Sustainability Report 2021

Altice Portugal

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Message from CEO

2021 was further proof of the sector's resilience and of Altice Portugal's ability to adapt and respond to the challenges of various dimensions of society. Such a response is vital for the future.

As such, in continuation of the work that we have been developing, we consolidated our sustainability strategy across all its dimensions and established four axes of action: People, Organization and Processes, Partnerships and Environment.

Our commitment to sustainability is reflected in the way we act as leaders in the communications sector, but also in our positive contribution to society and the environment. We take our responsibility for people and the planet seriously.

In addition to being an engine of digital transformation, we work to increase inclusion and contribute to the future of our industry and the country.

It is for this purpose that we frame sustainability as an intrinsic pillar of Altice Portugal's culture and strategy, seeking knowledge in the Environment, People and Economy dimensions. The goal is to continue to make a better contribution, both through the way we act and through the transformational power that we know we have. From health to economic and social cohesion, our participation is crucial for the sustainable development of the country.

For Altice Portugal, digital transformation is a major revolution, from a social point of view, that has changed the way we live, work, study, communicate and relate. This reality created a great challenge for everyone, as a country and as a society. And at Altice Portugal, we aim to contribute to equal opportunities for all.

We understand that technology is an important pillar in constructing a society of the future, and it is up to the company to be a catalyst and engine of evolution. In assuming this role, we took into account several criteria: human capital, the ability to innovate, infrastructure and the ecosystem of partners.

Having made a solid investment in the 5G network, we are prepared to go further, integrating into our innovation capacity the development of solutions that contribute to the construction of a more sustainable future.

It was in this context that, in 2021, we joined the international campaign "Business Ambition for 1.5°C" – led by the Science Based Targets initiative (SBTi), in partnership with the United Nations Global Compact and the We Mean Business coalition. We are committed to achieving net zero emissions by 2050, in line with the criteria and recommendations of the Science Based Targets and to contribute to limiting global warming to 1.5°C while protecting the environment for all.

We contributed to COP26, demonstrating that we are aligned with the goals of the Paris Agreement and that Altice Portugal is a front runner in this field.

This commitment substantiates the important work that Altice Portugal has been developing for several years in this area and actively contributes to the fulfillment of the UN 2030 Agenda, promoting the transition to a carbon neutral economy.

To achieve the greater purpose of contributing to a more equal world, we joined the Global Compact Network Portugal and signed up to the National Goal for Gender Equality. This project aims to achieve 40% of women in top management positions by 2030, based on the gender equality dimension of the UN 2030 Agenda.

Altice Portugal's commitment and support to the promotion of equality between women and men is reflected in the implementation and integration of policies and measures that promote non-discrimination of gender at work, the reconciliation of professional, personal and family life and protection in parenting.

In order to protect, promote and restore biodiversity, in 2021 Altice Portugal joined the international initiative Act4nature, a project promoted by BCSD (Business Council for Sustainable Development), an organization that this year marks its twentieth year since establishment in Portugal and of which we are founding members integrating the respective Advisory Board.

It is within this framework, with sustainability as a pillar of our strategy, that Altice Portugal continues to lead the future through technology and innovation, promoting the improvement of the lives of people, companies and the planet.

A special thanks to everyone - employees, partners and customers - that helps Altice Portugal to contribute daily and actively to this commitment to Sustainability.

Sincerely,

Alexandre Fonseca

Chief Executive Officer of Altice Portugal

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2021 - General Vision

1.1 Highlights

Economic Indicators

2 313.6 M€ Revenue

75% of the amount spent on purchases, on local suppliers

853.2 M€ EBITDA

602 M€ CAPEX

Social Indicators – employees

6 186 employees

36% of employees are women

62% of employees received human rights training

98% of employees are covered by the Collective Bargaining Agreement (ACT)

31% of management positions are held by women

38 training hours per employee on average

96% retention rate (stay at the company 12 months after returning from parental leave)

1.9% of employees were identified as having a disability

100% of eligible employees are covered by the annual and intermediate performance evaluation process

Social Indicators – community

3.2 M€ invested in the community

2 690 entity beneficiaries of support granted to the community

491 932 individual beneficiaries of support granted to the community

Environmental Indicators

1 137 901 GJ of total energy consumed

905 892 GJ of electricity from renewable sources

13 525 tCO$_2$e of scope 1 emissions

38 635 GJ saved through the consumption reduction measures implemented

3747 GJ of electric energy produced through own renewable sources

11 750 tCO$_2$e of scope 2 emissions (market-based)

2 695 t of waste produced

446 311 reconditioned and reused electrical and electronic equipment

1.2 Milestones and recognition

Altice has been recognised for sustainability performance. Its intention is to continue to permanently improve its commitments through actions leading to a healthier, fairer and more prosperous world and the sustainability of its business.

In 2021 the company received the following awards:

- Quidgest Annual Congress Co-Innovation Award;
- Award in the Social Responsibility category of the 2021 Human Resources Awards;
- Award in the "Leadership" category of the People Award given to the CEO of Altice Portugal, Alexandre Fonseca.

In addition to these, Altice continues to occupy a distinguished and awarded position for the quality and excellence of its products and services, as well as its operations.

To know more, please go to: https://www.telecom.pt/en-us/a-pt/premios/pages/premios.aspx

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Altice Portugal

2.1 Purpose

Despite the challenges faced in 2021, in a country that is still facing the impacts of the COVID-19 pandemic, Altice Portugal has responded in a resilient and agile way to market dynamics. It maintained a firm and conscientious business model, respecting its values and strengthening impacts of strategic plans and operational initiatives implemented, to deliver the best possible customer experience, anytime and anywhere.

Values

Union, Dedication, Courage, Disruption and Speed to deliver excellence to customers

Strategy

Altice Portugal's strategy is based on the following assumptions:

- Maintain focus on the 6 strategic pillars: Service Quality, Innovation, Investment, Proximity, Social Responsibility and Sustainability.
- Reinforce focus on business diversification.
- Transform and simplify work processes and routines every day.

2.2 Quality offering

Altice Portugal's offering is derived from a continuous focus on the convergence of fixed and mobile services through cross-selling and up-selling of its offering. From mobile and fiber technology services, to TV, broadband Internet and fixed voice services, and the commitment to promting culture, entertainment and art, and, more recently, the commercialisation of energy, there are several activities of Altice, which play a decisive role in Portugal's technological ambition, all the while keeping the focus on people, customers and companies.

Brands, products and services

MEO	SAPO	altice empresas	MOCHE
A leading telecommunications brand in Portugal with a joint offering of voice, television and internet services, using a revolutionary technological infrastructure: Optical Fiber.	Platform for digital content such as news, online shopping, job search, blogs, weather and more.	Offer of technological and telecommunications solutions specially designed for Small and Medium Enterprises, as well as for Large Enterprises and Institutions.	Tactical brand that emerged as a simple mobile communications tariff aimed at young people, but which currently stands out in areas such as fashion, art, gaming, music, skateboarding and surfing.

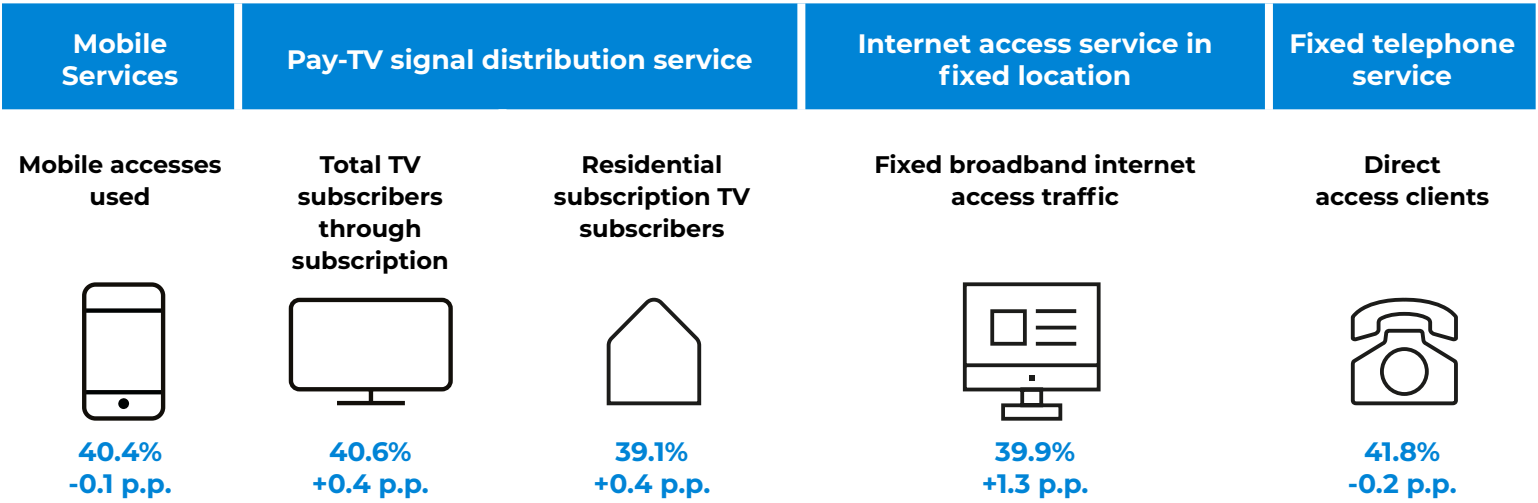Altice Portugal maintains a strong connection to culture, entertainment and art, distributing its value, namely through the partnership with the two largest concert halls in the country - Altice Arena and Altice Forum Braga - as well as through various music-related initiatives – MEO Sudoeste, MEO Marés Vivas, MEO Sons do Mar and MEO Monte Verde.

To know more, please go to: https://www.telecom.pt/en-us/a-pt/pages/marcas-pt.aspx

As Quality of Service is one of the six strategic pillars of Altice Portugal, continuous improvement of the company's processes and activities is a fundamental element of its culture and performance. Altice therefore seeks to adopt best practices in the market and provide excellent services, making use of a set of management systems certified in accordance with national and international standards:

- ISO 9001 - Quality
- ISO 45001 - Occupational Health and Safety
- ISO 20000-1 - IT Service Management
- ISO 27001 - Information Security
- ISO 14001 - Environment
- NP 4457 - RDI Management System

Altice's continuous commitment, focus on Customer Service Quality, resilience and security of its Networks and expansion of the Services portfolio, have been reflected in the company's operational performance, namely in its Customer Base and in the Fixed Services, both in Mobile Services and in the continued leadership of the communications market in Portugal, through MEO, across all segments and products, highlighted by the ANACOM indicators.

Mobile Services	Pay-TV signal distribution service		Internet access service in fixed location	Fixed telephone service
Mobile accesses used	Total TV subscribers through subscription	Residential subscription TV subscribers	Fixed broadband internet access traffic	Direct access clients
40.4% -0.1 p.p.	40.6% +0.4 p.p.	39.1% +0.4 p.p.	39.9% +1.3 p.p.	41.8% -0.2 p.p.

