out, at the time of major changes in the Organization, there have been no relevant alterations that would justify a new analysis.

The materiality methodology was based on listening to internal and external stakeholders, by filling out questionnaires by employees, suppliers, customers, analysts and NGOs, on sector material topics identification and on the Organization's strategy and Sustainable Development Goals (SDGs) defined by the UN.

From this approach, were identified six priority topics: Economy, Environment, Labor Relations and Human Rights, Conduct and Ethics, Innovation, Technology and Service and Citizenship and Social Responsibility.

The materiality matrix, as well as the criticality of each of the issues, prioritizes the various aspects through the weighting of the internal perspective and the perspective of the stakeholders. The Organization's material themes and commitments are aligned with the Sustainable Development Goals (SDGs), allowing the connection of strategies with global priorities, valuing corporate sustainability and the commitment of all parties involved.

The issues raised in the material themes are addressed throughout this document, considering the Organization's commitments and actions, to improve or address each of the identified topics.

Materiality Matrix



The material topics are identified below, its alignment with the Sustainable Development Goals as well as the points of this document where Altice Portugal's commitments and performance can be consulted in greater detail.

Material Topic	Issues	SDG	2019 Performance
Economy	Tax payment Wages and employee benefits Job creation and promotion of entrepreneurship Adequate prices for products and services	  	2.1 Who we are 7.2 Economic performance 3.7 Internal social responsibility 3.4 Talent management and diversity 6.1 Proximity
Labor Relations and Human Rights	Personal data protection and information security Diversity and non-discrimination Equal opportunities Labor practices and safety and health at work	 	3.2 Health and safety 3.4 Talent management and diversity 3.6 Equality and non-discrimination 5. Digital security
Conduct and Ethics	Integrity and ethics in governance Accountability to stakeholders Control procedures in procurement management Fair competition	  	2.2 Ethics and compliance 2.6 Stakeholder engagement and material aspects 2.4 Procurement management
Innovation, Technology and Service	Innovation and new technologies management Resilient and secure infrastructures Products and services safety	  	2.5 Innovation 4.2 Climate change 4.5 Electromagnetic radiation 4.6 Noise 5. Digital security
Environment	Carbon emissions reduce Use of energy from renewable sources Energy efficiency of products and services	   	4.1 Environmental management and sustainable offer 4.2 Climate change 4.3 Consumption and emissions 4.4 Waste Management
Citizenship and Social Responsibility.	Promotion of volunteering Provision of solutions adapted to people with special needs Digital protection of minors and vulnerable people	      	5.1 Information security 5.3 Online safety for minors 6. Proximity and social intervention

2.7. Sustainability strategy

Altice Portugal's sustainability strategy is grounded on the Organization's strategic pillars and the United Nations Sustainable Development Goals (SDGs) adopted in 2015 to support and act in accordance with the 10 Principles of the United Nations Global Compact. The SDGs include specific targets that must be achieved by 2030 and that comprehend such diverse but interconnected topics, such as equitable access to quality education and health services, the establishment of decent jobs, the promotion of effective and stable institutions and combating inequality at all levels.



for more information
<https://unric.org/pt/objetivos-de-desenvolvimento-sustentavel/>

Altice Portugal, through the integration of the sustainable development goals in its business strategy, reflecting them in its policies and procedures, assumes its responsibility for the economic development of the country, for the people and for the planet, promoting stable relations with its stakeholders, through:

- The use of it's own and their partners know-how in technology and innovation to create, develop and implement unique solutions that contribute to the companies development and the well-being of citizens, based on a sustainable and integrated vision;
- The establishment of a culture based on ethical, environmental and social criteria, integrating them in it's decision-making processes;
- The promotion of the alignment of sustainability principles throughout its value chain, focusing on contributing to the SDGs targets.

Technology reaches all dimensions of the human being and society. There is no denying its positive contribution to the people, communities and businesses. However, it also brings uncertainties that lead us to question its impact on their lives. Because we believe that it is people who give meaning to technology and not the other way around, we work to ensure that technological progress brings more quality of life, always respecting the individual rights of each one.

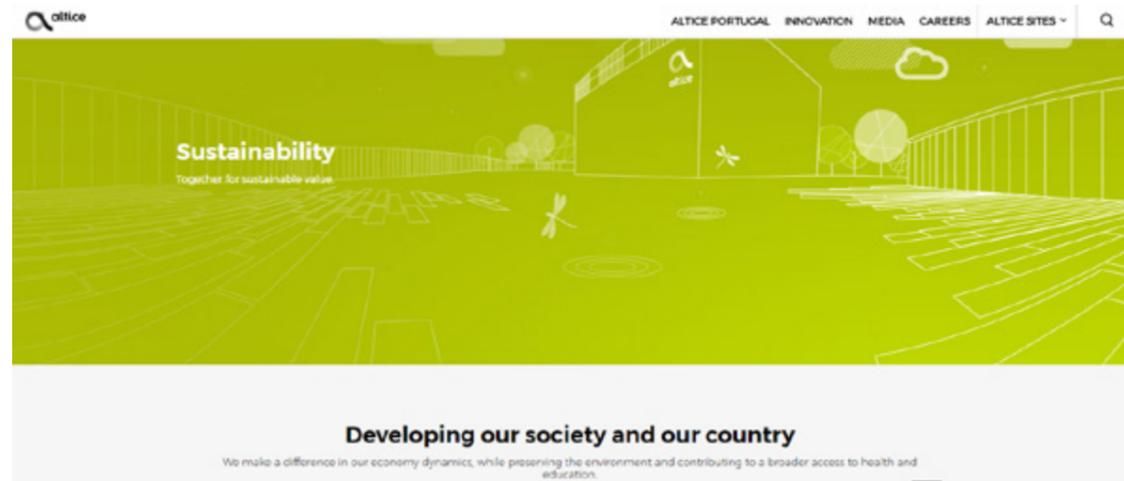


Altice Portugal developed an internal analysis, within its own activities, in order to identify where it could contribute with more value in the implementation of the targets of the SDGs, given the nature, scale and scope of its operations and also how it could convert challenges into opportunities, preserving economic sustainability and growth of operations.

Taking into account the material issues, Altice Portugal considers that it can have a positive impact in reaching the goals underlying the SDGs identified in the table in the previous chapter, according to the topics identified by the stakeholders and the impact to the Organization.

The principles, policies and codes of conduct adopted at Altice Portugal are based on the 10 United Nations Principles and are disseminated through the existing means of communication with each stakeholder, being their application verified by the Internal Audit Department.

Altice Portugal actively applies and promotes within the Organization, the principles of sustainability recommended by national and international organizations, related to business ethics, anti-corruption, respect and environmental preservation, human and labor rights and social inclusion, being also in compliance with the current legislation. Altice Portugal also created the Human Rights, Sustainability & Inclusion Office to promote human rights, environmental, social and cultural sustainability, as well as to protect diversity and inclusion.



for more information
<https://www.telecom.pt/pt-pt/sustentabilidade/Paginas/sustentabilidade.aspx>



Altice Portugal actively participates in the discussion, analysis and promotion of sustainability topics, through the developing of partnerships with national and international organizations and subscribing to codes and commitments, identified in chapter 2.2 Ethics and compliance. It also integrates multisector or sector working groups.

Some of the organizations with which Altice Portugal has **partnerships** are:

Organization	Scope
 ETNO	Association of Europe's leading telecommunications network operators
 UNG-C	International initiative that promotes the implementation of ten universally accepted principles in the areas of human rights, labor, environment and the fight against corruption
 GSMA	Represents the interests of mobile operators worldwide
 ICT COALITION	Works for the development of products and services that ensure the online safety of minors
 BCSD PORTUGAL	Reference entity of corporate sustainability in Portugal
 ITU	United Nations specialized agency for Information and Communication Technologies (ICT)
 UNI	Ensures that jobs are decent and workers' rights are protected, including the right to join a union and collective bargaining
 ETSI	Offering members an open, inclusive and collaborative environment in the telecommunications area
 EUROPOL	Law enforcement agency to combat terrorism, cybercrime and other serious and organized forms of crime
 APRITEL	Promotes the adoption of good policies and sectorial regulation measures, the reinforcement of consumer clarification and the importance of communications in valuing people



OUR PEOPLE

3. OUR PEOPLE

- 3.1 Social dialogue
- 3.2 Health and safety
- 3.3 Conciliation and parenting
- 3.4 Talent management and diversity
- 3.5 Training & Knowledge
- 3.6 Equality and non-discrimination
- 3.7 Internal social responsibility

3.1. Social dialogue

Employees have a fundamental role, contributing to the development of Altice Portugal’s culture, making it a better place to work. In 2019, Altice Portugal’s goal was to strengthen teamwork, solidarity and trust within the Organization.

Altice Portugal considers the promotion of a qualitative social dialogue between the social partners and management, an essential element of its human resources policy. This commitment implies respect for the exercise of union rights, including those related to the exercise of a union mandate or workers’ representative, as well as the prohibition of all forms of discrimination. At Altice Portugal, regular meetings are held between the Executive Committee and the Structures of Collective Representation of Workers, in order to address and resolve labor issues and contribute to the social harmony of the Organization.



In 2019, Altice Portugal began a process of Collective Bargaining Agreement (CBA), revising its which currently covers 97.6% of its employees. This review occurs in response to a proposal submitted by the unions, and the Organization is required by law to present a counter proposal and initiate a negotiation process.

Monthly meetings of the Commission for Safety and Health at Work are held, a committee provided for in the Collective Bargaining Agreement of Altice Portugal. Meetings with the Workers’ Commission (WC) and the Workers’ Subcommittee are also held periodically in which occupational health and safety issues are addressed, as well as the unions’ written questions (requests for intervention or suggestions for improvement) relating to safety and health at work are regularly answered,

Representation of workers in Commissions for Safety and Health at Work

The MEO Committee for Safety and Health at Work includes seven representatives and seven Organization representatives. The Organization’s representation integrates management positions from different departments of the Organization (DRH/ Labor Relations and Safety at Work; DPT / Edifice Management; ACS / Health at Work and MEO ST / Development and Certification Management).

Approximately 91% of Altice Portugal’s employees are represented by formal OHS committees. workers

Topics covered in meetings with the Structures of Collective Representation of Workers

- Negotiation of the Collective Bargaining Agreement
- Results presentation
- Services reorganization / restructuring
- Performance evaluation
- Internal Social Responsibility Policy
- Communications Benefits
- Universal FTS service
- ACS
- Health insurance
- Functional and geographical mobility
- Work conditions
- Equality and non-discrimination

Approximately 44.6% of the active population of Altice Portugal is unionized.

Structures of Collective Representation of Workers (SCRW) - 2019

Unions participating in social dialogue	12
Committee of workers participating in social dialogue	1
Unions that signed the Collective Bargaining Agreement (CBA)	15
Workers' subcommittees	45
Meetings with Structures of Collective Representation of Workers	56

The minimum periods for prior notification in relation to operational changes are those considered in the law, except for the transfer of the workplace, where a longer period of communication to employees is defined in the CBA, reinforcing the culture of respect for the employee in a change with a significant impact in the worker and his family:

Notifications and communications about operational changes at Altice Portugal, as provided by law:

Workplace Transfer

- communication to the worker: 30 days in advance, in cases of permanent transfer or 8 days in advance, in cases of temporary transfer;
- communication to SCRW: internally the same deadline is applied.

Changing Work Hours

- communication to worker: 7 days in advance;
- communication to SCRW: internally the same deadline is applied.

Notifications and communications about operational changes at Altice Portugal, in accordance with the provisions of the Collective Bargaining Agreement (CBA):

Workplace Transfer

- communication to worker: 60 days in advance in cases of permanent transfer for convenience of service with change of residence; 30 days in advance in cases of permanent transfer for convenience of service without change of residence; 3 days in advance in cases of permanent transfer for convenience of service within the same location; without minimum notice in cases of permanent transfer for convenience of service for reasons of force majeure; 8 days in advance, in cases of temporary transfer up to 6 months;
- communication to SCRW: internally the same deadline is applied.

3.2. Health and safety

The occupational health and safety are managed by the Security Department at Work, by Altice Health Care (ACS – www.acs.pt), the representative structures of workers in health and safety, but also for each individual worker.

Altice Health Care aims to reinforce all its areas of intervention, acting in anticipation, prevention and promotion of healthy lifestyles, reaffirming the Organization’s commitment to social responsibility, with regard to health and the well-being of its employees and customers.

In order to see the implemented procedures and practices recognized, Altice Portugal has the management systems certified in accordance with the OHSAS 18001 standard. In 2019, the Organization started a gap analysis in order to identify and implement the necessary actions for certification in ISO45001: 2019.



In Portugal, health and safety issues are ensured by formal agreements with unions at international and national level, namely the Protocol of Understanding on the Promotion of Occupational Safety and Health. This protocol is associated with the Code of Conduct for Social Responsibility between Portugal and Union Network International Europe (2012), as part of the “Good Work Good Health” project- a project in which Altice Portugal participates through European Telecommunications Network Operators (ETNO).

This project addressed the theme of mental health at work and a Guide to Good Practices was compiled based on the contributions of all participating organizations. At Altice Portugal, these issues are also addressed in the Collective Bargaining Agreement.

Throughout 2018 and 2019, the project was the target of several developments, giving rise to the project “Good Work Good Health II” (GWGH II), in which Altice Portugal consulted again all the Organizations involved, on the good practices to be adopted regarding the promotion of health and well-being among employees, reflected in the GWGH II Good Practice Guide, updated in 2019.

This project, promoted by ETNO and UNI Global Union Europa, within the scope of the European Telecommunications Social Dialogue Committee, aims to identify new approaches in the field of health and well-being.

3.2.1. Safety at work

Altice Portugal provides a site on the intranet with all the relevant information on security and emergency also being a channel for clarifying and / or reporting incidents.

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

In the year 2019, 58 simulations were carried out and 58 training sessions were held on topics such as evacuation, first intervention and first aid.

In the area of Occupational Safety Management, the following activities are also carried out:

- **Hazards Identification and Risk Assessment** in audits to assess working conditions, in the execution of activities and in the workplace;
- **Identification of Safety Rules and Procedures** to be used by all employees to prevent accidents and improve working conditions;
- **Analysis of Work Accidents**, through the promotion to employees of the report of all incidents, for analysis, in order to reinforce their prevention;
- **Workers Consultation**, in order to obtain real information from workers and develop practices for the prevention and protection of professional risks associated with their activities;
- **Identification and availability of the Legal Security Requirements** applicable to Altice Portugal.



In order to ensure a safe and healthy work environment for all employees, some operating principles are defined that are operationalized through the following actions:

- Elimination or reduction of unsafe conditions in the execution of activities;
- Decrease in the number and severity of accidents at work;
- Encouraging the adoption of good practices and preventive measures in the workplace;
- Sensitization of the Organization workers to the adoption of responsible and safe behaviors;
- Reducing the probability of occurrence of emergencies and / or limitation of its development;
- Facilitate the evacuation and rescue of building occupants in emergency situations;
- Promotion of legal compliance and contribution to maintaining the Certification of the Occupational Health and Safety System, through the fulfillment of the requirements of the OHSAS 18001 standard.

Below, is presented the loss ratio at Altice Portugal, in the years 2018 and 2019:

Loss ratio	2018			2019		
	Men	Women	Total	Men	Women	Total
Work accidents with sick leave	124	21	145	118	18	136
Days lost * due to service accidents with sick leave	2,829	971	3,800	3,128	355	3,483
Loss rate	2.64	0.76	1.94	2.76	0.73	2.02
Lost Days Rate	64.22	35.51	53.23	75.97	14.44	52.97
Number of deaths	0	0	0	0	0	0

** Days lost: counting of calendar days, starting from the day after the accident at work.

3.2.2. Health at work

Since 1995, the promotion of health and well-being of employees and their family members has been part of the Organization's culture. In 2019, PT ACS adopted a new name: Altice- Health Care (ACS), officially changing its brand to ACS.