To know more, please go to:
https://www.anacom.pt/streaming/infografia_Factos_e_Numeros_2021.pdf?contentId=1719827&field=ATTACHED_FILE

ANACOM identified MEO as the operator with the lowest rate of complaints throughout 2021. This recognition demonstrates and consolidates Altice Portugal's commitment to Quality of Service, one of the company's strategic pillars. According to data from the regulator, MEO was the provider that recorded the greatest decrease in the number of complaints per thousand customers. A rate of -13% that puts the operator in the lead, followed by Vodafone (with -9%) and NOS (with -3%).

These results prove Altice Portugal's leadership and the sustainable increase in the Quality Indices evaluated by our customers, based on the company's strategic pillars.

2.3 Governance Model

Altice Portugal's management model is based on an organic and functional structure, made up of the Chief Executive Officer and the Executive Committee (ExCom).

Alexandre Filipe Fonseca
Chief Executive Officer

Alexandre Matos
Chief Financial Officer

João Zúquete da Silva
Chief Corporate Officer

João Teixeira
Chief Technology Officer

Nuno Nunes
Chief Sales Officer/B2B

João Epifânio
Chief Sales Officer/B2C

Alexander Freese
Chief Operations Officer

ExCom as of 31st December 2021

Sustainability Governance Model

At Altice, sustainability governance is ensured by the Sustainability Committee, which aims to promote an internal culture based on the optimisation of resources and synergies, adopt more conscious behaviours, and contribute to the economic and social cohesion of the country. The Sustainability Committee, which reports to the CEO, is made up of members of the Executive Committee and other directors of the company, from different management areas.

Path to a Sustainable Future

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In recent years, COVID-19 and the successive lockdowns and quarantines implemented to mitigate its spread, have increased social inequalities - in terms of health, education, and access to communication, for example - and made human action as the responsible for climate change evident now more than ever. 2021 was the year where there become awareness of many extreme weather events and of change and recovery from the effects of the pandemic. The pandemic has, probably forever, revolutionized the way organizations look at productivity and presence in the workplace and, consequently, the role of technology in work tasks – the digital transition has accelerated.

The United Nations Climate Change Conference, COP26, took place in Glasgow, bringing together world leaders for the first time since the Paris Agreement to discuss climate concerns and possible positions and actions for mitigation and adaptation. Despite the commitments, the goal of limiting global warming to less than two degrees has not yet been achieved, so there is still a lot of work to be done.
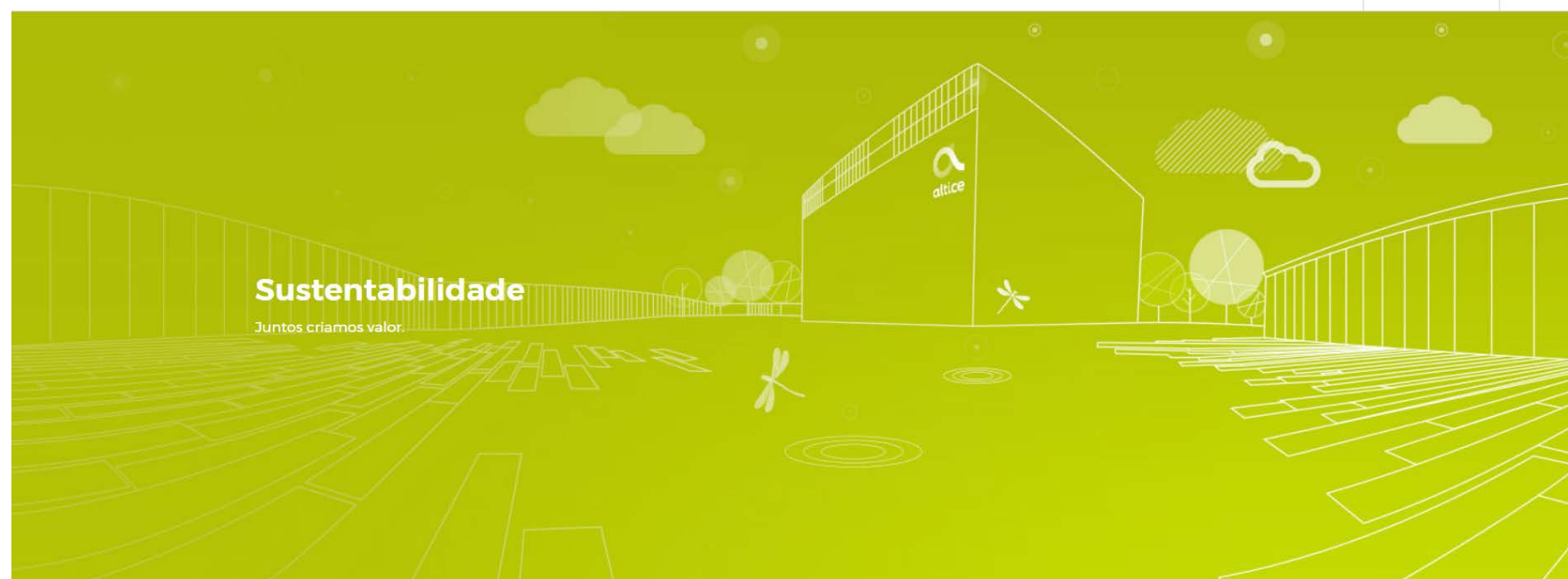
Innovation is now unequivocally understood as a central part of any emission reduction plan by 2050. In this context, the private sector plays a central and fundamental role in cooperation with governments and non-profit organizations and the telecommunications sector and Altice are not an exception.

Business as usual is no longer an option. The different stakeholders expect Altice to assume responsibility for its environmental and social impacts and to transparently demonstrate its responsible behavior. In this sense, Altice Portugal has created a Sustainability Committee and has sought to continuously improve the monitoring and reporting of these impacts.

3.1 Sustainability Strategy

Altice Portugal believes it is essential to integrate sustainability issues into its day-to-day activities, as strategic and integrated factors, actively contributing to the achievement of the Sustainable Development Goals (SDGs) and to the environmental and socio-economic prosperity of the company, as well as to promote strong relationships with its stakeholders.

In this context, it incorporates the Principles of the United Nations Global Compact into strategies, policies and procedures and assumes its basic responsibilities with people and the planet, ensuring success and sustainability through a long-term perspective.

Codes, policies and commitments

In compliance with applicable legislation and regulation in force, good practice and national and international trends, the company governs its activities according to sustainability principles such as business ethics, anti-corruption, respect and preservation of the environment, human rights and labor rights, and social inclusion, which are materialised in a set of tools, structures and mechanisms that guarantee detailed management of these matters:

Guides and Codes of Conduct
- Code of Ethics
- Code of good conduct to prevent and combat harassment
- Social responsibility code of conduct (suppliers)

Policies
- Information Security Policy
- Integrated Management Policy
- Privacy Policy

Signed Sustainability Commitments
- UNGC 10 Principles
- Portuguese Charter for Diversity
- Joint ETNO-UNI Europe Declaration on Gender Equality
- BCSD Portugal Charter of Principles
- Manifest Towards COP 26
- Business Ambition for 1.5°C
- Act4nature Portugal
- Microsoft Partner Alliance
- National target for gender equality
- ICT Principles for Children Online

To know more, please go to: https://www.telecom.pt/en-us/sustentabilidade/etica/pages/codigos-politicas-compro-missos.aspx

Alignment with the SDGs

Altice Portugal is committed to implementing actions and processes that also contribute to the achievement of the SDGs. This commitment is in line with the company's six strategic pillars, contributing activities, nature, scale and scope of its business to the following goals, in particular:

Innovation
Taking Altice to more than 40 countries and more than 250 million people

Quality of service
Focus on continuous improvement of customer experience

Social responsibility
Working for a fairer and more inclusive society

Investment
Private companies invest the most in Portugal

Proximity
It is close to its people and to the Portuguese population

Sustainability
To be an engine and leader of the digital transformation of society. Connecting People to Life.

SDGs	Altice Portugal Contribution	Actions/initatives/programmes and results
SDG 3	• Promote mental health and well-being • Contribute to ensuring access to quality essential health services • Contribute to reducing the number of deaths and illnesses due to air, water and soil pollution	4.4 Innovation and development 5.4 Occupational health and safety 7.3 Electromagnetic radiation and noise
SDG 4	• Contribute to a substantial increase in the number of young people and adults who have relevant qualifications for employment, decent work and entrepreneurship • Contribute to eliminating gender inequalities in education and ensuring equal access to all levels of education and vocational training for the most vulnerable	5.3 Training and development 7.2 Support granted
SDG 5	• End all forms of discrimination against all women and girls everywhere • Ensure the full and effective participation of women and girls and equal opportunities for leadership at all levels of decision-making • Increase the use of enabling technologies, in particular information and communication technologies, to promote women's empowerment and adopt and strengthen sound policies and applicable legislation for the same purpose	5.2 Diversity and inclusion 7.1 Communication for all 7.2 Support granted

SDG 7	• Ensure universal, reliable, modern and affordable access to energy services • Substantially increase the share of renewable energies in the global energy matrix • Double the overall rate of energy efficiency improvement	4.4 Innovation and development 6.3 Energy and Emissions
SDG 8	• Promote diversification, technological modernization and innovation and development-oriented policies that support productive activities, job creation, entrepreneurship, creativity and innovation • Encourage the growth of micro, small and medium-sized companies • Substantially reduce the proportion of young people without employment, education or training • Protect labour rights • Promote safe and secure work environments for all employees	4.4 Innovation and development 4.6 Supply chain 5.1 Talent attraction and retention 5.2 Diversity and inclusion 5.3 Training and development 5.4 Occupational health and safety
SDG 9	• Develop quality, reliable, sustainable and resilient infrastructure • Promote inclusive and sustainable industrialisation and significantly increase industry's share of employment and GDP • Modernise infrastructure and rehabilitate industries to make them sustainable, with greater efficiency in the use of resources and greater adoption of clean and environmentally friendly technologies and industrial processes • Contribute to strengthening scientific research, improving the technological capabilities of industrial sectors and encouraging innovation • Substantially increase the number of employees and investment in the area of research and development	4.4 Innovation and development 7.2 Support granted
SDG 10	• Empower and promote the social, economic and political inclusion of all • Ensure equal opportunities and reduce inequalities as a result	5.1 Talent attraction and retention 5.2 Diversity and inclusion 7.1 Communication for all
SDG 11	• Increase inclusive and sustainable urbanisation • Reduce the negative environmental impact per capita in cities, particularly air quality, municipal waste management, among others	7.1 Communication for all 7.3 Electromagnetic radiation and noise
SDG 12	• Achieve sustainable management and efficient use of natural resources • Substantially reduce waste generation through prevention, reduction, recycling and reuse • Ensure that people everywhere have relevant information and awareness for sustainable development and lifestyles in harmony with nature	6.1 Environmental management 6.4 Resource management
SDG 13	• Strengthen resilience and adaptability to climate-related risks and natural disasters in all countries • Improve education, increase awareness and human and institutional capacity for mitigation, adaptation, impact reduction and early warning measures regarding climate change	6.1 Environmental management 6.2 Climate change
SDG 17	• Strengthen the global partnership for sustainable development • Encourage and promote effective public, public-private and civil society partnerships, based on the experience of these partnerships' resource mobilisation strategies	3.1 Sustainability Strategy

Partnerships

In order to ensure enhanced and improved contribution to the achievement of the SDGs through the achievement of the targets of Goal 17, the company is committed to and actively cooperates with a number of sustainability-related organizations and initiatives.