With 3 international certifications (ISO 9001, ISO 14001 and OHSAS 18001), ACS operates in four pillars:

- **Health Plans:** ACS is responsible for the design of Altice's Health Plans, as well as for the management of the use and allocation of benefits, enjoyed by employees and their families. Cross-cutting Altice Portugal and partner companies, the Health Plans cover a universe of around 40 thousand beneficiaries, including employees, retired people from the Portugal Telecom Group and their respective households;
- **Clinical Centers:** With a nationwide coverage (continent and islands), ACS manages its own network of 8 clinical centers and 3 specialized centers (ophthalmology and stomatology), where it provides

consultations, nursing services and auxiliary diagnostic tools, offering 30 specialties / valences;

- **Occupational Health:** Responsible for providing the internal occupational health service to Altice Portugal, ACS developed, in parallel, an offer for external companies, covering a universe of 120 external customers and 16 thousand workers. In addition to providing these services at its clinical centers, ACS also has a Mobile Health Unit;
- **Health Programs:** ACS monitors, through its base of beneficiaries, health trends, having developed programs aimed at supporting identified health needs and improving quality of life, namely the + Health Program (<https://acs.pt/page/programa-saude>) and the Health Councils Program (<https://acs.pt/blog/conselhos-de-saude-5>).



Since health is a complex and dynamic concept where physical, psychological and social dimensions interact, creating diverse and reciprocal relationships with work and with each of the employees, it is important to know and evaluate working conditions, as well as the conditions of work relationships within Organization.

ACS is one of the pioneers in psychosocial risks assessment in Portugal, having started a process of analysis of conditions that can affect people's health through psychological or physiological mechanisms.

In 2019, ACS created a multidisciplinary team with psychologists and occupational doctors with competence to assess and detect situations of psychosocial risk, as well as to prepare appropriate intervention and referral proposals.

In the context of Occupational Health, additionally to the assessment of the psychosocial risks mentioned above, ACS develops other activities that aim to ensure the effective prevention of professional risks in companies as well as the promotion of workers' health and well-being, through:

- **Medical exams** adapted to the reality of each client and according to the risks associated with the respective activity;
- **Visits to workplaces** to assess factors that can affect both the safety and health of employees and the material components of work;
- **Travel Medicine Consultations** where medical support and adequate counseling are provided for the preventive measures to be adopted;
- **Prevention-Screening and Vaccination Programs** that aim to encourage and sensitize employees to the adoption of healthy lifestyles that minimize the risks of chronic diseases.

At Altice Portugal, occupational diseases are subject to annual monitoring. Due to the activities of Altice Portugal, occupational diseases are rare and are mainly related to musculoskeletal disorders of the upper limbs, due to the posture when using the computer.

In 2019, at Altice Portugal, 1,527 employees with high-risk activities were identified. Four cases of occupational diseases were also registered, three of which were confirmed and one being evaluated.



3.3. Conciliation and parenting

The reconciliation between personal life and protection in parenting are duties to be assumed by all employers and by society in general and is a fundamental right of Fathers and Mothers. Sharing time and monitoring the dimensions of paid and unpaid work, promote the harmonization of the use of time by men and women, generate greater well-being and, consequently, increase individual and collective productivity.

With an increasing concern to help employees to find the perfect balance between professional and personal life, Altice Portugal developed a Guide to Good Practices for Reconciling Professional, Family and Personal Life, which was updated in 2019. During the same year the Organization implemented, several actions to improve this balance, within the scope of the project “Measures of internal involvement”. One example is the program + Closer,

based on actions that help to ease the way people work in certain moments, allowing a better conciliation between professional and family life:

- **Hot desk:** allows, in certain circumstances, an employee to work in a building other than the one where he is usually located, avoiding the time spent traveling, if the employee lives far from his workplace;
- **Work @ home:** working from home up to 1 day a week, allowing employees and managers to review this time, if relevant and considering the specifics of the work contexts;
- **First School Day:** attribution of an exemption from attendance with no loss of remuneration, for employees with school-age children so that they can accompany their first day of school.



for more information
<https://www.telecom.pt/pt-pt/carreiras/Paginas/vida-pessoal-profissional.aspx>

The Altice Portugal has implemented a series of measures among which stand out the development of protocols with kindergartens and pre-schools, an assistance scheme for the family (descendants) more favorable than the regime established in the law, a support policy to the study of employee’s children.

Also relevant was the development and dissemination of a Parenting Guide, updated in 2019, with the goal of spreading 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.

In 2019 Altice Portugal joined CITE - Commission for Equality in Work and Employment in the awareness campaign on Parental Leave, reinforcing the importance of sharing parental leave by Father and Mother.

To celebrate the birth of the children of Altice Portugal employees, we created the Baby Altice project, with the offer of a baby kit to parents for their newborn baby.

Parental Leave (PL)

All Altice Portugal employees are entitled and are encouraged to take their parental leave. The following graph shows the rates of return and retention.



+ More information in section 7.4 Social Performance

3.4 Talent management and diversity

Diversity is incorporated as a key element in Altice Portugal, and is also framed in the principles of social justice that the Organization defends. We believe it is a genuine efficiency factor, which influences strategic development and offers considerable advantages for businesses, allowing to know their customers and offer services that correspond to their needs and expectations and with which they are identified.

Altice Portugal has its diversity strategy based on fundamental commitments:

- **Increased 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. In 2019, was held the e-learning training “Equality and diversity”, which is mandatory for all employees;
- **Promotion of the professional integration of people with disabilities,** considering the adaptation of working conditions to the specific needs of each employee. In 2019, Altice Portugal had 145 employees with special needs, representing 1.9% of the total workforce;
- **Diversification of recruitment sources,** through the creation of internship programs for students and recent graduates and the capture of new talent at universities;
- **Subscription to the Portuguese Charter on Diversity** and regular participation in plenary meetings and working group meetings (<https://ec.europa.eu/info/policies/justice-and-fundamental-rights/combating-discrimination/tackling-discrimination/diversity-management/>).

The image shows a promotional page for an e-learning course titled "IGUALDADE e DIVERSIDADE" (Equality and Diversity) by Altice Portugal. The page features the Altice logo and a row of diverse cartoon characters. The text explains that Altice Portugal takes social responsibility and human rights seriously, aligning with international organizations like the OECD and ETNO. It mentions that the course is mandatory for all employees and covers topics like parental leave and work-life balance. The course is available until December 31, 2019. It provides instructions on how to access the course via Internet Explorer, including the internal link (http://campus.telecom.pt), external link (www.campuspt.pt), login (letter 'u' followed by employee ID), and password (employee ID card number). The page also includes the slogan "FAZER FORMAÇÃO" and the email campus@telecom.pt.

Altice Portugal believes that it will only be prepared for the future if it rejuvenates its workforce, being 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.

In 2019, were developed several initiatives, such as the Darwin Program, Altice Summer Experience, Students @ Altice and Next Generation ComEx Altice Portugal, which reflect the Organization’s commitment to young talent, through an internship program or the involvement of young employees in the Organization’s decisions-making process. There are other actions that are being planned for implementation in 2020, in order to provide a career plan for new people and current employees.

Darwin Program. A 12-month professional internship program, where participants have the opportunity to get to know Altice in a unique way, from theory to practice, through specific tasks, training, individual monitoring and some challenges. In the 2019/2020 edition, seventeen young graduates, recruited from universities, were integrated into the B2C department, reinforcing Altice Portugal’s know-how and increasing the Organization’s rejuvenation process. Through this program, Altice Portugal ensures that these young people have the opportunity, through their knowledge, values and thinking in line with a new generation, to make their contributions and perform activities in areas as diverse as digital, marketing, product, communication or commercial;

Altice Summer Experience. A 1 month program that gives employees’ children a first contact with the business world, contributing to their future insertion in the job market, providing training and participation in diverse initiatives, such as talk sessions with the Gap Year Association, volunteering and training in teambuilding;

Students @ Altice. A short-term school or professional internship that provides a first approach between the academic world and the business world;

Next Generation ComEx Altice Portugal. An integration of seven employees in ages between 23 and 34 years in ComEx meetings, in order to influence and, in some cases, define the Organization’s strategy for the client of the future.



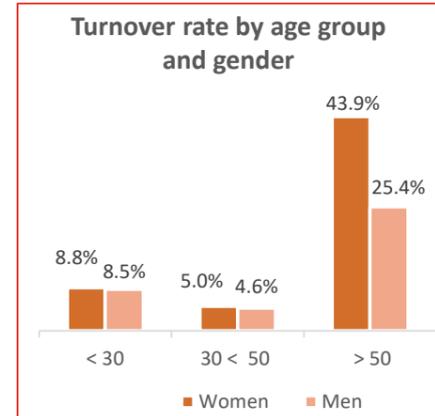
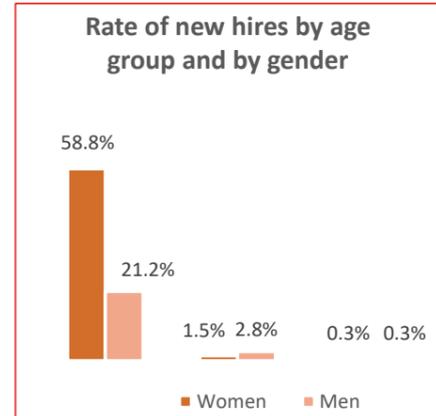
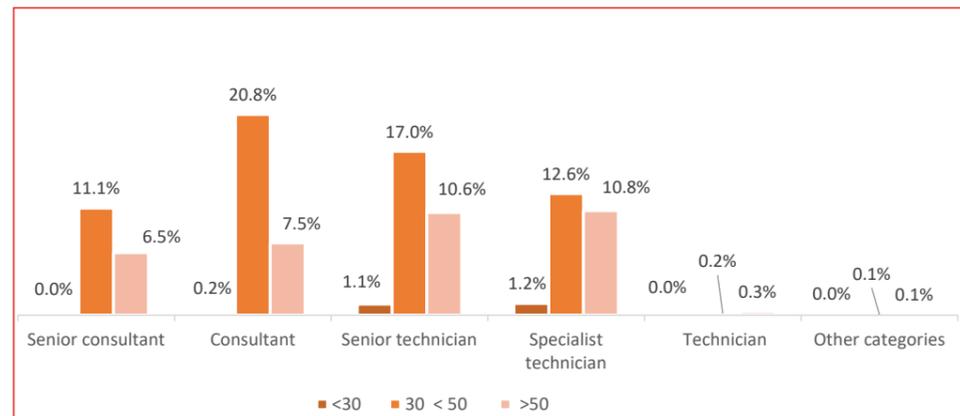
In 2019, Altice Portugal launched a voluntary leaving program called “Pessoa”. With this initiative, Altice Portugal reaffirmed its commitment to employability, responsible human resources management and strategic vision for business.

Rejuvenating skills, anticipating future challenges and capturing young talent are the goals of the Pessoa Program, through which Altice Portugal also intends to contribute to reinforcing the well-being and quality of life of employees and their families, due to the flexibility they have gained in time management and personal life. The Pessoa program consist of three different processes: suspension of the employment contract, pre-retirement and termination by mutual agreement, and led to the departure of approximately 850 employees from Altice Portugal.



Diversity at Altice Portugal

Below are some indicators of diversity at Altice Portugal.



+ More information in section 7.4 Social Performance

3.5. Training & Knowledge

In a sector in constant evolution, Altice Portugal’s growth is based on the acquisition of fundamental skills, being development and training one of the Organization’s strategic goals. Considering a wide range of areas ranging from management to technical or behavioral training, the Organization’ model is grounded on an 8-pillar program, where employees are perceived in a more comprehensive and individual way, in which the most important is the development of its technical and behavioral skills, through personalized programs, adapted to each department needs, with the added value of the fact that most of the contents are developed and implemented by internal teams of the Human Resources Department, in partnership with that departments.

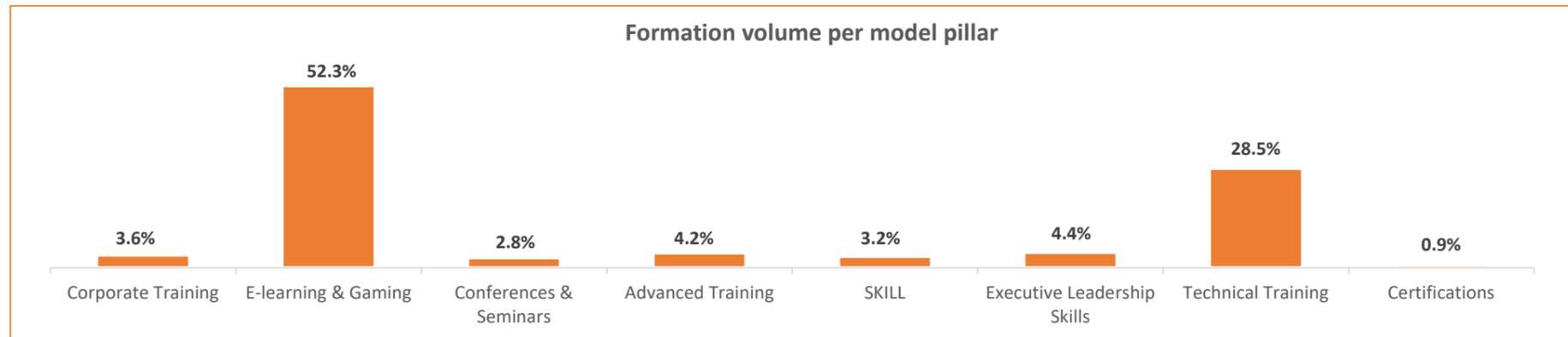
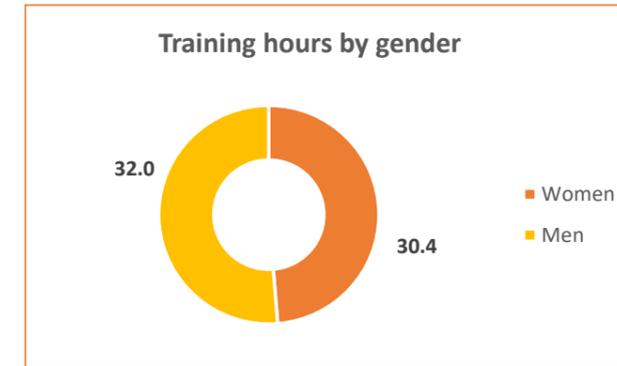
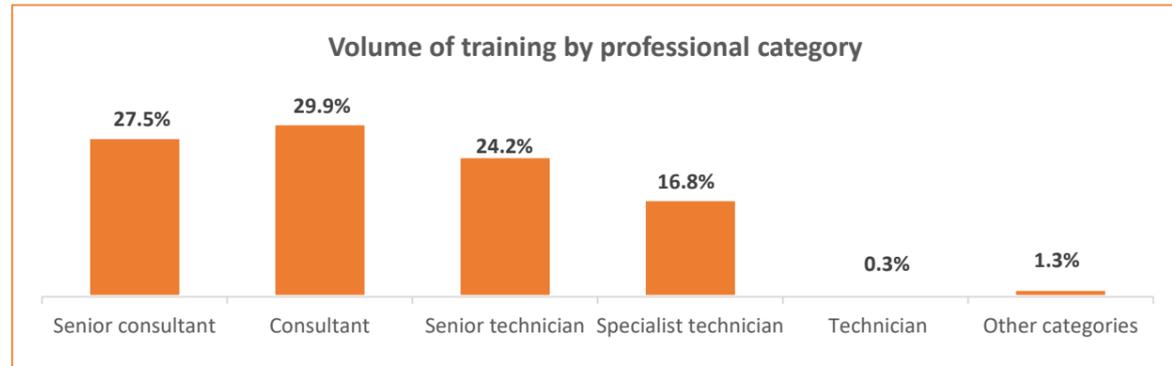


Provide people with skills that prepare them for future transformation cycles

- **Corporate Training:** development of skills gaps in the different dimensions of the benchmarking model;
- **E-Learning & Gaming:** awareness of concepts and topics through interactive learning platforms;
- **Conferences & Seminars:** updating knowledge and promoting sharing and networking experience;
- **Advanced Training:** development and retention of high-level skills strategically relevant to the Organization and the market;
- **SKILL:** teams involvement in the Organization’s strategic goals, including diagnosis and development of social skills;
- **Executive Leadership Skills:** alignment of the Organization’s values and goals;
- **Technical Training:** development of hard skills, essential to improve performance;
- **Certifications:** validating the employees knowledge and certifying adopted methodologies.