UNGC (United Nations Global Pact) - international initiative that promotes the implementation of ten universally accepted principles in the areas of human rights, labour rights, the environment and the fight against corruption

ICT Coalition - works towards the development of products and services that address the challenge of child safety in the online world

BCSD - Business Council for Sustainable Development is the reference entity for corporate sustainability in Portugal

UNI Global Union - has a responsibility to ensure that jobs are decent and the rights of employees are protected, including the right to join a union and collective bargaining

ETSI (European Telecommunications Standards Institute) - provides members with an open, inclusive and collaborative environment, being at the forefront of emerging technologies in all sectors of industry and society that make use of ICT

European Centre of Cybercrime - EU law enforcement agency to fight terrorism, cybercrime and other serious and organised forms of crime

Apritel (Association of Electronic Communications Operators) - promotes the adoption of good sector regulation policies and measures, strengthening consumer clarification and the importance of communication in valuing people

iGen (Organisations for Equality Forum) - incorporates the principles of equality and non-discrimination between women and men in the labour market into its management strategies

Associação Portuguesa para a Diversidade e Inclusão - its mission is to promote diversity and inclusion in different organisations and in Portuguese society in general, cooperating with relevant national and European institutions

Rede Portuguesa de Responsabilidade Social das Organizações - created under the EQUAL Community Initiative Program

Consórcio do Centro Internet Segura em Portugal - created under the European Commission's Safe Internet program

GRACE - a non-profit public utility business association that works in the areas of Social Responsibility and Sustainability

Centro Português de Fundações - representative institution of the foundation sector in Portugal, acts as the sole interlocutor of foundations with the various State bodies and other civil society organisations

3.2 Stakeholder Engagement

The success of Altice Portugal's operational and strategic performance is also the result of the strong relationships it maintains with its multiple stakeholders. It is essential to keep them informed, ensuring high levels of transparency, and to hear their expectations and concerns regularly so that they can be properly integrated into the company's strategic planning and thus anticipate solutions, mitigate possible negative impacts, generate ideas, identify weaknesses and define improvement plans that integrate the interests of all parties.

Main channels of communication with stakeholders

In addition to the communication channels used regularly in communication with stakeholders, good practice means that stakeholders should be consulted periodically on topics with large environmental, social and governance impact. As such, in 2022 Altice Portugal will carry out a new consultation with its stakeholders, which will reinforce the company's positioning, which is intended to be transversal and aligned with best practices and trends.

Responsible Management

The resilience and prosperity of Altice Portugal's business depends on conscious, responsible, ethical and transparent management. These are factors that enhance the trust of the company's stakeholders, fundamental to building solid and lasting relationships that support the company's growth and ambition.

4.1 Risks and Opportunities

In order to mitigation in advance the negative impacts (impacts both caused by and posed to its activity) and to take advantage of opportunities that arise, Altice Portugal integrates a risk management model into its strategic and operational planning.

The Executive Committee is ultimately responsible for maintaining an effective risk management approach, which includes the company's risk governance structure. However, risk management and the identification of opportunities are also the responsibility of all divisions.

The risks and opportunities in Altice Portugal's main operations are evaluated annually, through an analysis of existing strengths, threats and weaknesses, considering:

The analysis carried out in 2021 concludes that the main sustainability-related risks and opportunities are related to:

Risks	Opportunities
• Pandemic context	• 5G
• World conflicts with economic impact	• Digital transformation
• Cybersecurity	
• Climate change	
• Talent drain	
• Insufficient perception of ESG performance by the market	

The risks identified by the divisions are evaluated according to the criteria "impact", "probability" and, in a second phase, also taking into account the control measures already implemented. Risk mitigation actions with greater impact and probability, and for which control measures have not yet been implemented, must be implemented. Identified opportunities are evaluated according to "implementation effort" and "benefit to the organisation or stakeholders" criteria.

Responding to an environment of permanent change, in addition to risks and opportunities, the company continuously monitors its management policies and procedures in order to continually adapt the business. In this context, employees play a fundamental role in the identification, reporting and implementation of mitigation measures and behaviours, whenever necessary.

4.2 Ethics and compliance

Altice Portugal's operating principles comprise a set of distinctive fundamental ethical values, which mark its identity. The way ethics and compliance are managed defines all the company's actions, activities and processes, from decision-making to the management of employees or customers. In this sense, Altice complies with applicable legislation and actively promotes the principles recommended by national and international organisations, related to business ethics, anti-corruption, environmental preservation, human and labour rights and social inclusion.

The management of these principles by the company is the responsibility of the Human Rights, Sustainability & Inclusion Office, whose mission is to monitor the strategy and projects aligned with the commitment to responsible business conduct, in accordance with the best practices of national and international governance.

Compliance

Altice Portugal has a series of instruments and mechanisms that facilitates its compliance with the principles:

Commitment	Training and Awareness	Audits and Compliance Assessments	Mechanisms for Participation in Improper Practices
All employees adhere to the Code of Ethics and the policies associated with their specific duties. Suppliers are committed to the Social Responsibility Code of Conduct when registering as potential suppliers of Altice Portugal.	Periodic training is given to employees on the Code of Ethics, Human Rights, Environment and Occupational Health and Safety. Information is made available to suppliers on environmental and Occupational Health and Safety topics, and training on these topics is provided whenever deemed necessary.	They cover issues of compliance with the regulations and procedures implemented and that are part of the company's management model. They make it possible to assess compliance with legal and other applicable requirements in terms of the environment and occupational health and safety.	Any irregular situation and/or suggestion can be reported through various participation channels, such as the Undue Practices Participation Channel and the Ombudsman Channel, available on the corporate website, the formal customer service channels and social networks, ensuring the confidentiality of the complainant, ensuring no reprisal against him/her.

In 2021, in addition to internal audits and compliance assessments, Altice Portugal underwent four external audits, which ensured the maintenance of certifications in the management systems implemented in accordance with ISO 9001 (Quality), ISO 14001 (Environment), ISO 45001 (Safety and Health at Work), ISO 20000-1 (IT Service Management), ISO 27001 (Information Security) and NP 4457 (IDI Management System).

Two audits were also carried out at the request of customers. MEO was audited by EDP within the scope of the Quality, Environment, Occupational Health and Safety and Social Responsibility Management Systems. A SMETA audit was also carried out at the request of the Nestlé customer, concerning ethical business practices, based on four pillars: Labor Practices, Health and Safety, Environment and Ethical Business Practices.

The Quality, Environment, Safety and Sustainability area is responsible for managing requests received through the channel for reporting improper practices, carrying out a first screening of each report and, according to the topic at hand, sends it to the area responsible for its management, monitoring the process until it is resolved. The Executive Committee is, where necessary, involved in defining resolution procedures.

The following chart identifies the distribution of shares by channel and theme:

Channel to report improper practices

- Clients
- Discrimination
- Private propriety
- Human resources
- Data privacy
- Public highway

Customer Ombudsman channel

2290
2642
9364
6134
8894

- Provision and installation + breakdown
- Billing and balances
- Sale
- Others
- Service and tariff management

21 internal audits

+11% compared to 2020

49 environmental compliance assessments

+23% compared to 2020

41 security compliance assessments

- 2% compared to 2020

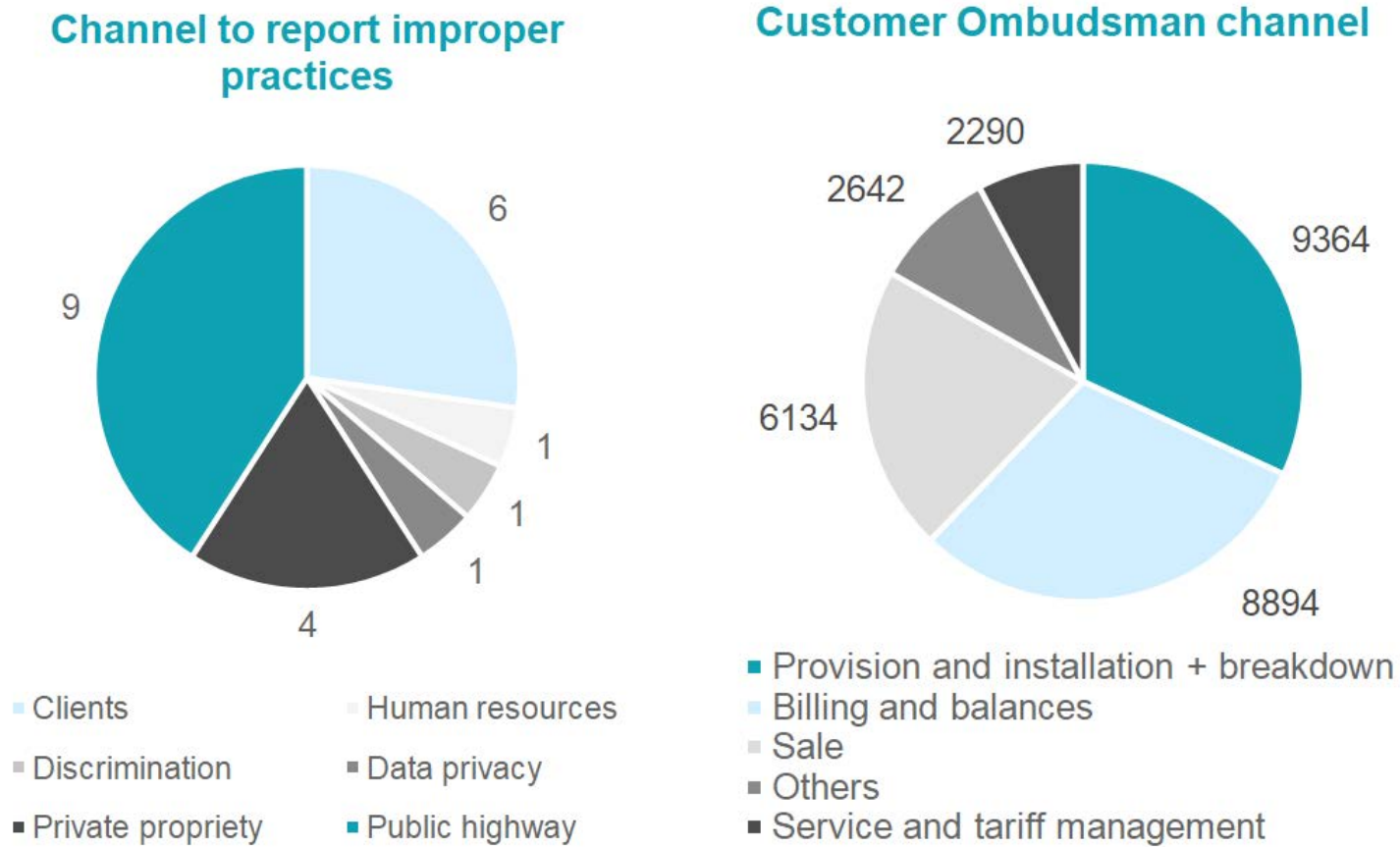**22 submissions through the channel of reporting improper practices**

-33% compared to 2020

29 354 submissions through the Customer Ombudsman channel

-10% compared to 2020

The speed and independence in handling complaints and suggestions related to the protection of customers' interests is ensured through the Customer Ombudsman's channel, providing re-commendations to the Executive Committee to correct inadequate decisions or procedures in the telecommunications service. In assessing these cases, the Ombudsman can urgently obtain the information and clarifications necessary to make an independent judgment.