In 2019, Altice Portugal conducted 253,669 hours of training for 8,084 employees (compared to 174,338 hours of training for 8,994 employees in 2018). The clear Organization commitment to training allows to management and employees, the necessary resources and means that contribute to improving the performance and motivation of all.

Below, are identified data on training and knowledge at Altice Portugal.



Performance evaluation

The performance evaluation is a moment of maximum relevance in the life of the Organization. It is a demanding process, which requires each employee to have knowledge of their skills and ability to execute and deliver results. On the other hand, it is a fundamental tool for the teams professional development management, so it requires the ability to differentiate performance in an objective and honest manner.

In 2019, 100% of the eligible population at the start date of the process, meaning, the active population that meets the conditions, according to the eligibility criteria defined in the model, was assessed.

The 2019 individual performance assessment process considers a set of core competencies around five dimensions: Organization, Vision, Client,

Entrepreneurship & Innovation and People, while also maintaining the Results Achievement assessment component. Evaluation guides have been developed for the appraised and the appraiser, in order to make the process clearer and more transparent.

The Personal Development Plan (PDP) is mandatory, and is available in the same form as the assessment result, in order to reinforce the importance of developing skills in the diverse behavioural areas, and must be built with the inputs of the appraiser and the appraised. The plan should be discussed in the individual feedback meeting to be held with each employee.

In 2019, the importance of self-assessment was reinforced, with the aim of motivating all employees to complete it, emphasizing the importance of self-assessment as a tool for self-knowledge and professional and personal development.



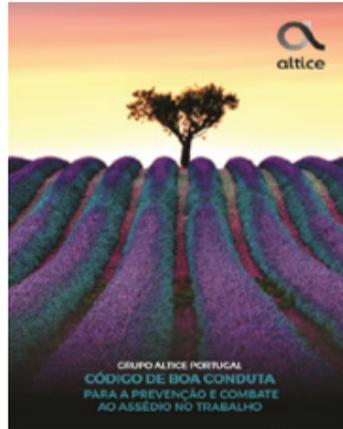
3.6 Equality and non-discrimination

The involvement and commitment of top management with equal opportunities and non-discrimination, as well as the alignment of organizational values and culture, are crucial to the success of Altice Portugal, and its importance has been reinforced through the conducting specific training on this topic for all employees.

Because it is a topic with the greatest seriousness and extremely relevant to the Organization, Altice Portugal:

- Subscribes to the United Nations Global Compact Principles;
- It is a signatory to the UNI (Union Network International) Social Responsibility Charter;
- Adhered to the Joint ETNO-UNI Europa Declaration on gender equality (through ETNO);
- Endorses the European Code of Good Practice for Women in ICT;
- It underwrites the Portuguese Charter of Diversity, for the implementation of actions within the scope of gender equality.

The concern with the issues of equality and non-discrimination are also reflected in the Code of Ethics and in the Collective Bargaining Agreement, affirming Altice Portugal’s commitment to fair and equitable treatment, based on merit, regardless of gender, age, sexual orientation, religion, marital status, nationality or ethnic origin.



In 2019, it was also prepared the Code of Good Conduct for the Prevention and Combat of Harassment, establishing guidelines on professional conduct in preventing and combating harassment at work, which is applicable to all employees, reiterating that any forms of individual discrimination that are inadmissible are incompatible with the dignity of the human person, and conduct of moral, sexual harassment or other attitudes of abuse of power is not tolerated.



for more information <https://www.telecom.pt/pt-pt/carreiras/Paginas/vida-pessoal-profissional.aspx>

Over the years, Altice Portugal has implemented a set of measures that aim to promote gender equality in the Organization, including:

- 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 case of unwanted behavior, manifested in verbal, physical, sexual or other forms;
- The disclosure of information about the rights and duties of employees in matters of equality on MyAltice (corporate intranet);
- The disclosure of and mechanisms that allow to participate occurrences of discrimination or situations of violation of Human Rights and labor practices, available on the corporate website;
- Support and involvement in projects, and partnerships with organizations that promote equality and human rights, such as regular participation in the Forum of Organizations for Gender Equality.

According to EIGE - European Institute for Gender Equality, which measures the countries performance in terms of gender equality in the fields of work, income, knowledge, power, time and health, there is still a sexual segregation of occupations and in professions, and specifically in Portugal, only 9% of women are represented in the sciences, technologies and engineering sectors.

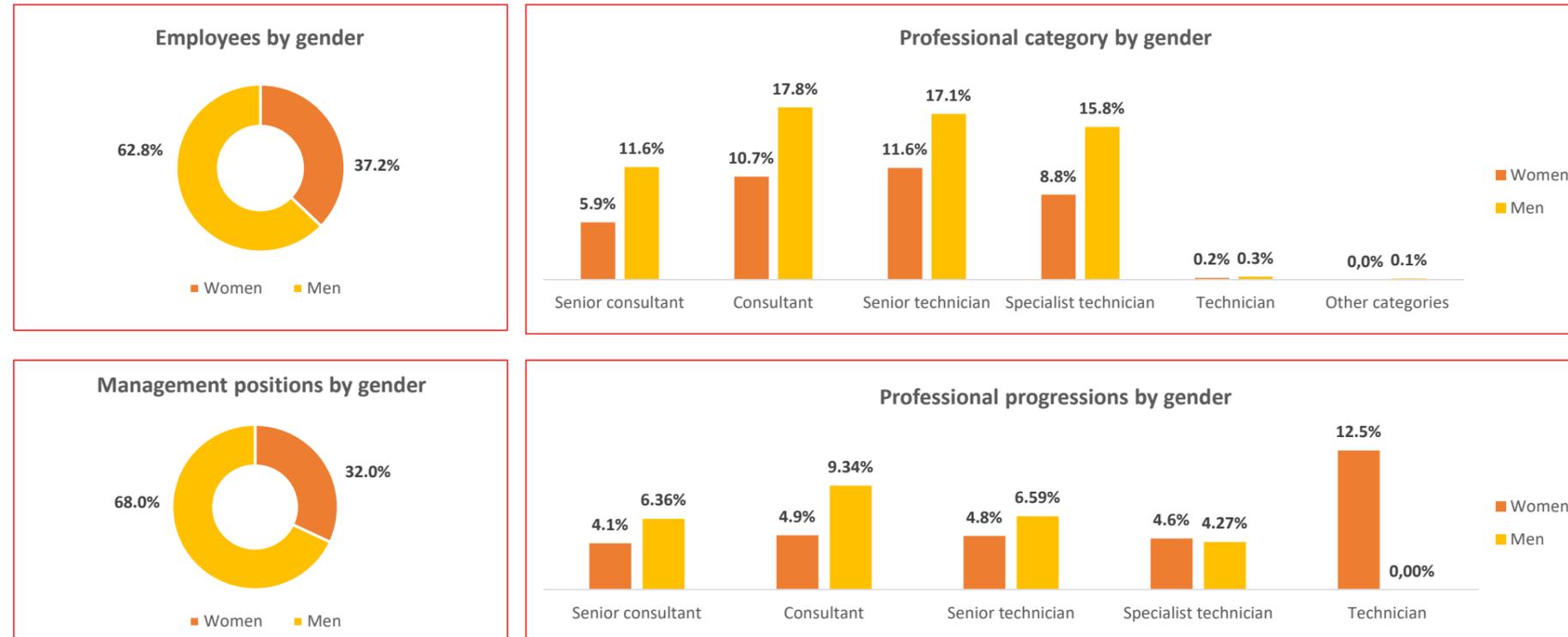
The project “Engineers for a day” promoted by the Secretary of State for Citizenship and Equality, coordinated by the Commission for Citizenship and Gender Equality and the Instituto Superior Técnico ([https://tecnico.ulisboa.pt/en/campus-life/living-at-tecnico/diversity-](https://tecnico.ulisboa.pt/en/campus-life/living-at-tecnico/diversity-and-gender-balance/)

[and-gender-balance/](https://www.cig.gov.pt/acoes-no-terreno/campanha/2a-edicao-projeto-engenheiras-1-dia-2018/)), intends to promote engineering and technology among female students who attend the 3rd cycle of basic and secondary education, with diverse and multidisciplinary activities, such as engineering challenges, study visits, mentoring and role model, workshops, engineering and technology laboratories and local campaigns (<https://www.cig.gov.pt/acoes-no-terreno/campanha/2a-edicao-projeto-engenheiras-1-dia-2018/>).

Since the promotion of hiring women for ICT areas is also a concern of Altice Portugal, this project had the participation of the Organization with the promotion of workshops on robotics, computing, virtual reality, electronics and other areas related to engineering and technology.



Altice Portugal does not accept any distinction in treatment related to gender, and endeavors for women and men to be evenly distributed in all occupations and at all levels of the Organization, and that everyone can benefit from equal treatment in all the stages of their professional life. Here are some indicators that reflect gender diversity in the Organization.



In order to promote management skills in women, were given specific leadership training actions, namely participation in the 4th Edition of the Women on Boards Executive Program, in the Executive Bootcamp: intensive program to become a leader in the 5th Grande Women's Leadership Conference and at W2L- Women to Lead- CITE Executive Training Program.

3.7. Internal social responsibility

For Altice Portugal, one of the major goals of 2019 was the construction of the concept of "Altice Family", having implemented a very wide and varied range of measures for employee's involvement, development and support.

"Congratulations", "Hello" and "Thank you", expressions so used in everyone's daily life, give name to some of the measures that Altice Portugal launched in 2019, with the goal of strengthening close ties with its employees. Additionally to these measures, which are more symbolic in character, there are also a set of tools that will help management to reward those who are most committed and that promote the reconciliation of personal, family and professional life.

- **"Congratulations! Today, it's your day."** It's a message that Altice Portugal employees receive on their birthday. The message is sent by the Executive President of Altice Portugal, aiming to mark a day that is special in the life of the employee and is complemented by the sending of the birthday Kit;
- **"Hello."** Is the measure that welcomes new employees. They receive a kit in which consists of a set of gifts that aims to reinforce the feeling of belonging to the Organization from the first days;
- **"Thank you."** Consists of surprises for employees who have been with the Organization for a longer time. Therefore, the 25 years of service at Altice Portugal are also celebrated with a message of congratulations and encouragement, proving that the Organization has a special attention in all its employees.



Additionally to the involvement and proximity measures Altice Portugal has also developed a set of benefits for all the Organization's employees, namely:

- Health Plans (through ACS- Altice Health Care);
- Mobile card benefits, with the attribution of a card with specific tariffs to all employees;
- Communications package benefits;
- Meal card;
- Social and preventive components for health (e.g.: health screenings in MEO buildings);
- Advantages and discounts on MEO products and services, in MEO stores and MEO online;
- Several discounts and advantages in external partners;
- Work flexibility (flexible hours, teleworking or continuous journey);
- Extra vacation days;
- Birthday kit.

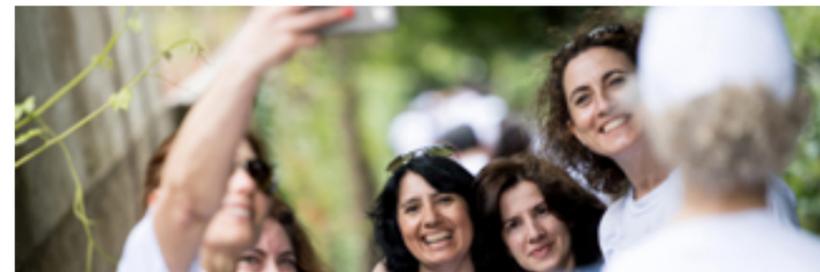


Other benefits granted to all Altice employees, including temporary workers, outsourcing or services providers are:

- Provision of eating spaces and low-cost meals in various buildings in the country;
- Access to corporate and family volunteer programs;
- Access to sports, cultural and wellness initiatives (e.g.: Bookpoint library, seminars, workshops, and others).



All employees also have the opportunity to participate in activities promoted by Altice Portugal associations, such as Club PT or the Portugal Telecom Social Support Association, if they sign up as members. Both associations promote sports, music and travel and training in various areas, such as theater, music, languages, decorative activities, dance, among others.



Within the scope of promoting the balance and well-being of Altice Portugal's employees, the Internal Social Responsibility department challenges employees to healthier lifestyles, whether from a more sporting or cultural perspective or from a more social perspective in favor of a more balanced life, also contributing to a healthier society.

Walk, donate and believe. In October 2019, approximately 2000 employees in 45 different locations in the country, including the Autonomous Regions, ComEx members, Portuguese society personalities and Altice ambassadors accepted yet another challenge and walked for a cause, reinforcing the slogan "Together we go further", printed on the t-shirts they wore especially for this initiative, which combined well-being, good mood, solidarity and health.

Each step taken over nearly an hour had a special meaning. Through an initiative that encouraged the adoption of healthy habits, the participants left their solidarity footprint across the country, since their participation result in 2€ for the Acreditar Association (<https://www.acreditar.org.pt/en/>). It was a different way to start the working day and a source of pride for those who participated and for the entire Organization, combining proximity and social intervention, two words already well known in the strategy of Altice Portugal.



Woman's Day. Assuming itself as a mark of causes, MEO, during the month of March, indelibly joined the fight against domestic violence in Portugal, in partnership with the Portuguese Association for Victim Support (APAV - https://apav.pt/apav_v3/index.php/en/) and the Altice Portugal Foundation . During the morning of March 8, in Women's Day, the directors distributed #NãoFiqueÀEspera bracelets at the entries of several Altice Portugal buildings. In this context, an awareness campaign against domestic violence was launched, which aims to make the population aware of this problem and also provide victims with the means and tools that can help them in this situation.

But on Women's Day it is also common to pay homage to women through small messages, surprises, flowers... So, at Altice Portugal, all women received a symbolic message from the Executive President, Alexandre Fonseca, as well as flowers delivered upon arrival at work.

Self transformation. Aimed at all Altice Portugal employees, the talk session “Self transformation”, organized by Internal Social Responsibility department, intended to raise participants’ awareness of self-knowledge and the discovery of the unique and special being within each one. The speaker provided some tools to achieve this goal, which help to effectively feel and reflect on problems, reaching the maximum result of the “Myself” in each person.

The importance of employee participation in these types of sessions, developed throughout the year, was also highlighted, once they can help to listen, reflect, share and discuss ideas.



Balance and well-being actions. It is part of our being, to grow, to evolve, to succeed, and to find happiness. We always have the power to choose, to learn from the past, to decide to do differently. This is the motto for the sessions promoted by Internal Social Responsibility department and developed by some Altice Portugal employees who offer to share their knowledge, and help to review attitudes and behaviors in their election areas, be they coaching, self-knowledge and development self-awareness, guided meditation and relaxation or hypnosis.

One of the programs was the Life Program, which lasts 1 year and aims to improve the quality of life, through the development of the body and mind self-knowledge, in order to improve the fulfillment of personal and professional goals.

The guided meditation and relaxation sessions are designed for everyone who wants to take some time off from their week and consist of breathing and mindfulness techniques that allow them to stabilize their mood, increase focus and decrease fatigue and anxiety.



In the context of reconciling professional, family and personal life, Altice Portugal also does not forget the children of its employees, providing activities in leisure time, especially in the school holidays, as well as a set of supports and incentives.

Study support and Excellence awards. Educate for life, prepare children for the future and encourage excellence. This is a program that aims to support employees in their children’s academic path, ensuring a component of a more social nature and another concentrated on the excellence of school results.

It consists of the Study Grants and Special Educational Needs Grants programs, benefiting families with lower income per capita, and also the Excellence Awards, which aim to reward the success, dedication and merit of those who have finished secondary school with the best averages.

Summer camps 2019. The summer camps can be internal or external and have been gaining more and more fans, year after year. The youngest can learn, play, create, discover, overcome challenges, review and make new friends in activities developed just thinking about them.

The activities include sports, adventure, culture, socializing and learning and are designed for children and young people, from 3 to 18 years old.

Altice Portugal contributes in the participation in leisure time initiatives, to the children of the employees with the lowest income, in the active and in the service.

Christmas is also an important date for everyone and Altice Portugal wants its employees to live this moment with joy and family.

Christmas gift. The gifts delivery is a moment always expected by the youngest at Christmas time. In keeping with this tradition, Altice Portugal offers a gift to their employee’s children with which it hopes to contribute to an even more special season.

Altice Family Christmas Party. More than 6 thousand employees, coming from different sides of the country, filled the Altice Arena, in an atmosphere of celebration, conviviality and festivity. Tributes, concerts, news, dance, food and drink. The Altice Portugal Christmas Party exceeded all expectations and resulted in a memorable moment for the Altice Family.



4.



ENVIRONMENT PROTECTION

4. ENVIRONMENT PROTECTION

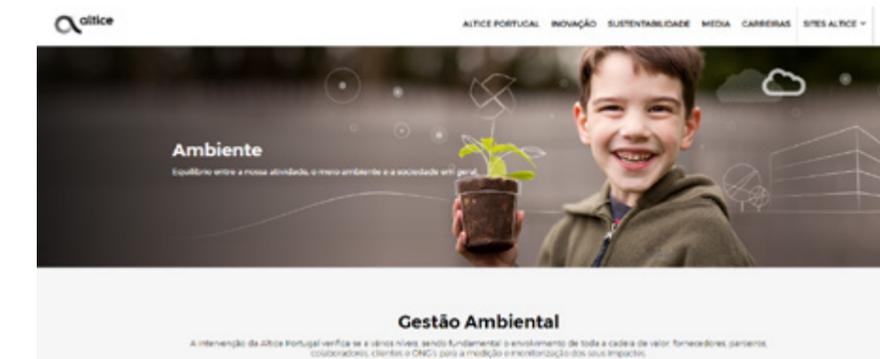
- 4.1 Environmental management and sustainable offer
- 4.2 Climate change
- 4.3 Consumption and emissions
- 4.4 Waste Management
- 4.5 Electromagnetic radiation
- 4.6 Noise

4.1. Environmental management and sustainable offer

Aware of the importance of preserving the environment, Altice Portugal wishes to promote a responsible attitude towards environmental issues, paying special attention to the environmental impact of its activities.

In order to combine profitable growth that is sustainable, socially and environmentally responsible, Altice Portugal has implemented several environmental initiatives incorporating them in its business with an impact on customers, employees, society and other stakeholders.

With the increase in the frequency and severity of extreme weather events (such as floods, tornadoes, forest fires, etc.), the risk of climate change has been increasing, significantly affecting the telecommunications network, information technology systems, the supply chain and the Organization's employees, which can lead to failures or interruptions in the services



for more information
<https://unric.org/pt/objetivos-de-desenvolvimento-sustentavel/>

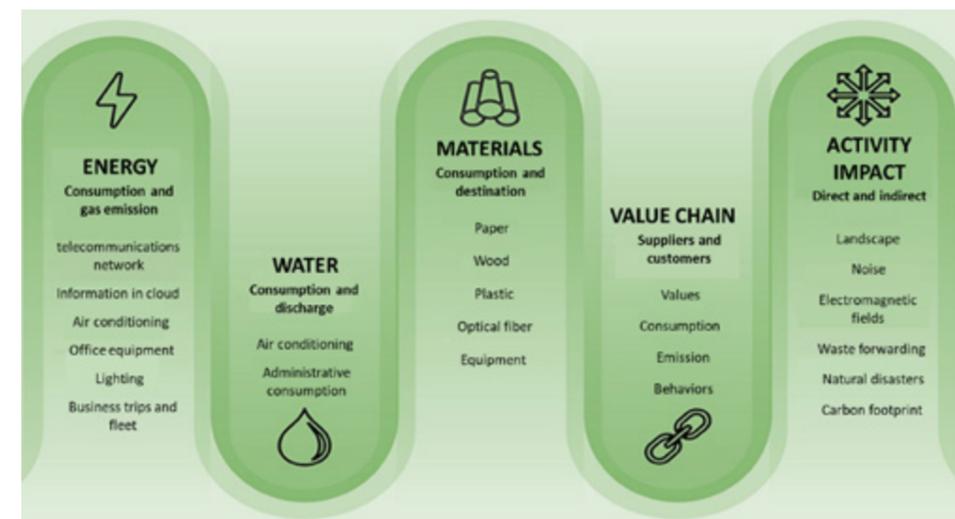
provided. These events can increase cost, reduce revenue and negatively impact Altice Portugal's reputation.

To control these risks, Altice Portugal ensures:

- Business continuity plans and operational procedures aimed at increasing the resilience of its network and information systems, improving the capacity to respond to extreme weather events;
- Energy efficiency and monitoring programs to reduce the carbon footprint;
- Services that help customers minimize their energy needs, including the installation of more efficient equipment or developing IoT services that use network intelligence to optimize performance and minimize energy consumption;
- Participation in working groups to identify, analyze and assess the main impacts and vulnerabilities related to climate change;
- Infrastructure protection measures and network resilience that will improve the adaptability to climate change.

The Altice Portugal is dedicated to implement good environmental practices in the organization, suppliers and customers, having earned the progressive recognition and ISO 14001 international certification in all its business areas.

Due to the existence of a compromise to the continuous improvement of its management system and environmental performance, the Organization is strongly committed to the environment protection, including the prevention of pollution, and the strict fulfillment of its compliance obligations.



Thus, Altice Portugal has determined the environmental aspects of its activities, products and services, which it can control and those which it can influence, as well as its associated environmental impacts, considering a life cycle perspective.

The reduction of consumption and emissions and the efficient management of waste have been the most prominent themes at Altice Portugal.



for more information
<https://www.telecom.pt/pt-pt/carreiras/Paginas/vida-pessoal-profissional.aspx>

Based on the identified environmental aspects, were defined acts where Altice Portugal has concrete concerns, in terms of controlling the impacts caused on the environment.

Designation	Environmental Impact	Form of Control
Electric power consumption	<ul style="list-style-type: none"> Decrease in the availability of natural resources 	<ul style="list-style-type: none"> Training and environmental awareness actions; Free cooling at fixed network stations; Elimination of the infrastructures of the mobile network, concentrating the equipment of the fixed and mobile networks in the same room; Energy Efficiency / Energy Production using renewable sources; Single RAN; Operation d'Alicate IV.
Water consumption	<ul style="list-style-type: none"> Decreased availability of water resources 	<ul style="list-style-type: none"> Training and environmental awareness actions;
Environmental noise production	<ul style="list-style-type: none"> Discomfort in the surrounding community 	<ul style="list-style-type: none"> Ambient noise measurement and analysis of actions to be developed.
Fuel consumption - diesel and gasoline	<ul style="list-style-type: none"> Indirect depletion of renewable and non-renewable resources 	<ul style="list-style-type: none"> Training and environmental awareness actions;
CO2 emissions due to fuel consumption	<ul style="list-style-type: none"> Air contamination by burning CO2-emitting fuels Contribution to global warming due to CO2 emissions, acidification and deterioration of local air quality 	<ul style="list-style-type: none"> Training and environmental awareness actions;
CO2 emissions due to energy production	<ul style="list-style-type: none"> Air contamination by burning CO2-emitting fuels Contribution to global warming due to CO2 emissions, acidification and deterioration of local air quality 	<ul style="list-style-type: none"> Training and environmental awareness actions; Free cooling at fixed network stations; Elimination of the infrastructures of the mobile network, concentrating the equipment of the fixed and mobile networks in the same room; Energy Efficiency / Energy Production using renewable sources; Single RAN; Operation d'Alicate IV.
Waste production	<ul style="list-style-type: none"> Soil occupation and contamination Contamination of surface and groundwater, due to runoff 	<ul style="list-style-type: none"> Removal of antennas and off equipment; Disassembly of disabled towers; Project to improve the process of segregating administrative waste in buildings; Training and environmental awareness actions;

Sustainable offer

For Altice Portugal, it is essential to provide customers with the necessary knowledge so that they can consciously make their purchase, subscription and products and services consciously use.

- We promote the healthy and environmentally friendly use of products;
- We disclose the impacts of products and services;
- We offer products and services that minimize customer's environmental footprint;
- We adopt responsible marketing techniques.

Within the scope of the construction activities of the mobile network, it has been Altice Portugal's strategy to align its processes with biodiversity conservation.

Of the total Altice Portugal sites, only 1.7% are installed in protected areas. As a measure to minimize the landscape impact, the Organization invests in sharing the mobile network stations with other operators. Currently the station sharing reaches 25% of all sites.

In addition to rationalizing the materials consumption, Altice Portugal has sought to obtain more information about the raw materials incorporated in the equipment it uses and sells. Altice Portugal seeks that the existing information gives correct indications on the most appropriate routing for each component of the equipment at the end of the respective life cycle.

Recycling, the reuse of materials related to the Organization's activity and informing customers about the best practices regarding equipment and packaging are fundamental objectives for Altice Portugal.

An example of Altice Portugal's strategy to promote the country and its resources is the partnership with Amorim Cork Composites.

As a result of the work between the two entities, Altice Portugal presented, in early 2019, a router prototype with clearly ecological drives that promotes one of the largest national raw materials: cork. With a structure where the percentage of cork is around 50%, it reduces the plastic component in half, which, in itself, constitutes a substantial reduction in its ecological footprint.

In this process, the addition of cork will have also the benefit of reducing the density of the final material, improving the acoustic and thermal performance and, above all, making the material more sustainable, as a result of the carbon footprint reduction.



4.2. Climate change

In the last years, the country have been ravaged by several natural catastrophes, reaching different zones of Portugal in a sudden, dramatic and unfair way.

Altice Portugal created instruments, mechanisms and strategies in order to make the Organization more capable in carrying out emergency operations in adverse scenarios.

Therefore, preventive actions have been implemented reinforcing Altice Portugal's capacity to act and enable a more agile intervention in the field, namely to respond to heat waves and disasters that may result from it. The established preventive processes reinforce both, the Organization's intervention capacity and the technical resolution of crisis situations on the field.

Altice Portugal guarantees the mobilization of all means, without restrictions, in order to guarantee communications and the protection of people and property. In 2017, in the fires that devastated Portugal, more than a thousand technical teams were on the ground, allowing to recover the burnt network in less than 4 months.

Ensuring everyone's access to more resilient telecommunications networks, aiming to improve the lives of the Portuguese and protecting Portugal, remains one of the main objectives of Altice Portugal.

Preventive procedures implemented considering the technical means and human resources:

- Seasonal reserves of fiber, copper and pole for quick installation
- Reinforcement of mobile equipment for communication with teams involved in incidents
- Provision of satellite phones in case of complete absence of communication
- Identification of technicians for accidental calls, either for reinforcement or for prevention
- Acquisition of HVAC equipment for each zone's strategic reserve
- Allocation of vehicles for towing mobile groups for reinforcement and prevention
- Articulation of teams' vacation with the probability of fire by zones

4.3. Consumption and emissions

Eco-Efficiency of Altice Portugal

Altice Portugal minimizes the environmental impact of its activities, products and services through actions such as network infrastructure preventive maintenance, through replacement of equipment for more efficient ones and through the equipment reuse.

Water

Water consumption at Altice Portugal essentially fulfills two objectives: air conditioning for technical areas and hygiene and comfort for employees.

The Organization's water consumption is, therefore, insignificant in terms of volume, with the water entirely from the public network, the impact on water resources is negligible.



Paper

Altice Portugal has been replacing the use of recycled paper with FSC - Forest Stewardship Council certified paper. The purchase of this paper brings direct benefits to forest areas, such as the protection of biodiversity, the rights of Indigenous People, the rights of workers and areas of significant environmental and cultural importance.

In 2018 and 2019, 99.5% and 93.1%, respectively, of the paper used for printing was FSC certified paper.

The Organization continues to promote the adoption of the electronic invoice and to attribute benefits to the customers who adhere to it.



for more information <https://www.meo.pt/ecomissao>

+ More information in section 7.3 Environmental performance

Plastics

Reducing and reusing were the mottos of an action developed by Altice Portugal, aligned with the adoption of responsible and environmentally sustainable behaviors.

As a Telecommunications leader, and given its size and importance for the country, Altice Portugal intends to have an exemplary performance, contributing to the construction of a better world.

Altice Portugal replaced the plastic cups in the water dispensers, offering all its employees a stainless steel mug that can be reused as often as necessary.

Through this measure, and with the involvement of all employees, it will be possible to reduce the use of more than 1.5 million plastic cups per year, equivalent to 4.5 tons of plastic.

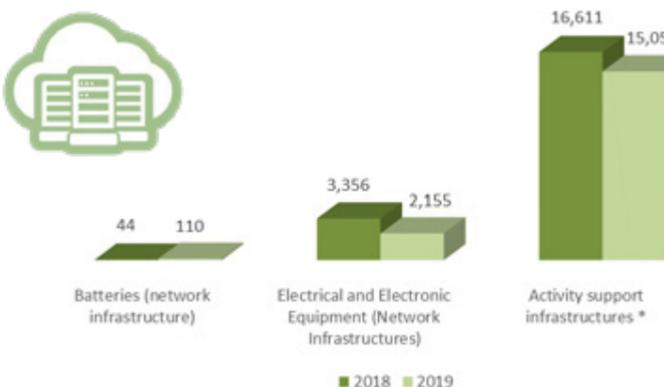


These figures demonstrate the scale of the action, which has an impact on reducing the extraction of raw materials and reducing waste production.

Activity support infrastructures

Rationalization of material consumption is one of Altice Portugal's goals. In order to increase its environmental performance, the Organization resorts to the reuse of materials and the use of efficient technologies, in order to reduce the risk of overexploitation of natural resources.

Materials production process (t)



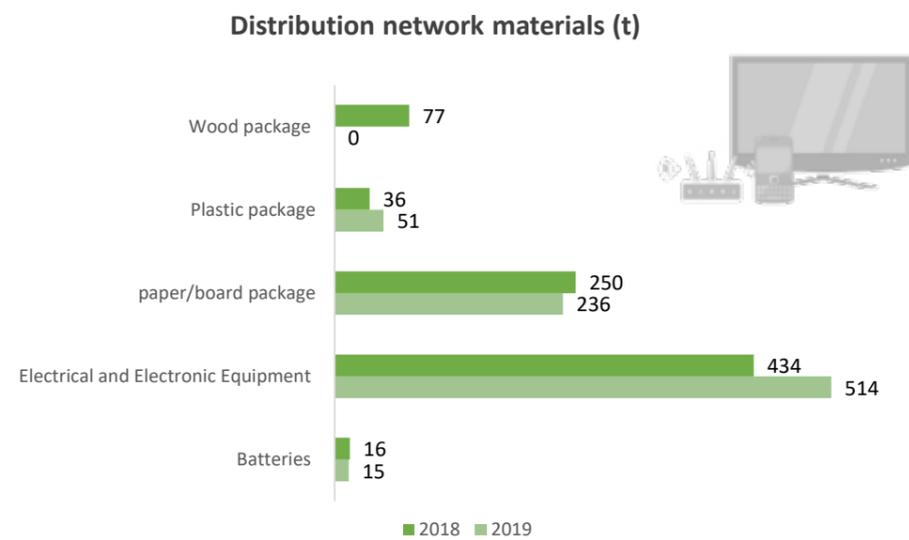
Includes leaded copper cable, self-supporting copper cable, copper cable with plastic, reinforced copper cable, fiber optic cable, TEDS cable, TE1SE, telephone poles and metals (iron, copper alloys, zinc and aluminium).