Human Rights

The telecommunications sector is constantly subject to potential human rights abuses, particularly regarding data privacy or freedom of expression. Altice Portugal respects all people in all circumstances. The dignity and rights of its employees, customers, partners, suppliers and shareholders deserve all their appreciation and therefore, Altice applies principles of transparency, ethics and social responsibility in its management systems, ensuring compliance with the principles of the Universal Declaration of Human Rights, the OECD Guidelines, the Core Conventions of the International Labor Organization and the 10 Principles of the United Nations Global Compact.

62% of employees were trained in human rights issues

- 38 p.p. compared to 2020

To ensure the alignment of all employees with this commitment, Altice Portugal develops training actions on topics related to human rights.

4.3 Digital Security

In an increasingly digital world, simple everyday tasks and the day-to-day activities of important sectors such as transport, energy, healthcare and finance are increasingly dependent on technology. Although this transformation brings numerous benefits, in terms of the efficiency and accessibility of processes and the creation of opportunities, it also brings new risks.

Information Security

Vulnerability to data threats, and the consequent risk of personal freedom violations, is a concern for Altice, especially at a time when cyberattacks and cybercrime are increasing, both in number and in sophistication, across Europe. It is up to the company to ensure the confidentiality, protection and security of the personal data of all its customers, as well as respect for their privacy.

As such, the IT security incident response team operates in the context of networks and services, promoting Internet security in Portugal, especially in the business sector. In addition, the company holds international certifications, which play a particularly relevant role in guaranteeing high cybersecurity standards for IT products, services and processes.

Cybersecurity certifications:

- **ISO 27001 Information Security Management** – contributes, through the adoption of a set of requirements, processes and controls, to adequately mitigating and managing the company's risk, respecting the fundamental principles of information security (confidentiality, integrity and availability).

- **MEF 9 and MEF 14 (Metro Ethernet Forum)** - ensures that Ethernet services meet international standards and provide constant quality for high-speed networks.

The security of information and communication technologies is ensured through the implementation of an adequate set of controls that includes policies, processes, procedures, organisational structures, software and hardware. These controls are established, implemented, monitored, reviewed and improved, whenever necessary, in order to ensure that Altice Portugal's specific security objectives are met. The company's Security Policy is consolidated through awareness-raising, education and training of its stakeholders, mainly employees, either through face-to-face training or e-learning, pop-up messages, sharing of tips or news of best practices on the website or on social media.

Security Committee

Consists of the main members of the ExCom as well as the CISO, DPO, and main areas of the organization. It meets at least once a year, with the objective of analysing the status and plan of cyber security in the organization.

Information Security Director

Responsible for cyber security and privacy of the company.

Information Security Intranet

With centralised and up-to-date cybersecurity policies and procedures, including internal and external reference sites.

Phishing attacks simulation

For employees, in order to assess their level of readiness and awareness of these types of threats, providing information on how to avoid potential attacks.

Secuity audits

To identify vulnerabilities in the main network and information systems.

To know more, please go to: https://www.telecom.pt/en-us/a-pt/seguranca/pages/seguranca.aspx

Data Privacy

Similarly, Altice complies with the General Regulation for the Protection of Personal Data (GDPR), having carried out an impact assessment to identify the risks of the data process and identify controls and mitigation procedures. In this context and respecting best practices, the company has approved a programme that ensures the protection of the data of its stakeholders, as well as all data made available to third parties with whom it maintains a relationship.

GDPR Committee

Responsible for the supervision and control of technical and organisational measures, as well as for the definition of clear rules for the processing of personal data.

Data Privacy policy

Published on its website.

Supervision of protection of personal data in the main business units

Through a network of trained partners, who follow a set of guidelines on the subject that were created by the company.

Training

Targeted to all employees about the impact of the GDPR on their activities, as well as about the requirements for the company.

Audits

Internal and external, answered and conducted by the company.

Other than its employees, Altice Portugal seeks to raise awareness of the importance of this topic and the duties and rights arising from its Policy among its partners and customers.

4.4 Innovation and development

Innovation is part of Altice Portugal's DNA, which seeks to align rigorous practices with a culture of agility, to bring prototypes, services and solutions of the future to life, a differentiating factor in the market. Leveraging internal potential and relying on the support of a network of national and international partners, including suppliers, universities and research units, as well as other operators, Altice Portugal puts innovation at the forefront for people and companies, contributing to the improvement of quality of life for the Portuguese population and the country's economic development. These partnerships make it possible to garner the necessary skills to find innovative solutions for a specific objective.

Altice Labs Innovation Model

The company supports and promotes new talent within technology in Portugal, providing them with the necessary tools to leverage the digital transformation process. Through Altice Labs, certified by the NP4457 RDI Management Standard, it continually invests in research, development and innovation (RDI) as a key success factor in producing knowledge and transforming innovative products, services, business models and optimised processes.
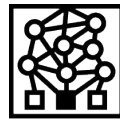
Altice Labs' innovation model drives a set of interactions between the company and all the agents in its economic and social ecosystem, with a view to creating value and positive returns for society.
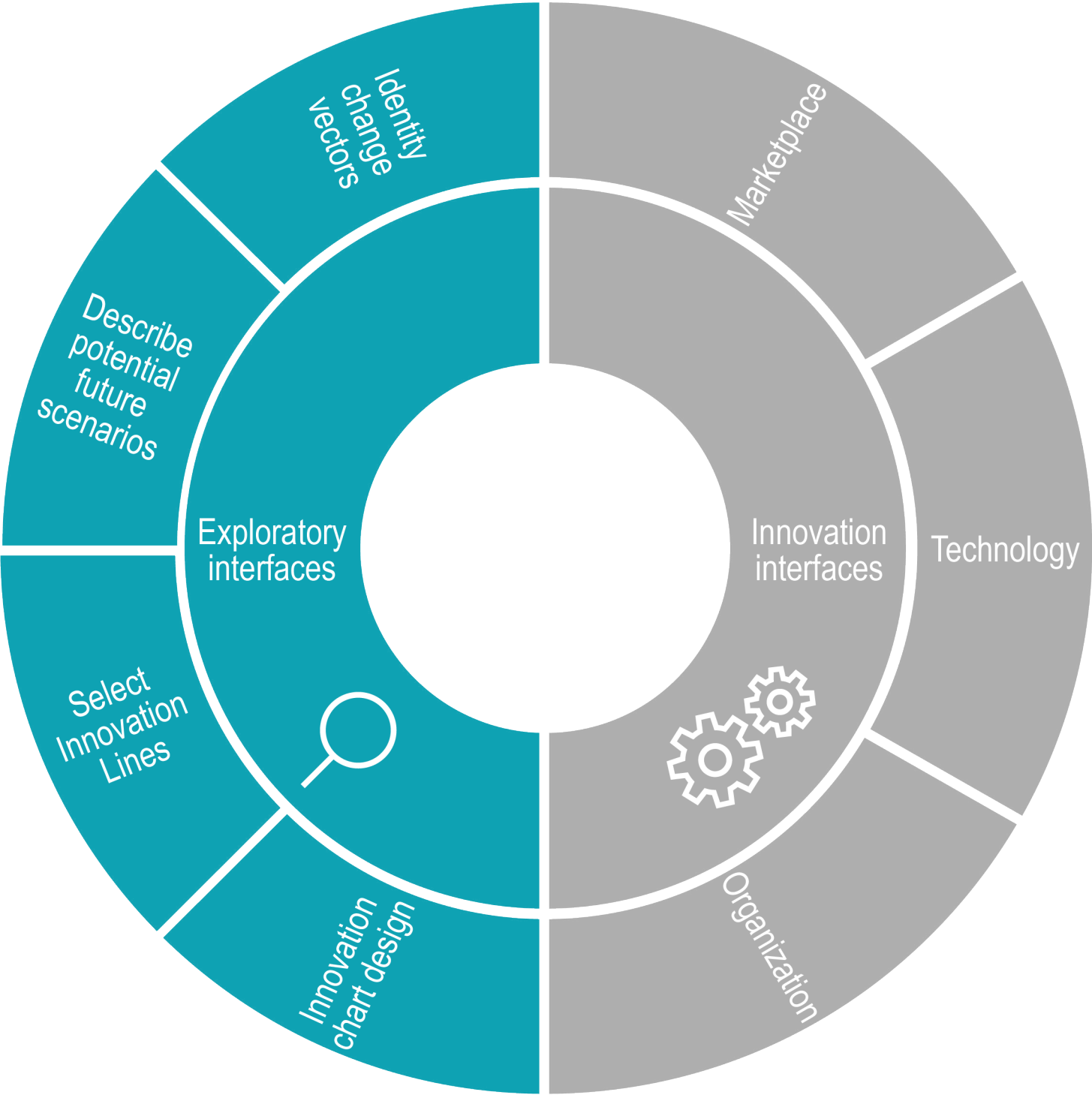
Consequently, Altice Labs has established partnerships with universities, R&D institutions, suppliers and customers in a series of projects that are based on a risk-sharing model and use external funding from national and international programmes to support research and innovation. The work developed is focused fundamentally on the following areas:

Artificial intelligence

Optical networks

Augmented and mixed reality

Smart living, IoT and smart objects

Smart cities

5G and future networks

Big data analysis

Digital platforms and services

To know more, go to:
https://www.alticelabs.com/innovation/rdi/

Identity change vectors

Describe potential future scenarios

Exploratory interfaces

Select Innovation Lines

Innovation chart design

Marketplace

Innovation interfaces

Technology

Organization

5G – A new digital era

The world is more connected than ever. 5G, the latest generation of mobile communications, promises to make digital connections more secure, immediate and sustainable. Its capability to make this network a vehicle for promoting people's well-being, enhancing the democratisation of access to the digital world - through the expansion of the network's coverage - the equality and security of people and their privacy, and the efficiency, effectiveness and accessibility to basic services for human life, such as health, education or public security.

Companies and other organisations can also benefit from these characteristics, improving their performance, streamlining the control of operations and access to information in real time, providing new user experiences for customers, enhancing employee productivity, contributing to more innovative solutions and business models, and consequently for prosperity in general.

5G therefore represents a development opportunity for the country. In this sense, Altice seeks, using RDI, to maximise the potential of 5G in the telecommunications sector, as well as in other areas.

5G Invisible

With the 5G Invisible project, Altice Labs intends to improve access to information and communication technologies, as well as their use and quality, through the development of a 5G base station, with reduced dimensions, low energy consumption, hidden (or practically invisible), which can be integrated discreetly and harmoniously into urban infrastructure, such as poles, lampposts or even technical cabinets.

To know more, please consult:
https://www.alticelabs.com/innovation/rdi-projects/5g-invisible/

5G-AUTO

Outside the scope of telecommunications, Altice Labs seeks to strengthen research, technological development and innovation, namely through the 5G-AUTO project, whose main objective is to research, develop and test innovative hardware and software solutions that faciliate autonomous conduct.