+ More information in section 7.3 Environmental performance

Distribution Network Materials

The principle of extended producer responsibility gives the producer of the good / product the responsibility for a significant part of the environmental impacts throughout its life cycle (stages of production, trade, consumption and post-consumption).

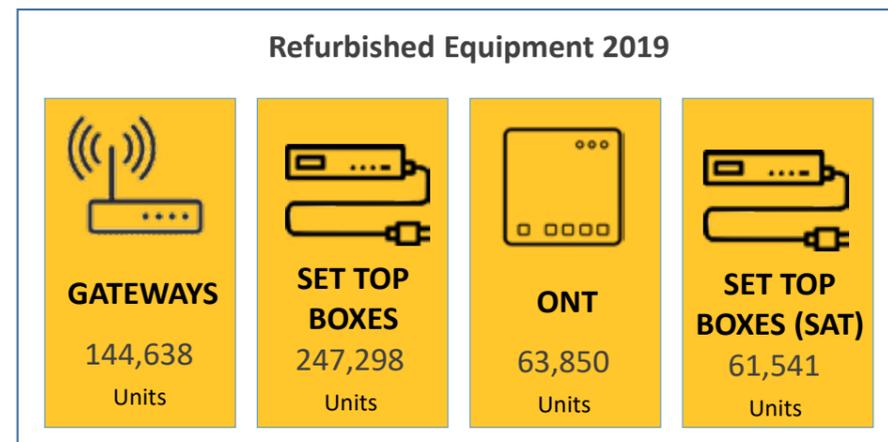
Altice Portugal, within the scope of its activity, places on the national market, electrical and electronic equipment, batteries and paper, plastic and wood packaging.



Reuse and Recycling of Materials

Altice Portugal supports the Circular Economy and continues to invest in the process of evaluating, recovering and reusing equipment returned by customers due to migration to other solutions or services.

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



In 2019, of the total MEO television offer, 46% was made with reconditioned equipment.

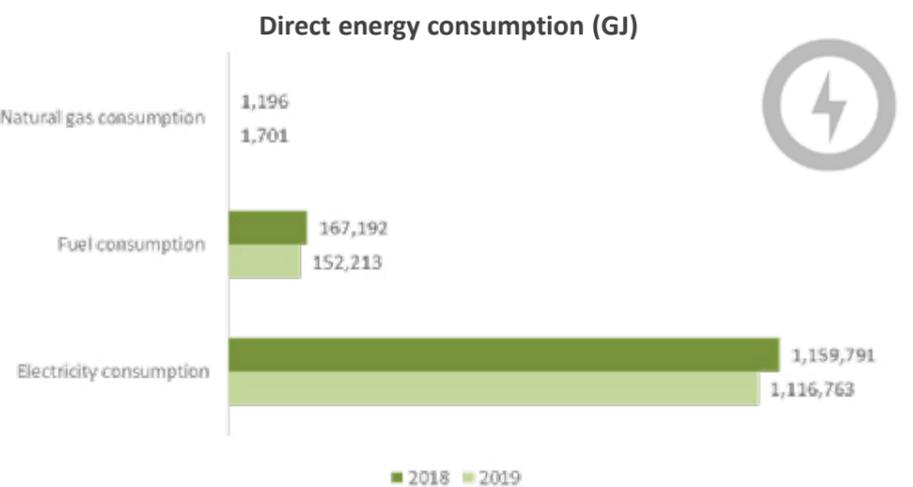
[+ More information in section 7.3 Environmental performance](#)

Energy

Altice Portugal is fully committed to reducing its carbon footprint and offering solutions to reduce its customers' emissions.

Its energy consumption is mainly due to the network's technical equipment, making the optimization of the energy consumption of these infrastructures a priority.

To achieve the goals of reducing energy consumption, Altice Portugal is focused on increasing energy efficiency and monitoring the associated environmental impact, as described below.



Global energy consumption decreased by 4% in 2019 compared to 2018.

Consumption of Renewable Electric Energy

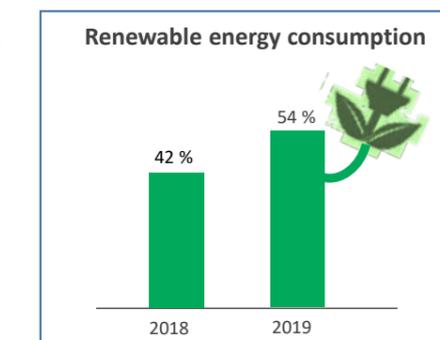
Altice Portugal produces energy from sources renewable and uses energy supplied by traders also obtained from renewable sources. The table below identifies the evolution of renewable energies at Altice Portugal.

Renewable energy used (GJ)	2019	2018
Energy produced by Altice Portugal from renewable sources	1,922	2,141
Energy supplied to Altice Portugal by traders obtained from renewable sources *	599,925	491,751

* Source: Portal ERSE

In 2019, Altice Portugal decreased the production of renewable energy by 10%, compared to 2018.

Regarding the energy supplied to the Organization by suppliers from renewable sources, there is an increase of 12 pp in 2019 compared to 2018.

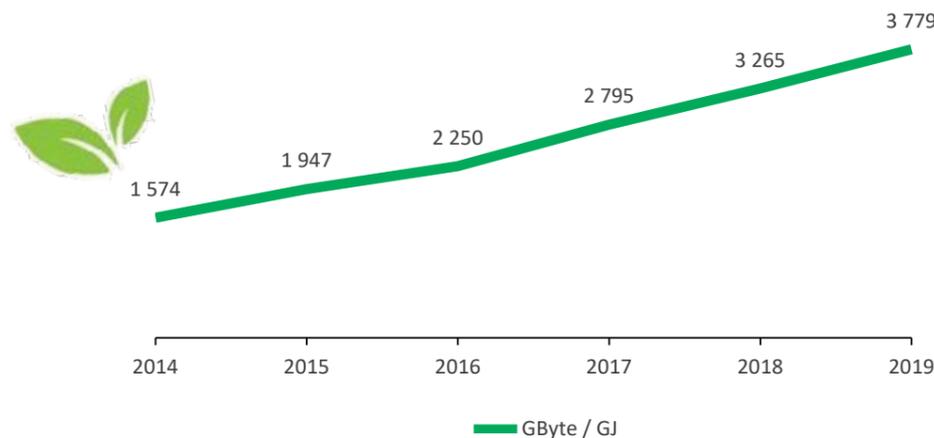


[+ More information in section 7.3 Environmental performance](#)

Energy Efficiency

The reduction in energy consumption verified in 2019, together with the increase in traffic on the Altice Portugal networks, has significantly leveraged the energy efficiency of network traffic, that is, the amount of traffic per unit of energy consumed increased 16% compared to 2018.

The calculation of energy intensity takes into account all internal energy consumption: electricity (fossil and renewable), consumption of natural gas and fuel consumption.



Energy efficiency measures implemented

In 2019, efficiency measures were implemented in the processes, structures and equipment of the activity, which translated into a reduction in consumption by 30,372 GJ (compared to 60,716 GJ in 2018).

This reduction, compared to the previous year, was mainly due to the fact that the Single RAN project ended in the 1st quarter of 2019.

In 2019, Operation d’Alicate also had fewer disconnections / removals than those carried out in 2018, with less needs for deactivation of legacy networks and equipment and PSTN consolidations / disconnections this year.

Efficiency measures implemented (GJ)	2019	2018
Single RAN	104	17,786
D’Alicate IV Operation	30,268	42,930

[+ More information in section 7.3 Environmental performance](#)

Energy Consumption in the Value Chain

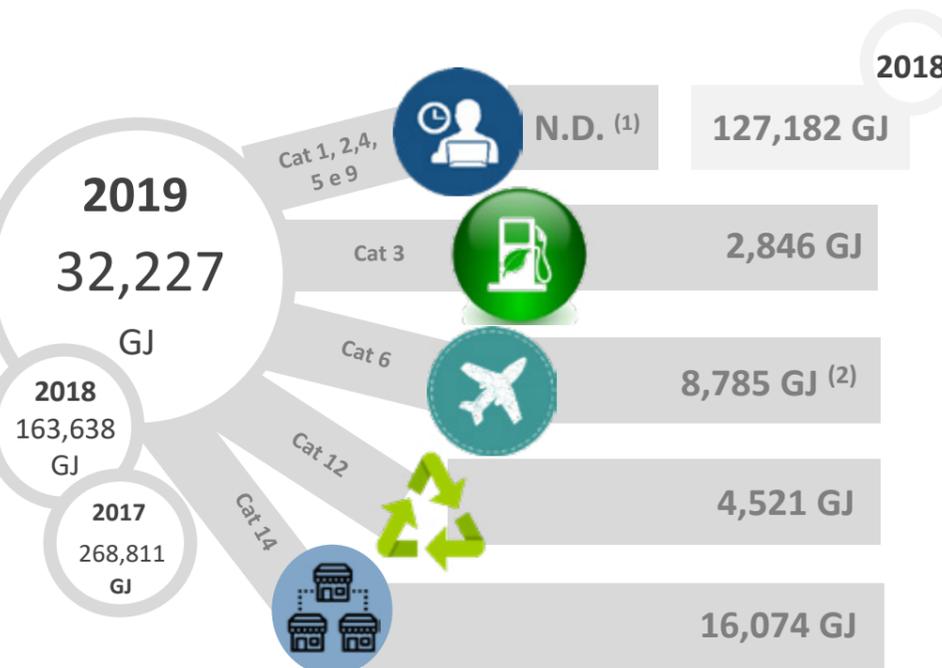
Altice Portugal works along with its value chain in order to achieve high levels of environmental performance.

The process of management and incorporation of information related to consumption associated with Scope 3 does not yet have the necessary strength to allow consistent comparability of the data presented.



The Organization pays special attention to issues associated with the value chain related to:

- Acquisition of goods and services (Cat.1);
- Capital Goods (Cat. 2);
- Transport and distribution (Cat. 4 and 9);
- Waste generated in operations (Cat.5);
- Activities related to energy production (Cat 3);
- Business trips (Cat 6);
- Treatment of products sold after end of life (Cat 12) and;
- Franchises (Cat 14).



N.D. (1) The information in categories 1, 2, 4, 5 and 9 for the year 2019 is not yet available. The consumption of these categories is aggregated because it was not possible to disassociate them.
(2) No train travel data

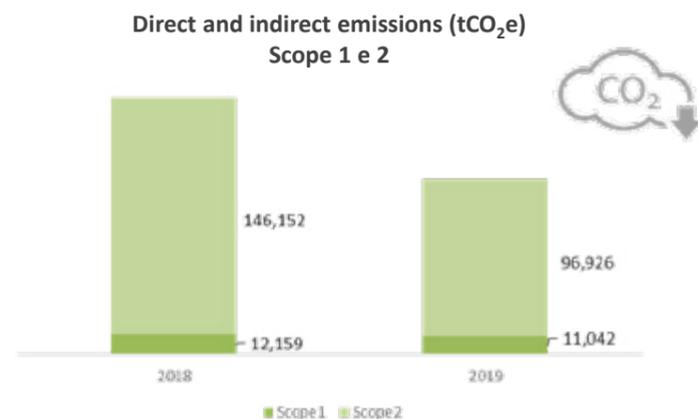
[+ More information in section 7.3 Environmental performance](#)

Emissions

Climate change caused by greenhouse gas emissions (GFEE) is one of the main risks to the sustainability of our business.

Altice Portugal calculates its carbon footprint annually, including direct emissions (Scope 1) due to fuel consumption, indirect emissions due to electricity consumption (Scope 2) and other indirect emissions related to its value chain (Scope 3).

The calculation methodology is based on the Greenhouse Gas Protocol (GHG Protocol).



Note: In 2018, Altice Portugal's GHG emissions were determined by applying the conversion factor legislated in Portugal (0.47 kg CO₂e / kWh). In 2019, the conversion factor used was that provided by the European Environment Agency - Portugal Electricity generation (0.3327 kg CO₂ / kWh).

Energy Efficiency

Analyzing Scope 1 and Scope 2 emissions in 2019 compared to 2018, Altice Portugal improved the efficiency of network traffic per unit of CO₂ emitted into the atmosphere.



Note: We reiterate that in 2018, Altice Portugal's GHG emissions were determined by applying the conversion factor legislated in Portugal (0.47 kg CO₂e / kWh). In 2019, the conversion factor used was that provided by the European Environment Agency - Portugal Electricity generation (0.3327 kg CO₂ / kWh).

[+ More information in section 7.3 Environmental performance](#)

Energy efficiency measures implemented

In 2019, efficiency measures were implemented in processes, structures and equipment that resulted in a reduction in emissions.

Efficiency measures implemented (tCO ₂ e)	2019	2018
Single RAN	9	2,322
D'Alicate IV Operation	2,730	5,605

This low reduction realized in 2019, compared to 2018, was mainly due to the fact that the Single RAN project ended in the 1st quarter of 2019.

In 2019, d'Alicate Operation also had fewer disconnections / removals than those carried out in 2018, this year having identified fewer needs for deactivating legacy networks and equipment and consolidating / disconnecting the Public Switched Telephone Network (PSTN).



With the deepening of the reporting of Scope 3 emissions, the collection of values for the different constituent categories is in the process of improvement, which will allow a more rigorous determination of each category and the continuous incorporation of new categories over the years.

Until then, as Altice Portugal is able to aggregate all Scope 3 indicators with the necessary robustness, the network traffic efficiency per CO₂ unit will be presented separately from the respective Scope 1 and Scope 2 emissions, since the constant insertion of new indicators makes their comparability inconsistent.

Ano	Annual traffic volume per service (Gbytes)			GEE Emissions - Scope 3 (t)	Gbyte/ Ton CO ₂
	Wireline	Wireless	Total		
2018	4,224,282.492	108,931.190	4,333,213.682	15.601	277.744
2019	4,638,639.709	156,829.350	4,795,469.059	-	-

[+ More information in section 7.3 Environmental performance](#)

CO2 Emissions in the Value Chain

The process of managing and incorporating information related to Scope 3 emissions still lacks the necessary robustness to allow consistent comparability of the data presented.



N.D. (1) The information in categories 1, 2, 4, 5 and 9 for the year 2019 is not yet available. The emissions in these categories are aggregated because it was not possible to disassociate them.
(2) No train travel data

NOx and SOx emissions

Within the framework of Community and international commitments, Portugal submits annually, through the Portuguese Environment Agency, the inventory of greenhouse gases (GFEE) and other air pollutants.

Nox and Sox Emissions (t)	2019	2018
NO ₂	53	58
SO ₂	0.066	0.073

Values from the fleet's atmospheric emissions, calculated based on the factors indicated in the Portuguese Informative Inventory Report 2020 of 15 March 2020

In 2019, NO₂ and SO₂ emissions registered a 9% reduction compared to 2018.

Other significant air emissions

The following table identifies air emissions from leaks from refrigeration, air conditioning, heat pumps and fire protection systems from Altice Portugal.

Other significant air emissions	2019	2018
Greenhouse Gases (tCO ₂ eq)	3,459	5,248
Ozone Layer Depleting Gases (tR22)	0.22	0.21

+ More information in section 7.3 Environmental performance

4.4. Waste Management

Reduce, Reuse, Recycle

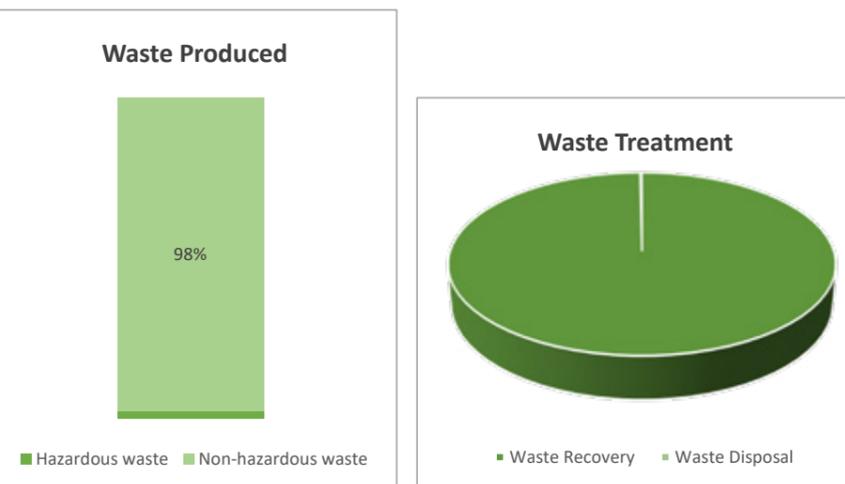
Three responsible behaviors that, if followed by everyone, will contribute to a better environment and a more sustainable planet.

Bearing in mind the principle of waste hierarchy in the circular economy, Altice Portugal's main commitment is to prevent and reduce its production, mainly through the reuse of materials.

We believe that these actions make us more competitive, reducing costs and increasing revenue.

The maintenance of the network infrastructure and administrative activities are the main waste producing areas.

When reduction and reuse are not an option, recycling is the best alternative for the waste produced.



Total de Resíduos 2019: 2.769 t



+ More information in section 7.3 Environmental performance

In 2019, Altice Portugal produced 2,769 t of waste, 13% more than in 2018. However, 99.8% of the waste was sent to recovery operations, thus avoiding landfill.

Of the total waste produced, 44% of the waste comes from network operations processes, including leaded copper cable, self-supporting copper cable, copper cable with plastic, reinforced copper cable, fiber optic cable, TEDS cable, TE1SE and metals (iron, copper alloys, zinc and aluminum) and 22% refer to equipment.

Most of the waste produced by Altice Portugal is classified as non-hazardous. No hazardous waste was transported outside the country.

Although these materials cannot be reused, they can be sent for recycling.



for more information
<https://www.telecom.pt/pt-pt/sustentabilidade/ambiente/Paginas/aspectos-impactes-ambientais.aspx>

In 2019, Altice Portugal started a project in partnership with SPV- Sociedade Ponto Verde (<https://www.pontoverde.pt/>) with a view to improving the segregation of administrative waste in its buildings.

The project foresees the replacement of the Eco points signage and the presence of face-to-face awareness sessions in the main buildings and the cleaning service providers.

SEPARE OS RESÍDUOS NO SEU LOCAL DE TRABALHO. O PLANETA É O SEU MELHOR INVESTIMENTO.

ESCORRA E ESPALME ANTES DE DEPOSITAR.

4.5. Electromagnetic radiation

Mobile equipments

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 health, identifying the best prevention practices in this area.

The European Union has established limits for the level of radiation, identifying the maximum energy level, through the Specific Absorption Rate (SAR). SAR is the energy level absorbed per unit mass of body tissue and is expressed in watts per kilogram. The mobile equipment sold by Altice Portugal complies with the ICNIRP guidelines, and a certificate is requested from the equipment manufacturer. Information on the SAR of mobile equipment is available at the MEO online store (<https://www.meo.pt/loja>), allowing consumers to make an informed decision.

SAR

SAR (Specific Absorption Rate) 0.85



Radio communication stations

The National Communications Authority adopted the reference levels set by the European Union through Council Recommendation 1999 / 519 / EC of 12 July. These reference levels are applicable to all radio stations, to be installed under a network or station license. The current legislation has also adopted mechanisms for setting reference levels for the exposure of the population to electromagnetic fields.

Inspection is rigorous and the national regulatory authority commits itself to carry out checks and tests that validate compliance with the determinations. Altice Portugal, in addition to monitoring the evolution of the knowledge produced on this topic and sharing the use of stations with other national operators, regularly and randomly monitors its network and clarifies doubts raised by both competent entities and users.

In 2019, to control radio frequencies, Altice Portugal monitored the level of electromagnetic radiation in 102 sites (10 digital terrestrial television, 4 radio beams and 88 mobile network). All stations proved to be below the established legal levels and the ICNIRP recommendations. In the event of any case with values higher than those agreed, Altice Portugal will implement the correction plan defined for this purpose.

4.6. Noise

The World Health Organization considers that regular exposure to high noise levels can have negative impacts on public health.

Altice Portugal, aware that its telecommunications stations emit noise levels that can affect the quality of life of the surrounding communities, maintains an annual plan for monitoring environmental noise, taking into account the location of its stations, telecommunications and their impact.

In 2019, within the scope of the annual environmental noise monitoring plan, 10 telecommunications stations were monitored. In 2019, there was also the existence of a complaint of ambient noise, with the appropriate actions taken by the operational area, thus resolving it.

Whenever there are values higher than those defined by law, Altice Portugal prepares intervention plans to mitigate their impact.

During the development of tasks, employees may occasionally be exposed to noise levels, which can disturb their attention / concentration as well as their communication skills. Altice Portugal, in the scope of Safety at Work, analyzes the level of occupational noise, whenever requested or in situations where it is considered that it may exceed the recommended limits.

Altice Portugal therefore intends that noise levels in the workplace are within the legal limits and, if an anomaly is identified, corrective measures are taken to eliminate / reduce these levels and / or limit their spread.

The Organization also defines procedures that aim to ensure the protection of employees and draws up inspection and maintenance plans for all personal protective equipment (PPE's), as is the case with hearing protectors.



5.



DIGITAL SECURITY

5. DIGITAL SECURITY

5.1 Information security

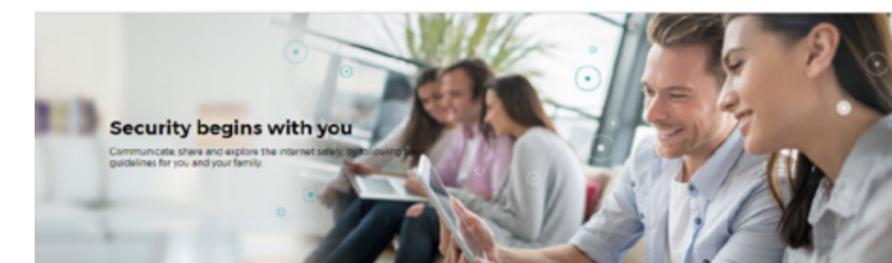
5.2 Data Privacy

5.3 Online safety for minors

5.1. Information security

Altice Portugal guarantees that the activities it develops to facilitate the digital use of its customers also maintain the protection of their data, by implementing several actions against phishing, spam and all hacking activities aimed at corporate networks.

To protect customers from malicious practices, a phishing information campaign was developed to increase customer awareness. In addition, Altice Portugal selected the highest level of security (SSL Extended Validation) allowing customers to visually check whether they are on the Organization's legitimate website and not on a phishing website, that is, on a website created by hackers to steal information personal. Also considering the growing relevance and risk of national and international ransomware attacks, Altice Portugal has established several actions to mitigate this risk through its Cybersecurity and Privacy department. The management of response to incidents of this type is defined internally in its processes, and it also has Information Security and Privacy Awareness programs as a preventive measure.



for more information
<https://www.telecom.pt/pt-pt/a-pt/seguranca/Paginas/seguranca.aspx>

Altice Portugal is also collaborating in the fight against the threat of the information security breach, with several national and international organizations, such as the National Cybersecurity Center (CNCS) and EUROPOL, through his participation in the NoMoreRansom project of the European Cyber Crime Center (EC3) at EUROPOL, where it is an advisor. This project provides useful information for all citizens, namely, what is ransomware, actions of protection against this type of malware, how to denounce this cybercrime, also providing decryption tools for certain families of ransomware.

The operational management of information security is carried out by an information security team from Altice Portugal, validated by the Trusted Introducer (Europa-ENISA), which ensures the handling and coordination of computer security incidents and the dissemination of alerts. Internationally, Altice Portugal is part of the European CSIRT Network.

With regard to information security, Altice Portugal has:

- ISO 27001 certification - international reference for information security management;
- Information Security Policy, establishing requirements to guarantee the appropriate level of information protection, at the level of all Information and Communication Systems and Technologies, including the telecommunications service platforms that support its operations and its business;
- MEF 9 and MEF 14 certified by the Metro Ethernet Forum, ensuring that our Ethernet services meet international standards and provide permanent quality to high-speed networks.

5.2. Data Privacy

It is essential that data holders understand how their personal data are treated and to know the real purposes for which data is collected, as well as their rights, namely how to react to the unlawful treatment of their personal data.

Respecting the best practices in the field of security and protection of personal data, the Organization approved a demanding program to safeguard the protection of the data of all people working in the Organization, as well as of all data made available to those who have a relationship with the Altice Portugal.

With the entry into force of the General Data Protection Regulation (GDPR), were created the GDPR Committee and the Board and the Data Protection Officer (DPO) roles, in order to ensure compliance with this regulation in the Organization.

In 2019, DPO developed several initiatives / projects, of which we can highlight the following:

- Review and update of the Privacy Policy;
- Update of Frequent Asked Questions (FAQ) on the intranet;
- Provision of a document that includes all articles of the law, in an organized presentation, facilitating the reading, understanding and interpretation by the GDPR interlocutors;
- Daily communication to the GDPR Pivots of relevant news related to Data Privacy- GDPR Info;
- Face-to-face training for Pivots on the GDPR;
- ELearning training for all employees, whether internal or external.

Other additional initiatives promoted at Altice Portugal were also the elaboration of a document to support the daily labor management of GDPR themes, the monitoring of the GDPR Pivots and it's respective areas in the implementation of the GDPR, the assessment of GDPR compliance to suppliers, the management of the activity exercise of the data holder's rights and the creation and communication of procedures for processing personal data in IBPMS.



for more information

<https://www.telecom.pt/pt-pt/Paginas/politica-privacidade.aspx>

All Altice Portugal services, in particular those most relevant from the point of view of User Generated Content- UGC (e.g. Sapo Vídeos, Meo Kanal), also have well-defined privacy policies and clear and visible conditions of use in each service, with availability tips, advice, good practices, contacts and relevant links. Altice Portugal scrupulously follows national and European legislation. As one of the largest organizations operating in Portugal, Altice Portugal is scrutinized by entities from various sectors. Jurists and security experts carry out periodic analyzes of all situations that may weaken the protection of personal data.

5.3. Online safety for minors

Altice Portugal is aware of the great importance that Internet access and the provision of quality content play in the people enlargement, as well as, in a broader context, in the promotion of a just, democratic, free and competitive society. But believing in an open and inclusive Internet requires the need to implement procedures to ensure secure communication services, which guarantee the user's privacy, especially with regard to vulnerable people, such as minors and the senior population.

As a founding member of the European industry self-regulatory initiative ICT Coalition for Children Online (ICTC) and signatory to its ICT Principles, Altice Portugal is an operator recognized for its online safety for minors and vulnerable people, carrying out its activity in accordance with the principles recommended by ICTC, promoting solutions, processes and actions in the areas of parental control, abuse / misuse, child abuse or illegal contact, privacy and control and education and awareness.

In 2019, Altice Portugal hosted the meeting of the ETNO's working groups, namely the working group on Sustainable Development. In this meeting were discussed the most relevant national and international developments in these areas, as well as the initiatives carried out by the ICT Coalition for Children Online and ETNO's online child protection task force, which aims to make cyberspace and ICT services safer for younger generations.

Altice Portugal has developed, adopted and promoted an approach to the protection of minors online based on three pillars:

Education and awareness: promoting knowledge and responsible use of ICT services through the „Communicate Safely” program, which aims to contribute to digital education and a conscious, safe and responsible digital citizenship among children, parents, caregivers and the elderly population, as well as through online campaigns, information and advices. The Organization is also a member of the Portuguese Safer Internet Center Consortium, through which it participates in various awareness and information initiatives throughout the year;

Better and safer products and services, through the development of services specially designed to protect young people and children, such as “MEO Kids” (TV and mobile phone) and SAPO Mail Kids and also through the development of a family safety application (MEO Safe) that combines location, parental control and mobile phone security;

Cooperation and self-regulation, through the development of protocols, partnerships and collaborative experience with relevant entities and authorities (e.g. CERT.PT, FCCN, Police Entities, APAV, Secure Internet Open Line), to promote minors privacy and security, as well as being a member of the Internet Safe Consortium (<https://www.internetsegura.pt>), which aims to raise awareness of the risks associated with using the Internet and to combat illegal content.

6.

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PROXIMITY
AND SOCIAL INTERVENTION

6. PROXIMITY AND SOCIAL INTERVENTION

6.1 Proximity

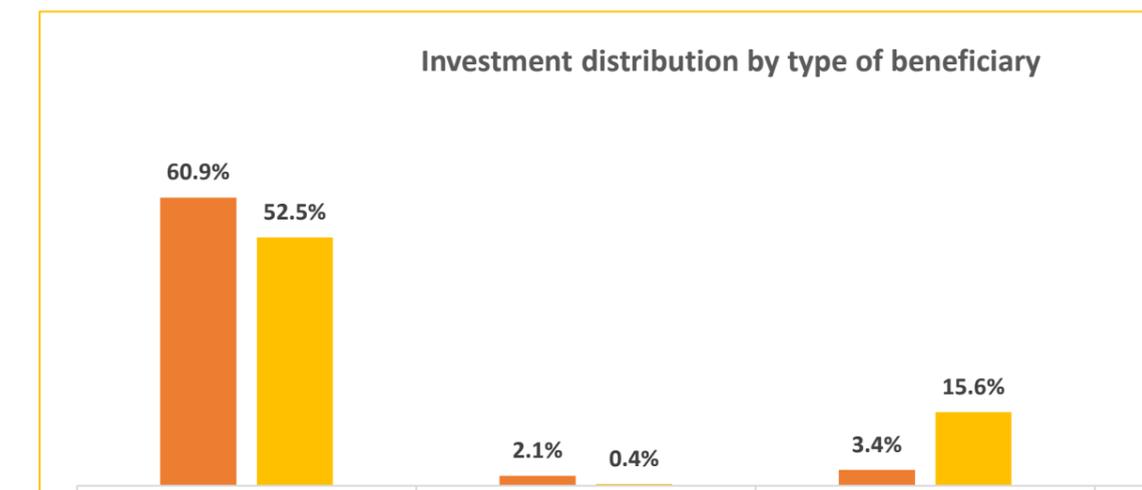
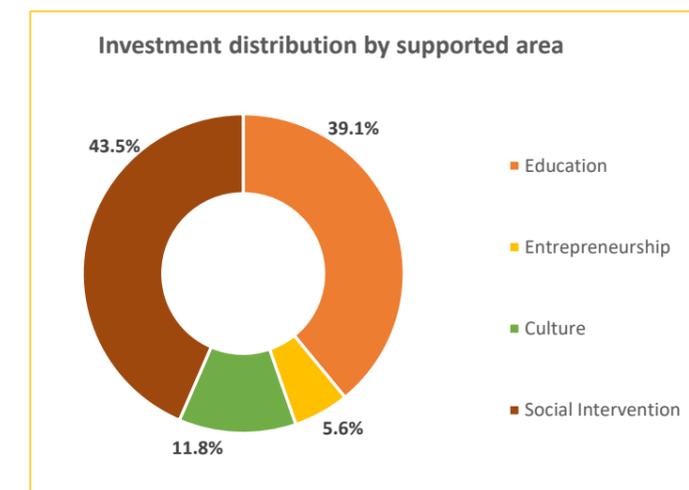
6.2 Volunteering

6.1. Proximity

At Altice Portugal, sustainability, in all its aspects- environmental, economic and social- is one of the pillars of the Organization’s strategy, which is why so many initiatives have been promoted with the goal of sensitizing and aware employees and the community for this subject. Additionally to all the social intervention work developed by the Altice Portugal Foundation, in 2019, the MEO brand also assumed itself as a brand of social and environmental causes, having sponsored and promoted several community proximity actions.