To know more, please consult:
https://www.alticelabs.com/innovation/rdi-projects/5g-auto/

Social and Environmental Innovation

As innovation is a means of finding answers to society's challenges and social and environmental problems, all of which deserve greater concern and consideration, it is also a part of Altice's RDI focus.

The support and development of innovation projects focused on sustainability promote significant improvements in people's quality of life, due to the positive impacts created for the environment and the entire community.

Telemedicine

Medigraf is a platform that offers remote health services, providing a collaborative virtual environment for conducting medical consultations by videoconference and sharing clinical data in real time, facilitating cooperation to reach a diagnosis.

To know further, please consult:

https://www.alticelabs.com/products/ehealth-telemedicine/

Intelligent Lighting

Solution that allows efficient lighting management, and consequently the reduction of costs and environmental impacts associated with energy consumption, as well as increased productivity. It adheres to the requirements for each type of environment, with remote regulation by area, and enables the detection of movement and light through wireless sensors and the detailed monitoring of light consumption.

To know further, please consult:
https://www.altice-empresas.pt/solucoes/iot/energia/iluminacao-inteligente

Solar Energy Management

Solution that allows you to reduce electricity costs, through the production of photovoltaic solar energy for self-consumption, in a profitable and efficient way. The solution allows for monitoring and notifications, promoting operational efficiency and safety and facilitating remote remediary actions, in real time, for emergency situations.

To know more, please go to:
https://www.altice-empresas.pt/solucoes/iot/energia/gestao-energia-solar

Electric Vehicle Charging

Versatile solution that allows charging to fit the available space and remote management of all charging points, accessing detailed information on energy consumption and charger usage, which can be integrated with other systems, such as Fleet Management.

To know more, please go to:
https://www.altice-empresas.pt/solucoes/iot/mobilidade/carregamento-veiculos-eletricos

To know more, please refer to: https://www.altice-empresas.pt/
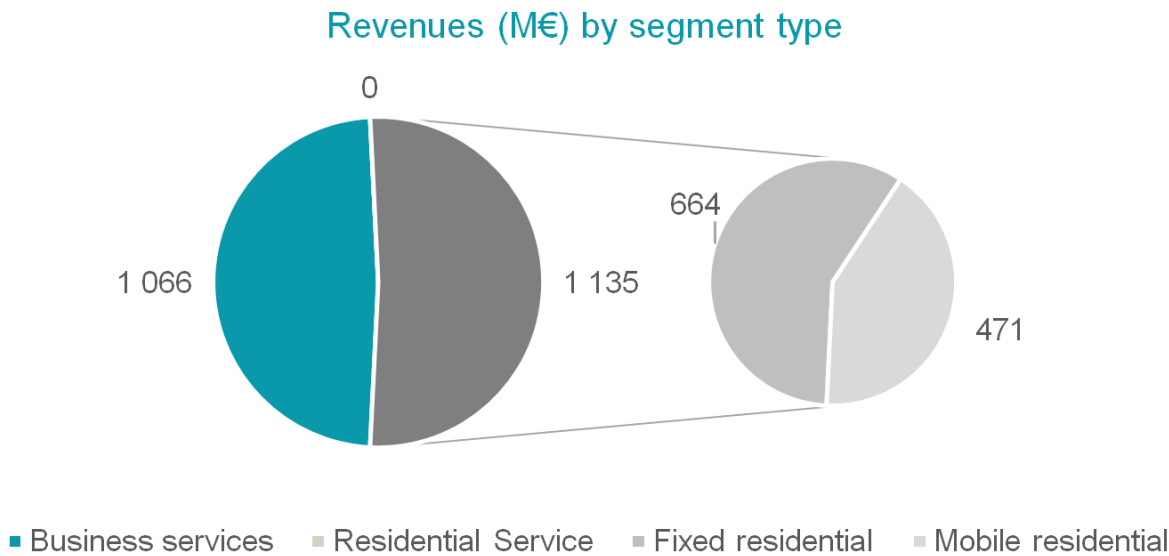
4.5 Economic performance

2021 was a year of recovery in which the economy and society regained some control over the setbacks resulting from the pandemic and there was a return to the growth of business activity and the increase in market dynamics, which facilitated a gradual economic recovery. Despite the challenges of operating in a country that is still shaped by the effects of the pandemic, Altice's business model remained firm, demonstrating the effectiveness of the strategic plans and operational initiatives implemented. Resilience and agility have been Altice Portugal's response to market dynamics.

The solid and continuous growth of the customer base and the commitment to quality of services, the continuous expansion of the Fiber Optic Network, a portfolio of innovative, differentiated products and services and convergent offers are the source of Altice Portugal's success. Altice Portugal invested heavily in digital transformation and in providing solutions that allowed the best positioning for success, together with an unrivaled quality of service enhanced by the robustness and security of the networks, in a challenging social and economic background.

	2021	2020	2019
Operating Income (M€)	2 313.6	2 121.2	2 110.2
Revenues against National GDP	1%	1%	1%
Investment in Operating Income	27%	23%	21%
Employee costs (M€)	339.8	281.2	265.2
Purchasing and subcontracting costs (M€)	666.0	566.7	562.0

[1] Pordata

In the consumer segment, Altice continued to expand its convergent portfolio, enabling a better experience for the customer. The Business Services segment, aware of the critical importance of the services provided, presented to customers the relevance of advanced network technologies, reliable connectivity and integrated solutions, to transform and imagine new business models and prosper in the future.

Revenues (M€) by segment type

0

664

1 066

1 135

471

■ Business services ■ Residential Service ■ Fixed residential ■ Mobile residential

Altice Portugal recorded a growth in revenues in 2021. EBITDA grew by 2% compared to the previous year, totaling €853 M and total investment was €602 M, which represents an increase of 29.3%.

These indicators are a reflection of the company's solid performance, reflecting leadership in the market and the sustained growth of financial indicators, the customer base, market share and the quality of customer service.

	2021	2020	2019
EBITDA (M€)	853.2	833.6	832.2
CAPEX (M€)	602.0	465.7	435.6

4.6 Supply chain

Altice Portugal has several businesses and therefore requires sourcing a wide range of products and services, with the main ones outlined below:

Equipment

Service and technology platforms

Specialized work to support activities

Purchases directly impact expenses, the quality of products and services offered and consequently the company's profitability and competitiveness in the market. In this context, a unique Purchasing Model was created in the company, promoting business synergies and an integrated supplier relationship management. Altice's product and service acquisition model seeks, over eight stages, to optimise the company's purchases in terms of price, quality and service, in an ethical manner, following fundamental principles such as transparency, equal opportunities, access to information, reciprocity, accuracy, loyalty and confidentiality.

1. Identification → 2. Consultation → 3. Proposal → 4. Analysis → 5. Negotiation → 6. Decision → 7. Payment → 8. Supplier evaluation
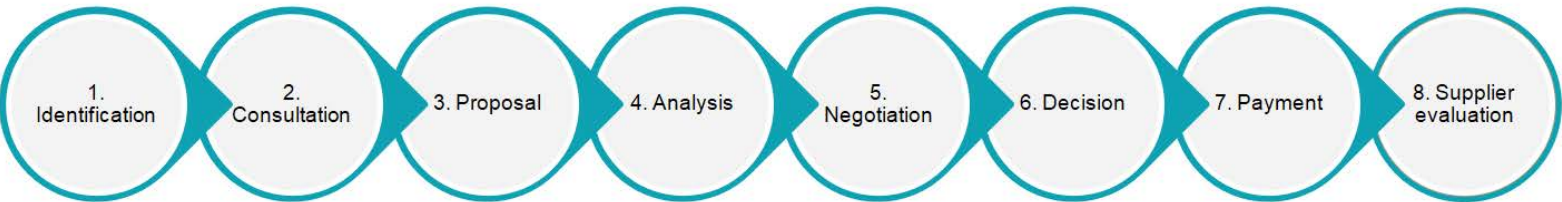
Altice Portugal purchasing model

To know more, please consult: https://oso.telecom.pt/clubefornecedores/ModeloCompras.aspx?lang=EN

Soluções inovadoras

Melhorar a qualidade de vida das pessoas. Aumentar a eficiência das empresas. É este o compromisso das soluções Altice Portugal.

Anti-corruption, as well as the Sustainable Development Goals and the defense of Human Rights.

Suppliers and partners must comply with the guidelines described and acknowledge that all current and future agreements, contracts and commercial relationships with Altice Portugal are subject to the provisions contained in this document.

To know more, please consult: https://oso.telecom.pt/ClubeFornecedores/PoliticasDoGrupo.aspx

Altice Portugal seeks to build successful relationships with suppliers that actively offer new products, services or solutions that add value to the company, its end customers and society in general. As part of the eighth stage of its purchasing model, with a view to permanent improvement of its processes, Altice evaluates the performance of previously selected suppliers. In the event of a negative assessment, a 'non-compliance' mark is registered in the iB system and the supplier is informed of the criteria that led to that result, and corrective actions are requested.

154 suppliers evaluated against environmental and occupational health and safety requirements

+7% compared to 2020

The evaluation criteria can cover topics such as proactivity and innovation, compliance with agreed deadlines, quality of service provided, response times and quality in responding to requests, compliance with information security requirements, environmental, safety and health requirements at work, among others.

The contracts always include an annex of environmental and occupational safety and health requirements, applicable to suppliers, with a vast set of legislation to be complied with across various procurement areas. 90% of suppliers were selected based on environmental and social criteria.

The company favours purchasing from local suppliers, which contributes to strengthening of relationships with its communities. They are a vehicle for community economic development and,

ultimately, promote the attraction of investments and new business opportunities. Furthermore, it enables the reduction of logistical costs and associated GHG emissions.

Sustainable Procurement

As sustainability is an integral part of the management of the company's activity, sustainable procurement is the way all parties can establish a lasting and rewarding relationship. Altice promotes alignment between the company's sustainability principles and those of its suppliers. In addition to complying with product and/or service quality standards and legislation, subject to technical analysis, the company promotes compliance with social, environmental, ethical, human rights and privacy obligations.