In 2019, Altice Portugal invested around 3.5 million euros in the community and in social projects, with a focus on education, social intervention and digital inclusion, with 885 entities and around 700,000 individual beneficiaries of its projects.

The investment distribution by intervention area and by type of beneficiary is identified in the following graphs.



The Altice Portugal Foundation assumes its commitment in those that are already its historical axes- education, social intervention, entrepreneurship and art and culture, but it also intends to work in areas that complement these same axes, such as combating digital illiteracy and promoting the Portuguese language, but it also intends to unite education, health, technology and people, maintaining its focus in social justice, equal opportunities and equal access for all.

Communicate safely. A program to raise awareness among students, teachers and educators about literacy in information technology and about the responsible and safe use of the Internet and mobile phones. It consists of classroom training and a play performed by professional actors. It is also applied to educators and senior people. The Altice Portugal Foundation has established several partnerships with national entities, which allow for greater coverage and dissemination of this program, namely with the Public Security Police (PSP), the National Association of Computer Teachers (ANPRI), the School Library Network (RBE) and the Foundation for the Internet and Science of Safe Technology Center (FCT).

Khan Academy. A Non-Governmental Organization (NGO) whose objective is to offer quality education to everyone, anywhere and free of charge, through an online educational and interactive platform. Since 2013, the Altice Portugal Foundation has guaranteed the translation and adaptation



of the original videos, as well as the educational content available on the American platform, with the supervision and certification of the Portuguese Societies of Mathematics, Physics and Chemistry, as well as of the Mathematics Teachers Association. The Foundation also organizes workshops and certified training courses for teachers on the use of this platform in the classroom.

Micro-libraries. Micro-libraries have emerged in the most diverse Portuguese localities, not only because they are a mechanism to encourage education, culture and to encourage reading, but also because they are a vehicle for the development of bonds between people and communities.



Education is one of the main pillars of the development of modern society and it is also a concept that Altice Portugal protects. These reading booths from Altice Portugal also represent proximity, guaranteeing equal opportunities for access to education and culture. Authentic community libraries, the old Organization telephone booths allow to materialize an initiative to promote reading, through the availability of books that translate into a consecration of the act of reading. Currently, there are more than 30 micro-libraries across the country, 14 of which were opened in 2019 alone.

PORTUGAL +, a TIR truck loaded with social responsibility. One of the main projects of Altice Portugal, promoted by the Altice Portugal Foundation, within the scope of its activities at the social intervention area. The objective was to promote and bring digital literacy to all people, through a TIR truck adapted with the Organization's most innovative technology and solutions, that traveled through the all country, fulfilling what is perhaps one of the most noble Fundação Altice Portugal missions, solutions for population with special needs..



Altice Portugal intends that all Portuguese, regardless of their age group or the locality of the country, where they live or have chosen to develop their personal or professional projects, have equal access to digital skills, which will promote the economy and society competitiveness, as a people and as a country. This ambition begins exactly in education, a key pillar in the development of any modern society. Portugal + is a social intervention project with built-in innovation, training for entrepreneurship, and also an educational project with a strong cultural component.



for more information
<https://www.meo.pt/programa-inclui>

Including Program of the Altice Portugal Foundation makes communication accessible to those who need it most. Altice Portugal, through its Foundation, presented the Including Program, which, under the motto 'Nobody is left out', represents a fundamental part of the Organization's performance in terms of social responsibility and social intervention, by making communication and technology accessible to all citizens, without exception.



for more information
<https://www.meo.pt/programa-inclui>

Within the scope of the „Humanize yourself” campaign, Altice Portugal intends to join the Altice and MEO brands to the public debate and establish its connection and support to current issues relevant to community and the Portuguese. The goal is to raise the awareness of the Portuguese population to various themes of society - such as violence, environment and sustainability, fire prevention, among others.

Year Tour for Altice Portugal ComEx (Executive Committee). Being close to employees, customers, partners, all Portuguese, all over the country. Decentralize management, leave Lisbon. To Know and go to the field. Altice Portugal believes that only in this way is it possible to practice effective management and to identify the needs and challenges of customers. The proximity commitment was assumed by the Altice Portugal President and by the members of the Executive Committee.

Altice Solidarity Race, in the village of Mira, one of the most affected zones by Hurricane Leslie. Additionally to technological, Altice Portugal intends to be a united Organization, which is concerned with its country. As in the previous year, the chosen location to run the Solidarity

Race is one of the most important factors. By running or walking, around 2,000 people, that included members of the Altice Portugal Executive Committee, employees, family, friends, ambassadors and partners, joined in a true wave of solidarity to support the Mira region, heavily affected by the storm in October 2018.



Launch of the book “Portuguese Women: a tribute in 150 portraits”. More than a portrait book, the work of Veríssimo Dias is a portrait of Women as an essential element in the creation of a better Portugal. „Portuguese Women: a tribute in 150 portraits” is a tribute to women from the most diverse areas: art, culture, politics, history, sport, business, among them are several women with links to Altice Portugal and its brands, like the Human Resources Director. The book, which has the Organization’s support of was presented at the Altice Portugal Showroom, in Picoas, and was attended by high representative State Entities.



#Naofiqueaespera. In partnership with APAV (Portuguese Association for Victim Support), was launched an awareness campaign against domestic violence, which aims to make the population aware of this problem and also provide victims with the conditions and tools to help them when in this situation. Following are some examples of the initiatives:

MEO Waiting Rings: instead of music, people listened to the honest and courageous testimonies of Angela and Francisca, victims of domestic violence. For each active Waiting Ring, Altice Portugal delivers 1 euros to APAV;

Invisible call: making a report of domestic violence is a courageous act and often the victims fear of being find-out by the aggressors, leads them to not expose their situation. To minimize this risk, has been launched two new forms of reporting that leave no trace;

1 Minute of Noise: was asked to the Portuguese to go out and make themselves heard, in the most varied ways (horns, clapping, whistles, pans, etc.), doing 1 minute of noise by the more than 30 victims of domestic violence who, since January, have died in silence. Throughout the country, the solidarity movement was heard loudly, the noise being deafening, to combat a deafening silence: the silence of 30 victims who lost their lives in less than 10 months due to domestic violence

The Unwanted Shapes. Each year people produce more than 30kg of plastic waste. If nothing changes, in 2050 there will be more plastic than fish in the oceans. Portugal is one of the biggest affected since it has a maritime territory 40 times greater than its land area. „The Unwanted Shapes” is a project that aims to inspire society to overcome the problem

of plastic consumption, through those who have a strong connection with the sea- surfers. MEO took the initiative to develop 5 surfboards made entirely from domestic plastic. These boards will be used by the best surfers on the planet, in the Rip Curl event integrated in the World Tour, in Peniche. [Watch the campaign video.](#)





Traditional market. Held weekly at the Picoas Forum, in Lisbon, with the involvement of national producers. With bulk purchases, consumers take only the amount they need, avoiding waste and reducing the number of packages used. When buying seasonal fruits and vegetables, the greenhouse products, more toxic due to pesticides and fungicides is avoided. As they are products of national origin, it also avoids the transportation environmental impacts.



MEO Sudoeste, Welcome to the Owl House. In the 23rd edition of MEO Sudoeste, MEO- Altice Portugal’s brand- presented a strong technological and infrastructural reinforcement, in order to offer festival-goers all the conditions to always stay connected and be aware of all festival news. But this edition of MEO Sudoeste wasn’t just about technology. The entrance portico of the enclosure is, throughout the year, the natural habitat of a family of tower owls, which inhabits and nests the entrance to the enclosure. Since MEO is a brand of causes, in this edition in particular, the main cause of MEO was to preserve and protect this habitat, since it’s the home of all festival-goers for nine days but also the Owl House for the whole year.

Therefore, with the goal of sensitizing festival-goers to fulfill their responsibility share and to keep clean the space that each one occupies in the Festival’s campsite, were carried out a set of actions, such as the establishment of a volunteers team to help in its cleaning throughout the Festival days as well as to alert young people to the changes that the presence of thousands of festival-goers cause in the landscape along with awareness actions that allowed to reduce their ecological footprint. In previous editions, Eco points were installed in the enclosure, but this year was formed, the “Owl Team”, which daily hand out vests and bags to young volunteers that helped with cleaning, encouraging them to collect the garbage produced in their space. A big owl was also installed, produced by the Portuguese urban artist Catarina Glam, which was developed over the days of the Festival with recyclable materials.



6.2. Volunteering

Volunteering is also an important activity of Altice Portugal, which implements diverse projects and actions that benefit non-profit institutions, such as social solidarity private institutions and non-governmental organizations, promoting the social welfare of the most disadvantaged segments of the community, as well as environment protection. The projects are national in scope and involve employees from several companies of Altice Portugal- Corporate Volunteering, and also friends and family- Family Volunteering, motivating all to participate in citizenship activities.

In 2019, there were more than 3,800 participations in voluntary actions, in areas such as asset collection, education, entrepreneurship, social inclusion, food distribution to homeless people, support to the senior population, solidary call center, amongst others. The actions can be promoted exclusively by Altice Portugal or in partnership with other social support or environmental protection organizations. However, any Altice Portugal employee can submit volunteering proposals, which will be subject to analysis and eventual approval.

Within the scope of corporate volunteering, employees have the possibility to participate in social development projects, up to 6 days a year, during their normal working hours, without loss of remuneration or reflections on attendance.

Following are some data on volunteering at Altice Portugal in 2019..

	Family	Corporate	Total
Entities Beneficiaries	8	172	180
Individual beneficiaries	2,840	44,464	47,304
Number of volunteers	571	1,589	2,160
Volunteer hours	4,327	8,080	12,407
Number of participations	1,459	2,354	3,813



Some of Altice Portugal’s most impactful volunteer programs are:

Hello? Are you ok? A corporate volunteering program to support seniors, developed in partnership with Social Solidarity Organizations, and which is based on the establishment of a telephone relationship (possibly in person) between Altice Portugal volunteers and elderly citizens in a dependency or social isolation situation, previously identified as such by the entity of which they are members. The telephone contact is made weekly, lasting one hour, and the relationship time is dedicated to stimulating self-esteem and a belonging feeling, as well as the identification of any additional fragility in the accompanied person, which, if it happens, will be immediately reported to the respective institution. This program also provides for festive meetings between volunteers and the elderly, with the aim of diversifying personal relationships and providing friendliness moments and experiences exchange .



Um dia diferente para os seus filhos!

To hold hands without age. A citizenship program aimed at the children of employees who, during school holidays, develop recreational and cultural activities with the elderly population supported by institutions with which the Altice Portugal Foundation develops partnerships.

Wave by Wave. During the summer season, the Altice Portugal Foundation supported the Wave by Wave initiative in 4 Summer Vacation Camps that include an intervention based on surf therapy activities during the summer holidays, but also in Easter.



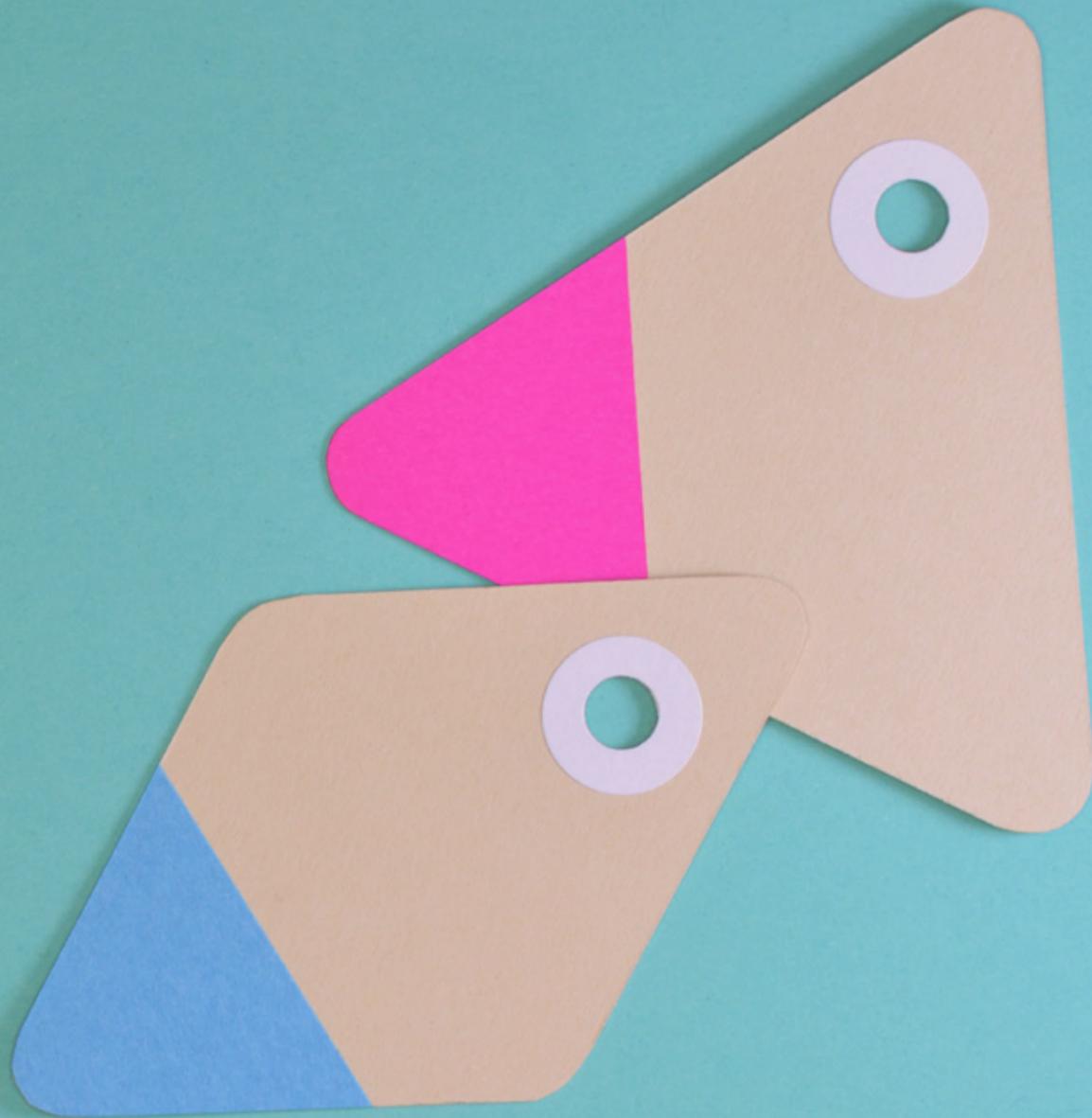
This initiative counted on the participation of 60 foster children and young people, as well as some children and young children / family members of Altice Portugal employees, as volunteers. The realization of mixed vacation camps, allowed for the first time, to live a significantly positive and inclusive experience for the children employee’s.



for more information

<https://www.telecom.pt/pt-pt/sustentabilidade/sociedade/Paginas/sociedade.aspx>

7.