On this basis, Altice Portugal established a Supplier Code of Conduct for Social Responsibility, in accordance with international standards, such as the United Nations Universal Declaration of Human Rights, the International Labor Organization's conventions, the United Nations Convention on the Rights of the Child, the European Organization for Economic Cooperation (OECD) and ISO (International Standards Organization) criteria. The Code of Conduct also reinforces Altice Portugal's commitment to the 10 Principles of the United Nations Global Compact, in the areas of Human Rights, Labour Practices, Environmental Protection and
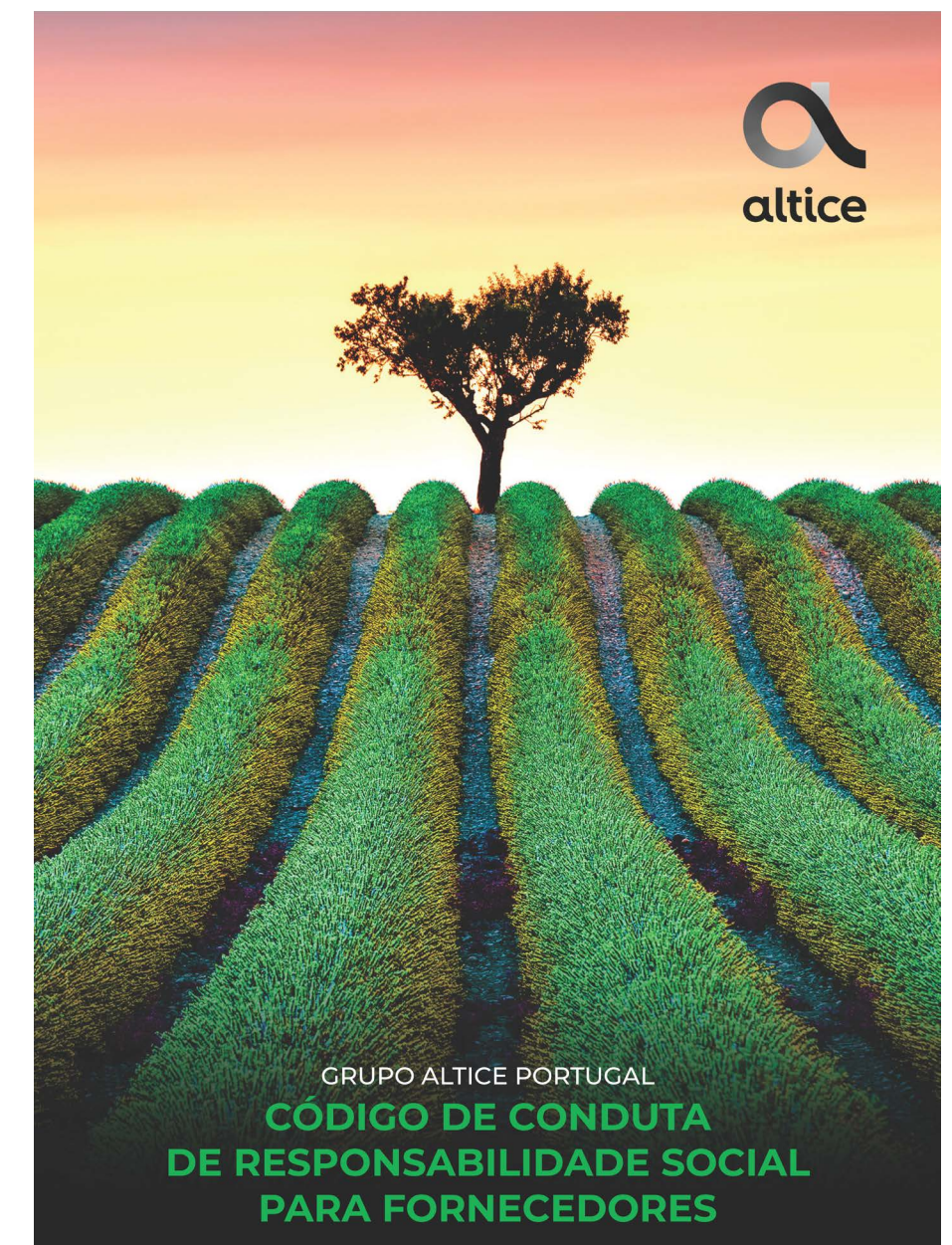
75% of the amount spent on purchases from local suppliers

-1 p.p. compared to 2020

GRUPO ALTICE PORTUGAL

CÓDIGO DE CONDUTA DE RESPONSABILIDADE SOCIAL PARA FORNECEDORES

Promotion and development of employees

Strategic people management is a key element of Altice's organisational culture, directly impacting its objectives and the results achieved. It is through HR policies and careful leadership of its teams that the company promotes quality and a good working environment, employee involvement and productivity and, ultimately, its own economic performance and a differentiating positioning in the market.

5.1 Talent attraction and retention

Altice believes in the value of people and their importance for the continuity and prosperity of the business. As such, it seeks to attract and retain the best talent in the market, focusing on excellence, commitment, determination, a spirit of sharing and innovation.

Professional Internship Program - DarWiN

The Professional Internship Program - DarWiN, which in 2021 consisted of 54 young graduates, is an example of the company's commitment to attracting and retaining the best talent, through a differentiating line of action, continuous investment in specialisation and development over 12 months and which results in the integration of all those involved into the company.

To know more, please consult: https://www.telecom.pt/en-us/carreiras/trabalhar-pt/pages/darwin-pt.aspx

DarWiN
Passa da teoria à prática e evolui connosco

Hiring rate – by gender and age	Men			Women		
	2021	2020	2019	2021	2020	2019
< 30 years	30%	30%	21%	33%	63%	59%
30 – 50 years	2%	3%	3%	1%	1%	2%
> 50 years	1%	0%	0%	1%	0%	0%
TOTAL	**2%**	**2%**	**3%**	**1%**	**2%**	**2%**

Altice Portugal has been reinforcing its commitment to young talent, in order to respond to the constant evolution of the market. In order to this, it has strengthened partnerships with universities.

Turnover rate – by gender and age	Men			Women		
	2021	2020	2019	2021	2020	2019
< 30 years	25%	17%	9%	20%	12%	9%
30 – 50 years	8%	3%	5%	8%	3%	5%
> 50 years	48%	5%	25%	77%	4%	44%
TOTAL	**23%**	**4%**	**13%**	**29%**	**3%**	**18%**

Support and benefits

The Remuneration Policy plays an important role in attracting and retaining employees. Intrinsic/motivational rewards, in turn, are an asset to employee retention and lasting continuity.

Thus, Altice Portugal offers its employees a set of complementary benefits that have the aim of contributing to a healthy work-life balance:

- Health care
- Advantages in MEO products and services
- Discounts on partner products and services
- Various social responsibility actions
- Dining spaces in our buildings
- Reading spaces
- Sports club
- Grow, support and live programme

To know more, please consult: https://www.telecom.pt/en-us/carreiras/pages/vida-pessoal-profissional.aspx

Balancing professional and personal/family life

A good balance of work and personal/family life contributes to the satisfaction and physical and psychological well-being of employees. For this reason, Altice Portugal promotes a healthy harmony between working time and the needs of the employees' private life.

At Altice Portugal there is a continued focus on the quality of life of employees and a safe and healthy work environment that, together with providing professional challenges, can facilitate personal growth. As such, we created the "+ Perto" programme, promoting involvement and connection, to help employees find a better balance between their professional and personal lives.

This programme, fundamentally with the aim to promote work flexibility, consists of initiatives such as "work@home" - occasional (a few days a week) or extended telework (a month or more), the "HotDesk", a rotating job - working from a building closer to your area of residence.

Tailored to the needs of each employee, days of leave were granted to celebrate special occasions, such as birthdays, accompanying a young child on the first day of school, additional holiday days associated with positions of seniority. There is also the possibility, at any time and as long as feasible within the department, to request to change the workplace for other personal reasons (taking care of parents, spouse moving jobs, etc.).

In addition to these measures, the majority of employees have flexible working hours, being able to start and finish their work at a time that suits them best, with just a fixed start time in the morning and in the afternoon in order to guarantee physical presence and/or ensure ease of contact with both managers and teams.

Altice has also developed a set of initiatives aimed at the children of its employees, highly valued by the employees themselves.

'Crescer' Programme

The 'Crescer' programme is one of the initiatives implemented by Altice Portugal aimed at the children of its employees:

- Provision of a baby kit for the birth of a child;

- Financial study support and subsidies for children with special educational needs. Excellence awards for students with exceptional performance;

- Altice Summer experience – summer internships for the children of employees after 12th grade, providing them with their first work experience;

- Provision of free time during school holidays;

- Celebration of special moments, such as Christmas or Children's Day.

Retention rate after parental leave	Men			Women		
	2021	**2020**	**2019**	**2021**	**2020**	**2019**
Employees entitled to parental leave	153	176	201	63	75	96
Employees who used parental leave	153	176	201	63	75	96
Employees who returned to work after parental leave	152	176	198	62	75	95
Employees who returned to work and remained 12 months after returning	147	173	188	59	74	93
Return rate	**99%**	**100%**	**99%**	**98%**	**100%**	**99%**
Retention rate	**97%**	**98%**	**95%**	**95%**	**99%**	**98%**

Social dialogue

The company promotes freedom of association for its employees and, conscious of the importance of dialogue with them in facilitating relationship development, social peace and creating consensus, the company has defined channels of communication between the management of the company and its employees, through the Advisory Board for Labour Relations. Regular meetings are also held between the Executive Committee, employee representative bodies and trade union organisations.

98% of employees are covered by the Collective Bargaining Agreement (ACT)

5.2 Diversity and inclusion

The promotion of inclusion and diversity in companies are factors that enhance creativity and innovation, cooperation and respect, reputation, ability to change, and the employees' own feeling of belonging to it. These benefits all lead to a continuous improvement of business performance.

At Altice, diversity is understood as a strategic element that enables the ability to respond and satisfy the needs and expectations of its customers. Thus, the company governs its opportunities by a criterion of equality and promotes inclusion through a set of actions and initiatives:

31% management positions held by women

-1 p.p. compared to 2020

- Adherence to forums and initiatives that promote debate, sharing and implementation of actions that contribute to gender equality;

- Creation of a Human Rights, Sustainability and Inclusion Office to monitor issues related to these themes;

- Adoption of norms that guarantee respect for the dignity of men and women in the work environment and that protect them in case of inappropriate behaviour, expressed verbally, physically, sexually or otherwise;

- Support and participation in projects and partnerships with organisations that promote equality and diversity;

- Training and awareness-raising, aimed, in particular, at employees in management positions;

- Programmes to attract diverse talent, namely young people or people with disabilities.

Workshop "IN&OUT – Unconscious Bias"

Targeted at the management team, with the objective of reflection, debate and identification of initiatives associated with the themes of unconscious bias and diversity and inclusion.
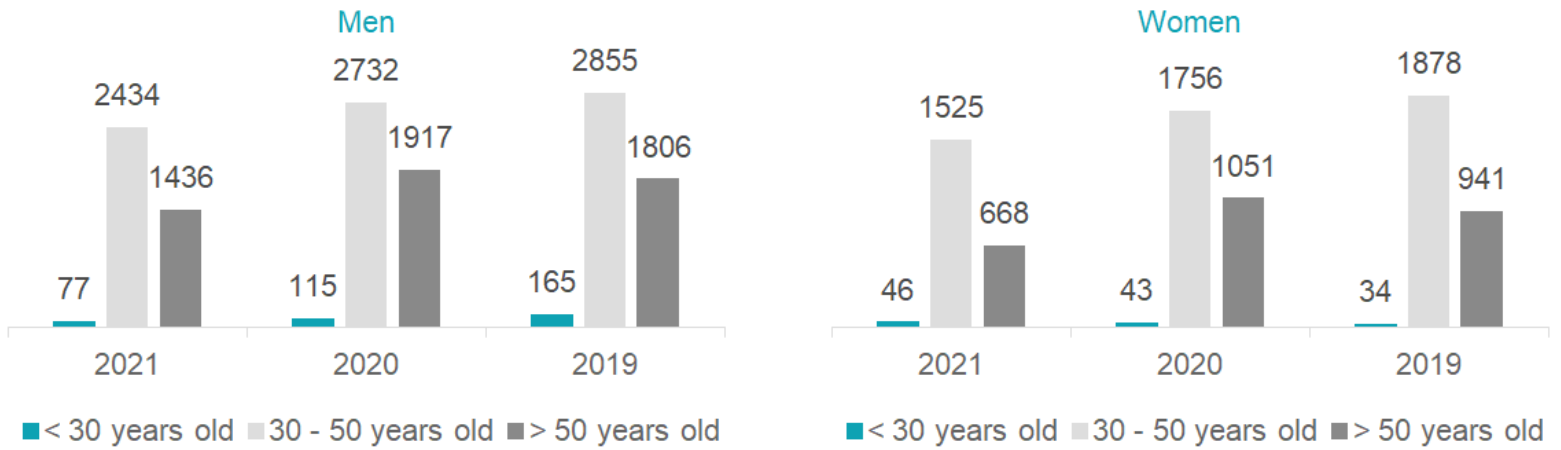
Technical Academy

12-month professional internship for young people in the 12th technical-professional year (level IV) or higher technical-professional courses (level V), in the areas of networks, energy and robotics, automation, programming and information technology.