APPENDIX

7. APPENDIX

- 7.1. Impact on stakeholders
- 7.2. Economic performance
- 7.3. Environmental performance
- 7.4. Social performance
- 7.5. GRI Content Index

7.1. Impact on stakeholders

Description	2018	2019
Operating Revenues (€ million)	2,109.5 (1)	2,110.2
Revenues versus National GDP (2)	1.1%	1.0%
Investment (€ million)	459.6 (1)	429.9
Investment in% of Operating Revenue	22.2%	21.0%
Total number of employees	8,623	7,679
Number of male employees	5,311	4,826
Number of female employees	3,312	2,853
Altice Portugal employees facing national employability (2)	0.1%	0.2%
Employee costs (€ million)	276.5 (1)	265.2
Purchasing and subcontracting costs (€ million)	545.0	562.0
Costs with waste disposal, emission treatment and remediation (€)	209,312	344,627
Environmental prevention and management costs (€)	313,200	315,600
Benefits of the Environmental Management System (€ million)	2.4	5.6

(1) Adjusted values
(2) Pordata

7.2. Economic performance

GRI indicator	Description	2018	2019
102-8	Total number of male employees with fixed-term contracts	46	41
	Total number of female employees with fixed-term contracts	23	22
	Total number of male employees with an open-ended contract	5,265	4,785
	Total number of female employees with an open-ended contract	3,289	2,831
	Total number of male full-time employees	5,307	4,823
	Total number of female full-time employees	3,303	2,841
	Total number of male part-time employees	4	3
	Total number of female part-time employees	9	12
	202-1	Proportion of employees receiving the National Minimum Wage	0%
204-1	Proportion of purchases from local (national) suppliers	77%	77%
205-3	Confirmed corruption incidents	0	0
206-1	Legal actions for anti-competitive, antitrust and monopoly practices	0	0

7.3. Environmental performance

GRI indicator	Description	2018	2019
301-1	Materials used by weight or volume (t)	21,856	18,756
302-1	Energy consumption within the Organization (GJ)	1,326,983	1,268,976
302-2	Energy consumption outside the Organization (GJ)	163,638	32,227 ⁽¹⁾
302-3	Energy intensity (GByte/GJ)	3,265	3,779
302-4	Reduction of energy consumption (GJ)	60,716	30,372 ⁽²⁾
303-1	Water withdrawal by source (m3)	217,032	212,793
303-2	Water sources significantly affected by its withdrawal	Public water	Public water
303-3	Recycled and reused water	N.A.	N.A.
304-1	Own or leased operational sites adjacent to protected areas or in protected areas or with high biodiversity value in unprotected areas (km2)	0.01	0.01

7.3.

Environmental performance continued

GRI indicator	Description	2018	2019
305-1	Direct GHG emissions (Scope 1) (tCO2eq)	12,159	11,042
305-2	Indirect GHG emissions (Scope 2) (tCO2eq)	146,152	96,926
305-3	Other indirect GHG emissions (Scope 3) (tCO2eq)	15,601	4,921 ⁽³⁾
305-4	Intensity of GHG emissions (GByte/tCO2eq)	27,372	44,416
305-5	Reduction of GHG emissions (tCO2eq)	7,927	2,739 ⁽⁴⁾
305-7	Significant air emissions of NOX, SOX and others (tCO2eq)	3,908	5,674
306-1	Water discharge by quality and destination (m3)	173,625	170,235
306-2	Waste by type and disposal method	2,446	2,769
307-1	Non-compliance with environmental laws and regulations	8	2
308-1	New suppliers selected taking into account environmental criteria	90%	95%
308-2	Negative environmental impacts on the supply chain and actions taken	0	0

7.4.

Social performance

GRI indicator	Description	2018	2019
401-3	Number of female employees entitled to parental leave	112	97
	Number of male employees entitled to parental leave	234	201
	Number of female employees who took parental leave	112	97
	Number of male employees who took parental leave	234	201
403-2	Global absenteeism rate	4.54%	4.43%
	Male absenteeism rate	3.34%	3.30%
	Female absenteeism rate	6.47%	6.35%
404-1	Average hours of training per employee	20.2	31.4
	Average hours of training for men	21.0	32.0
	Average hours of training for women	21.0	30.4
405-1	Percentage of women in the Organization's governance bodies	0%	0%
405-1	Ratio of man / woman management positions (top managers)	1.3	1.4
	Ratio of man / woman management positions (managers)	1.0	1.0
	Man-to-woman compensation ratio management positions (other employees)	1.0	1.0

7.4. Social performance continued

GRI indicator	Description	2018	2019
412-2	Total number of hours of training in human rights policies or procedures	34,492	15,702
	Percentage of employees trained in human rights policies	100%	97%
416-2	Non-compliance incidents regarding the impacts of products and services on health and safety	0	0
417-2	Non-compliance incidents regarding information and labeling of products and services	2	1
417-3	Non-compliance incidents regarding marketing communications	6	1
418-1	Customer privacy: total number of substantiated complaints received from customers	53	47
	Number of failures identified in the protection of personal data	0	0
419-1	Non-compliance incidents e regarding social and economic laws and regulations	62	65

7.5. GRI Content Index

Reporting criteria	Reference/Location	Comments
GRI 102 – Organizational profile		
102-1	Appendix	
102-2	2.1 Who we are	
102-3	Appendix	
102-4	Appendix	
102-5	Appendix	
102-6	2.1 Who we are	
102-7	2.1 Who we are 7.4 Social performance	
102-8	7.4 Social performance	Employees who are not from Altice Portugal but who exercise activities on behalf of the Organization are not included in this report.
102-9	2.4 Procurement management	
102-10	2.4 Procurement management	There were no significant changes in size, structure, ownership or supply chain.
102-11		Information transversal to the Group, available at http://altice.net/

7.5. GRI Content Index continued

Reporting criteria	Reference/Location	Comments
102 – Organizational profile		
102-12	2.2 Ethics and compliance	
102-13	2.7 Sustainability strategy	
102 – Strategy		
102-14	1. Letter from the Chief Executive Officer	
102-15	2.3 Risk and opportunities management	
102 – Ethics and integrity		
102-16	2.2 Ethics and compliance	
102-17	2.2 Ethics and compliance	
102 – Governance		
102-18	2.1 Who we are	
102-19		Information transversal to the Group, available at http://altice.net/
102-20		Information transversal to the Group, available at http://altice.net/
102-21	2.6 Stakeholder engagement and material aspects	
102-22	2.1 Who we are	

7.5. GRI Content Index continued

Reporting criteria	Reference/Location	Comments
102 – Governance		
102-23	2.1 Who we are	
102-24		Information transversal to the Group, available at http://altice.net/
102-25		Information transversal to the Group, available at http://altice.net/
102-26		Information transversal to the Group, available at http://altice.net/
102-27		Information transversal to the Group, available at http://altice.net/
102-28		Information transversal to the Group, available at http://altice.net/
102-29		Information transversal to the Group, available at http://altice.net/
102-30	2.3 Risk and opportunities management	
102-31	2.2 Ethics and compliance	
102-32	Report profile	
102-33	2.2 Ethics and compliance	
102-34	2.2 Ethics and compliance	
102-35		Information transversal to the Group, available at http://altice.net/

7.5. GRI Content Index continued

Reporting criteria	Reference/Location	Comments
102 – Governance		
102-36		Information transversal to the Group, available at http://altice.net/
102-37		Information transversal to the Group, available at http://altice.net/
102-38		Information transversal to the Group, available at http://altice.net/
102-39		Information transversal to the Group, available at http://altice.net/
102 – Stakeholder engagement		
102-40	2.6 Stakeholder engagement and material aspects	
102-41	3.1 Social dialogue	
102-42	2.6 Stakeholder engagement and material aspects	
102-43	2.6 Stakeholder engagement and material aspects	
102-44	2.6 Stakeholder engagement and material aspects	
102 – Reporting practice		
102-45	Report profile 2.1 Who we are	
102-46	Report profile	

7.5. GRI Content Index continued

Reporting criteria	Reference/Location	Comments
102 – Reporting practice		
102-47	2.6 Stakeholder engagement and material aspects	
102-48	Report profile	
102-49	Report profile	
102-50	Report profile	
102-51	Report profile	
102-52	Report profile	
102-53	Appendix	
102-54	Report profile	
102-55	7.5 GRI Content Index	
102-56	Report profile	
GRI 103 – Management approach		
103-1	2.6 Stakeholder engagement and material aspects	
103-2	2.6 Stakeholder engagement and material aspects	

7.5. GRI Content Index continued

Reporting criteria	Reference/Location	Comments
GRI 103 – Management approach		
103-3	2.6 Stakeholder engagement and material aspects	
GRI 201 – Economic performance		
201-1	2.1 Who we are 7.1 Impact on stakeholders 7.2 Economic performance	
201-2	7.1 Impact on stakeholders	Information transversal to the Group, available at http://altice.net/
201-3		Information transversal to the Group, available at http://altice.net/
201-4		Information transversal to the Group, available at http://altice.net/
GRI 202- Market presence		
202-1		Information transversal to the Group, available at http://altice.net/
202-2		Information transversal to the Group, available at http://altice.net/
GRI 203 – Indirect economic impacts		
203-1	2.1 Who we are	
203-2	7.1 Impact on stakeholders 7.2 Economic performance	
GRI 204 - Procurement practices		
204-1	7.2 Economic performance	

7.5. GRI Content Index continued

Reporting criteria	Reference/Location	Comments
GRI 205– Anti-corruption		
205-1		Information transversal to the Group, available at http://altice.net/
205-2	2.2 Ethics and compliance	
205-3	7.2 Economic performance	
GRI 206- Anti-competitive behaviour		
206-1	7.2 Economic performance	
GRI 301 – Materials		
301-1	4.3 Consumption and emissions 7.3 Environmental performance	
301-2	4.3 Consumption and emissions	
301-3	N.D.	
GRI 302 – Energy		
302-1	4.3 Consumption and emissions 7.3 Environmental performance	
302-2	4.3 Consumption and emissions 7.3 Environmental performance	
302-3	4.3 Consumption and emissions 7.3 Environmental performance	
302-4	4.3 Consumption and emissions 7.3 Environmental performance	

7.5. GRI Content Index continued

Reporting criteria	Reference/Location	Comments
302-5	N.D.	
GRI 303 – Water and effluents		
303-1	7.3 Environmental performance	
303-2	4.3 Consumption and emissions 7.3 Environmental performance	Altice Portugal's water consumption is insignificant in terms of volume and it comes entirely from the public network. The impact on water resources is negligible.
303-3	4.3 Consumption and emissions	Altice Portugal uses water from the public network, so it consumes neither reused nor recycled water.
GRI 304 - Biodiversity		
304-1	7.3 Environmental performance	Reports Altice Portugal websites that are within protected areas and have a high biodiversity index.
304-2	4.1 Environmental management and sustainable offer	
304-3	N.D.	
304-4	N.A.	Altice Portugal's operations do not affect species included in the IUCN Red List and the National Species Conservation List.
GRI 305 -Emissions		
305-1	4.3 Consumption and emissions 7.3 Environmental performance	
305-2	4.3 Consumption and emissions 7.3 Environmental performance	
305-3	4.3 Consumption and emissions 7.3 Environmental performance	

7.5. GRI Content Index continued

Reporting criteria	Reference/Location	Comments
305-4	4.3 Consumption and emissions 7.3 Environmental performance	
305-5	4.3 Consumption and emissions 7.3 Environmental performance	
305-6	N.A.	Altice Portugal does not produce, import or export ozone-depleting substances.
305-7	4.3 Consumption and emissions 7.3 Environmental performance	
GRI 306 - Effluents and waste		
306-1	7.3 Environmental performance	Residual water discharge volume value is estimated according to the established in Regulatory Decree no. 23/95 of 23 August.
306-2	4.4 Waste Management 7.3 Environmental performance	
306-3		No significant spills were detected in 2019.
306-4		Waste is routed by certified operators hired by Altice Portugal to collect and treat it.
306-5		Discharges of wastewater are mostly carried out in municipal collectors, having an essentially domestic use. They are treated in municipal systems, and Altice Portugal is not responsible for their treatment. Therefore, Altice Portugal does not consider the reuse of treated water.
GRI 307 – Environmental compliance		
307-1	7.3 Environmental performance	Two processes, to date without imposing any fine.
GRI 308 - Supplier environmental assessment		

7.5. GRI Content Index continued

Reporting criteria	Reference/Location	Comments
308-1	7.3 Environmental performance 2.4 Procurement management	
308-2	7.3 Environmental performance 2.4 Procurement management	
GRI 401 - Employment		
401-1	3.4 Talent management and diversity	
401-2	3.7 Internal social responsibility	
401-3	3.3 Conciliation and parenting	
GRI 402 – Labor/Management relations		
402-1	3.1 Social dialogue	
GRI 403 - Occupational health and safety		
403-1	3.1 Social dialogue 3.2 Health and safety	
403-2	3.2 Health and safety	
403-3	3.2 Health and safety	
403-4	3.1 Social dialogue	
GRI 404 – Training and education		
404-1	7.4 Social performance	
404-2	3.5 Training & Knowledge	
404-3	3.5 Training & Knowledge	

7.5. GRI Content Index continued

Reporting criteria	Reference/Location	Comments
GRI 405 - Diversity and Equal Opportunity		
405-1	7.4 Social performance	
405-2	7.4 Social performance	
GRI 406 - Non-discrimination		
406-1	3.6 Equality and non-discrimination	
GRI 407 – Freedom of association and collective bargaining		
407-1	2.4 Procurement management 3.1 Social dialogue	
GRI 408 - Child labor		
408-1	2.4 Procurement management	In Portugal, Altice Portugal complies with the legislation and identifies the legal minimum age in its recruitment processes.
GRI 409 – Forced or compulsory labor		
409-1	2.4 Procurement management	In Portugal, Altice Portugal complies with legislation regarding labor rights.
GRI 410 – Security practices		
410-1	2.2 Ethics and compliance	
GRI 411 - Rights of indigenous peoples		
411-1	N.D.	Altice Portugal is not found in any country where the indigenous population is represented.
GRI 412 - Human rights assessment		
412-1	2.2 Ethics and compliance	
412-2	7.4 Social performance	
412-3	2.4 Procurement management	

7.5. GRI Content Index continued

Reporting criteria	Reference/Location	Comments
GRI 413 - Local communities		
413-1	6. Proximity and social intervention	
413-2		No actual and potential significant negative social impacts on local communities have been identified.
GRI 414 – Supplier social assessment		
414-1	2.4 Procurement management	
414-2	2.4 Procurement management	
GRI 415 - Public policy		
415-1	N.A.	Altice Portugal does not make contributions to political parties.
GRI 416 - Customer health and safety		
416-1	4.5 Electromagnetic radiation 4.6 Noise	
416-2	7.4 Social performance	
GRI 417 - Marketing and labelling		
417-1	4.1 Environmental management and sustainable offer	
417-2	7.4 Social performance	One incident, to date without imposing any fine.
417-3	7.4 Social performance	One incident, to date without imposing any fine.

7.5. GRI Content Index continued

Reporting criteria	Reference/Location	Comments
GRI 418 - Customer privacy		
418-1	7.4 Social performance	
GRI 419 - Socioeconomic compliance		
419-1	7.4 Social performance	65 new processes in 2019. € 121,642.34 of fines paid in 2019.

This Report refers to Altice Portugal, and the presented economic, social and environmental data, result from the consolidation of the reality of the companies that constitute it, in Portuguese territory.

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Altice Portugal, S.A.
Headquarters: Av. Fontes Pereira de Melo, 40
1069-300 Lisboa
Portugal

Share capital: € 50,000.00 (fifty thousand euros)

Registration in the Conservatory of the Commercial Registry of Lisbon, collective person nº 510 160 549

CONTACTS

SUSTAINABILITY DEPARTMENT

Nuno Mendes
E-mail: nuno.s.mendes@telecom.pt
Phone: +351 215 000 756

Isabel Martins
E-mail: isabel.g.martins@telecom.pt
Phone : +351 215 006 876