To know more, please go to:
https://oso.telecom.pt/recrutamento/Anuncios.aspx?FlitrarAnuncioID=0&Estagios=True

Trabalhar na Altice Portugal

Um sólido centro de competências, fundado na partilha, na inovação e no desenvolvimento de aptidões técnicas e comportamentais.

SAIBA MAIS ›

Altice Portugal does not permit discrimination related to gender, sexual orientation, age, physical condition, nationality, trade union membership, political or religious beliefs, among others, and strives to ensure that the workforce is balanced across all functions and at all professional levels.

Description of the Altice team by gender and age

Men

2434	2732	2855
1436	1917	1806
77	115	165
2021	2020	2019

■ < 30 years old ■ 30 - 50 years old ■ > 50 years old

Women

1525	1756	1878
668	1051	941
46	43	34
2021	2020	2019

■ < 30 years old ■ 30 - 50 years old ■ > 50 years old

1.9% of employees were identified as being disabled

The integration of people with disabilities is also one of Altice's commitments. The company holds a partnership with Associação Salvador, as part of its employability project for people with physical disabilities, through the promotion of training sessions and knowledge transfer, providing human resources, equipment and teaching content, provision of spaces and contacts between candidates and potential recruiters.

5.3 Training and development

Training and acquisition of skills

The training and development of employees' skills is directly related to performance, productivity, creativity and innovation, contributing to the ability to resolve future challenges.

Average hours of training	2021	2020[2]	2019[3]
Senior Consultant	**47**	**41**	**52**
Men	47	41	-
Women	48	41	-
Consultant	**33**	**37**	**35**
Men	35	37	-
Women	30	37	-
Senior Technician	**26**	**29**	**28**
Men	28	29	-
Women	24	29	-
Specialist Technician	**24**	**25**	**23**
Men	27	24	-
Women	19	25	-
Technician	**15**	**17**	**20**
Men	13	17	-
Women	18	17	-
Other categories	**712**	**72**	**340**
Men	429	125	-
Women	-	-	-
TOTAL	**33**	**33**	**33**
Men	34	33	-
Women	30	32	-

[2] Values updated according to "Methodological Notes".
[3] Detailed information by gender not available.

Altice's training model, which enables its employees to update their knowledge and consolidate skills, in keeping with market demands, is based on eight pillars:

Certifications

Certifications and standards

Technical training

Specific technical training (hard skills)

Corporate training

Personal development plan (soft skills)

E-learning & Gaming

Digital Skills

Executive Leadership Skills

Leadership programmes

Skill

Tailored Skill Development Programs

Conferences and Seminars

Meetings, conferences and seminars

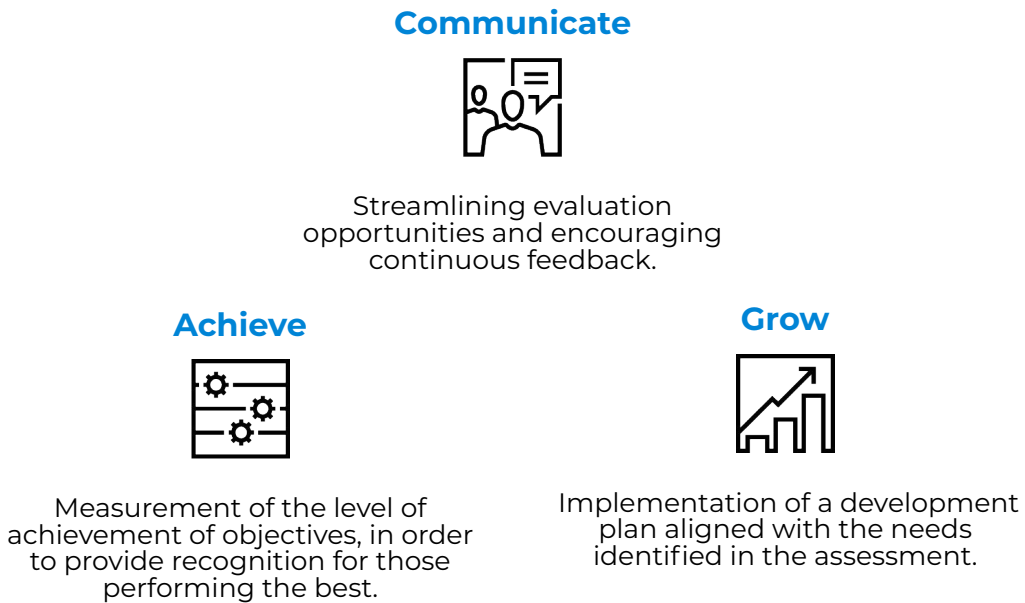### Advanced training

Tailored and progressive training

Through this model, which accounts for a wide range of areas, from management to technical and behavioral training, the needs of employees are tailored to in a individualised and comprehensive way. The programmes are personalised and adapted to each position. Most of the content is developed and facilitated by internal teams of the Human Resources Department, in partnership with other departments, representing added value, and leading to a greater understanding and provision of employee needs.

Career progression

To ensure that the knowledge and skills of employees are adequate for their positions and functions, it is not enough to replace and update knowledge. Evaluating and valuing employees according to their performance and development is necessary.

At Altice Portugal, individual performance management is a continuous process, with a goal of excellence. It generates value for both the business and its stakeholders. Careers are managed based on internal opportunities and the management of expectations for personal and professional development.

Communicate

Streamlining evaluation opportunities and encouraging continuous feedback.

Achieve

Measurement of the level of achievement of objectives, in order to provide recognition for those performing the best.

Grow

Implementation of a development plan aligned with the needs identified in the assessment.

As part of this process, a set of core competencies around five dimensions is considered: Company, Vision, Customer, Entrepreneurship & Innovation and People. For each core competency, behaviours are highlighted and strategies for areas that need further development are identified. For the second consecutive year, the performance evaluation consists of two formal actions, the Intermediate Evaluation and the Annual Evaluation, providing two sets of feedback and should be used as the base upon which to develop further, through regular and continuous feedback throughout of the year.

100% of eligible employees are covered by the annual and intermediate performance evaluation process

5.4 Occupational health and safety

The quality of the working environment conditions in terms of health and safety is fundamental for the maintenance of physical, mental and emotional wellbeing of the employees and, consequently, for the success of the business. Beyond being a legal issue, work conditions are a social issue, which can have a direct impact on the reputation of organisations, consumer confidence and, consequently, the revenue generated.

Based on sound knowledge of activities and workplaces, planning is carried out, and hazard identification and risk assessment of activities and facilities (IPAR) are conducted. This exercise, which is one of the cornerstones of any occupational safety and health management system, enables adequate prevention and control measures to be defined, ranging from the elimination of risks, the definition of technical specifications, selection and allocation of employee protection equipment, through the replacement of hazardous materials, and engineering and work organization measures.

Accident rate

IPAR assesses the result of the research and analysis of all work-related accidents involving employees linked to the company, an exercise whereby causes are identified and measures are defined to prevent the occurrence of similar events in the future.

Accident rate	2021	2020	2019
N° of deaths resulting from an accident at work	1*[4]	0	0
Death rate resulting from work accident	0.09	0.0	0.0
N° of work accidents with serious consequences (except deaths) - more than 6 months of sick leave	7	8	17
Rate of work accidents with serious consequences (except deaths) - more than 6 months of sick leave	0.60	0.62	1.26
No. of work accidents reported	100	138	221
Rate of reported work accidents	8.51	10.65	16.39
Number of worked hours	11 743 852.2	12 952 340.1	13 486 516.26
Main types of accidents (origin of accident/injury)	• Vertical movement, crushing on or against (result of falling) • Physical pressure on the musculoskeletal system • Slipping, tripping, hesitating or another similar situation where a person falls • Lifting, carrying, rising	• Vertical movement, crushing on or against (result of falling) • Physical pressure on the musculoskeletal system • Contact with hard or rough material	• Vertical movement, crushing on or against (result of falling) • Physical pressure on the musculoskeletal system

[4] The recorded death resulted from a road accident.

Other accident-related indicators	Men			Women		
	2021	2020	2019	2021	2020	2019
Lost days[5] due to work accidents with sick leave	2 484	2 248	3 128	15	472	355
Accident rate	2.19	2.09	2.76	0.10	0.42	0.73

[5] Calendar days, from the day following the occurrence of the work accident.

Emergency safety

In compliance with current legislation, the company develops and implements protective measures relevant to the use-type and risk category of its buildings. It does this by ensuring the existence and operation of a well organised security system, as well as adequate training provided for emergency teams and support groups, periodically carrying out drill exercises to test safety plans, testing fire safety equipment and systems and training occupants, as well as conducting command post exercises (CPX).

Health at work

As Health at Work is a strategic element for valuing human capital and business competitiveness, Altice Health Care (ACS) is working on a set of actions, divided into four strategic axes, aimed at promoting and protecting health:

Health plans

Partnerships with different clinical providers.

Online, free medical service available 24 hours.

Health protection for severe illness.

Medical centres

Creation and renovation of clinical centres and specialised centres.

Creation of a price list for family members of employees without a plan.

Negotiation of partnerships and protocols with different entities.

Creation of services aligned with market needs.

Health at work

Creation of screening programmes and awareness-raising actions.

Implementation of a psychoscial assessment for Altice employees.

Analysis and monitoring of occupational diseases.

Health programmes

Implementation of a monitoring programme for chronically ill patients.

Conducting a telemonitoring pilot with SMARTAL in partnership with Altice Portugal and Altice Labs.

The company offers a comprehensive portfolio of services, provided by a highly qualified team, made up of occupational physicians, nurses and other health technicians. The services are available in the eight ACS clinical centers across Portugal Mainland and Autonomous Regions and in the Mobile Health Unit, adequately equipped in line with the legal requirements for conducting health exams.

In accordance with the legal requirements, ACS has developed the following categorisation of occupational health exams, which clinical analysis and other diagnostic exams follow:

- Admission - before starting work or, if justifed to be urgent, within the following 15 days.

- Periodic - annual for children under 18, over 50 and other risk situations defined in the legislation; every two years for all other employees.

- Occasional - whenever there are substantial changes in the work environment and organisation that have potential harmful repercussions on the worker's health, when an employee returns to work after being absent for more than 30 days due to an accident or illness.

The team also communicates with relevant Occupational Health authorities. Occupational doctors, in case of suspicion of occupational disease, analyse, identify and carry out required actions, reporting to the National Directorate for the Protection of Professional Risks (DNRPP).

Health Prevention and Promotion Programmes	**Webinares**
They aim to encourage and create awareness among employees of the adoption of healthy lifestyles that minimise the risks of chronic diseases. The adoption of these programs strengthens the employee/ company relationship, contributing to well-being, combating absenteeism, increasing productivity, reducing work accidents and enriching society in general. The following types of screening are available: cardiovascular, assessment of body composition, smoking dependence, stress, sleep quality and memory.	The ACS, in conjunction with the Internal Social Responsibility area of the DRH, develops a set of programs in webinar format, where topics such as emotional management, food nutrition and changes in family dynamics are addressed.

In 2021, the cases of occupational diseases recorded relate to employees of MEO – Serviços de Comunicações e Multimédia, S.A, with the most common type of occupational disease being tendinitis in the elbow (epicondylitis).

2 cases of reported occupational diseases

In the context of the COVID-19 pandemic, ACS conducts several actions for monitoring, preventing and mitigating the disease:

- Monitoring and technical guidance in suspected cases and positive results of COVID-19;

- Articulation with Health authorities:

- Availability of Medical Clinic and Psychological Support teleconsultation.

Preservation of the environment

The telecommunications sector has made a key contribution to economic globalisation. However, it brought with it new concerns and challenges regarding the sustainability of such economic growth, particularly regarding the environment.

6.1 Environmental management

The Altice Portugal Group considers the adoption and promotion of environmental sustainability essential. With ISO 14001 certification, it is greatly committed to minimizing its customers' environmental footprint, as well as consumption of energy and materials and their respective carbon emissions and waste production.

As such, Altice Portugal has identified a set of environmental topics that it can control or influence, and the respective associated impacts. Based on this analysis, it defined concrete actions to mitigate these impacts:

Environmental topic	Environmental impact	Mitigation action
Electric energy consumption	• Decreased availability of natural resources	• Monitoring of electricity consumption • Environmental awareness actions and training
CO2 emissions due to energy production	• Air pollution through the burning of fuels with CO2 emissions • Contribution to global warming due to CO2 emission, acidification and deterioration of air quality	• Replacement/implementation of more efficient HVAC and Lighting solutions • Operation d'Alicate 2021: Reduction of electricity consumption by 7 GW • FUDOKA Project - Sites with a Future: integration of 679 new Huawei MTS cabinets in MEO sites, equipped with lithium batteries, to improve the resilience and energy efficiency of operations
Water consumption	• Decreased availability of water resources	• Monitoring of water consumption • Monthly verification of invoices in order to control non-visible breakages and trigger corrective repairs in a timely manner • Training and environmental awareness actions
Environmental noise production	• Discomfort in the surrounding community	• Conducting ambient noise measurements and analysis of actions to be developed
Fuel consumption – diesel and gasoline	• Indirect depletion of renewable and non-renewable resources	• Monitoring of fuel consumption • Training and environmental awareness actions • Implementation of Class A energy efficient tyres
CO2 emissions due to fuel consumption	• Air pollution through the burning of fuels with CO2 emissions • Contribution to global warming due to CO2 emission, acidification and deterioration of local air quality	• Alert to drivers whose consumption is above the average indicated in the brand/model

Environmental topic	Environmental impact	Mitigation action
Consumption of materials	• Indirect depletion of renewable and non-renewable resources • Consumption of raw materials causing ecosystem degradation / habitat loss	• Monitoring the consumption of administrative paper • Training and environmental awareness actions • Reconditioning via equipment recovery • Paperless - Reduction of paper consumption in packing slips, invoices and bills • Invoice-2-mail II – Sending invoices by email • Digital signature - Signing contracts without having to print them • Reduction in the use of non-recyclable materials in packaging, accessories and leaflets • Not using physical resources for aptitude sheets
Waste production	• Soil occupation and contamination • Contamination of surface and groundwater, by runoff	• Monitoring of waste produced • Project to improve the separation process for administrative waste in buildings • Training and environmental awareness actions

6.2 Climate change

Climate change materialises through temperatures, precipitation, cloud cover and other climatic phenomena. Throughout history, these changes have occurred at different speeds - some take place over decades, others take millions of years - and for different causes - whether natural or resulting from human intervention.

These changes entail numerous risks that significantly affect the telecommunications network, information technology systems, the supply chain and Altice employees, which may lead to failures or interruptions in the services provided and consequently increase costs, reduce revenue and negatively impact Altice Portugal's reputation.

Altice's strategy to control these risks includes the following components:

Business continuity plans and operating procedures	**Energy efficiency and monitoring programs**	**Services**	**Working groups**	**Infrastructure protection and resilience measures**
Increase the resilience of the network and information systems, improving responsiveness to extreme climate events.	Reduce the carbon footprint.	Helping customers minimise their energy needs (e.g. installing more efficient equipment or developing IoT services that use network intelligence).	Identify, analyse and assess the main impacts and vulnerabilities in relation to climate change.	Improve capacity to adapt to climate change.

6.3 Energy and Emissions

Energy consumption is the biggest source of greenhouse gas (GHG) emissions. The energy transition and, ultimately, the decarbonisation of the energy system, is a major challenge that will require fundamental changes in the way energy is managed and consumed.

In a context of constant growth and technological advances, Altice Portugal, through MEO Energia and its integration into the energy system, paves the way for a more efficient and connected energy sector, driven by the dual objective of promoting a cleaner planet and a stronger economy.

Energy consumption

In its operations Altice Portugal promotes responsible energy consumption, as part of its energy strategy, in line with national policies. It involves greater autonomy and decarbonisation of consumption and energy production. The implementation of this strategy is reflected in reduced energy consumption over recent years.

Energy consumed (GJ)	2021	2020	2019
Electricity	1 021 383	1 082 730	1 116 763
Petrol	474	633	420
Diesel	114 928	128 985	150 092
Other types of energy	1 116	1 216	1 701
TOTAL	**1 137 901**	**1 213 564**	**1 268 976**

Although Altice Portugal owns some photovoltaic energy production facilities, most of the electrical energy consumed by the company comes from external suppliers. It is Altice's responsibility to ensure, through certain acquisition requirements, that it comes from renewable production. Choosing a supplier that ensures 100% green energy for all buildings in Portugal (except Madeira and Azores) was the first step towards achieving the goal of carbon neutrality. In the last two months of the year, it was not possible to ensure, for some installations, the acquisition of 100% of energy from renewable sources, which impacted performance in this area. Even so, in 2021, 89% of the electricity consumed came from renewable sources.

3 747 GJ of electric energy produced through own renewable sources

+99% compared to 2020

In addition to this, there are other measures implemented to achieve Altice's goals of efficient energy consumption.

Replacement/implementation of more efficient HVAC and Lighting solutions
Implementation of the solutions proposed in the reports of energy audits carried out within the scope of compliance with DL 68A/2015 and in buildings not subject to energy audits, but subject to energy efficiency improvements and interventions.

905 892 GJ of electricity from renewable sources

-12% compared to 2020

Removing obsolete network equipment
Full replacement of the entire existing active radio equipment park with Huawei branded equipment, within the scope of the Inês Project. Altice Portugal Mobile Network sites have excellent infrastructure and new, more robust, more efficient and 5G-capable equipment.

38 635 GJ saved through the consumption reduction implemented measures

+24% compared to 2020

The energy efficiency measures implemented made it possible to reduce energy intensity, which was 116 GJ/PB[6], 28% less than in 2020.

[6] In the calculation of the energy intensity, only the energy consumption of MEO was considered, since it is the only company with traffic.

Altice Portugal continues to place focus on its energy consumption, not only in its operations, but also throughout its value chain. It is currently reviewing its calculation methodology, in order to align the calculation of emissions associated with the value chain with the recommendations of the Science Based Targets Initiative. The reporting of these indicators will be disclosed in 2023, in reference to the year 2022.

GHG Emissions

Due to the numerous risks posed to Altice associated with climate change, all accentuated by GHG emissions, Altice Portugal calculates the carbon footprint of its operations annually - direct (scope 1), indirect (scope 2) and other emissions (scope 3) -, following the calculation methodology of the Greenhouse Gas Protocol (GHG Protocol).

Scope 1 emissions (tCO$_2$e)	2021	2020	2019
Emissions from combustion of petrol	34	46	31
Emissions from combustion of diesel	8 635	9 481	11 011
Emissions from combustion of natural gas	63	68	96
Emissions from leaks from refrigeration, air conditioning, heat pumps and fire protection systems	4 793	7 537	5 621
TOTAL	13 525	17 132	16 759

Scope 2 emissions (tCO$_2$e)	2021		2020	2019
Methodology	Location-Based	Market-Based	Market-Based	Market-Based
Emissions from electricity consumption	37 451	11 750	7 800	96 926

The intensity of Altice Portugal's emissions in 2021 was 2.36 GJ/PB. This value cannot be compared with values of previous years, as the methodology to calculate the indicator changed.

In order to reduce its GHG emissions, Altice Portugal joined the SBTi initiative in 2021, committing to define, within a maximum period of two years, medium and long-term goals for reducing emissions, for scopes 1, 2 and 3, according to scenarios of limiting temperature increase to 1.5°C and with the ambition to achieve carbon neutrality by 2050. A process of redefining the methodology and recalculation of the company's emissions and associated targets is currently underway, hence scope 3 emissions are not disclosed in this report. This indicator will be reported in 2023, in reference to the year 2022, in accordance with the new methodology.

In addition, Altice Portugal participates in other initiatives whose primary purpose is to accelerate towards a carbon neutral economy and society.

Business Ambition for 1.5°C

An initiative of the Science Based Targets initiative (SBTi) in partnership with the United Nations Global Compact and the We Mean Business coalition, led Altice to commit to achieving zero emissions by 2050. This commitment reflects Altice's contribution to COP26 and its alignment with the Paris Agreement.

To know more, please consult:

https://www.unglobalcompact.org/take-action/events/climate-action-summit-2019/business-ambition

Altice also promotes internal action and awareness through a set of its own initiatives:

Bike to Work

Altice employees were invited to leave their cars at home, alternatively using a bicycle to travel to the workplace. The company provides, in a wide range of its buildings, spaces for bicycles, skateboards, among other methods of transport, facilitating sustainable mobility.

Eco-Driving e-learning

Course that sensitises employees to driving practices that reduce accidents, safeguard lives and reduce carbon footprint, promoting more sustainable and planet-friendly behaviors.

Other emissions

In addition to the emissions disclosed for Scopes 1, 2 and 3, Altice Portugal monitors its NO_2 and SO_2, emissions, originating from the fleet.

Other emissions	2021	2020	2019
NO_2 emissions (t)	40	46	53
SO_2 emissions (t)	0.0452	0.052	0.066

6.4 Resource management

Natural resources, renewable or otherwise, are fundamental to the life of living beings. For humanity they are the basis of its survival, comfort and economic and social development. However, the excessive use of these resources now calls into question the sustainability of these resources to satisfy our needs. It is therefore essential to reduce the use of raw materials and properly manage natural resources, in order to ensure the development and growth of companies and societies in full harmony with the environment.

Water

In a context in which there is a reduction in precipitation each year and in which populations are increasingly subject to drought conditions, Altice has sought to reduce its water consumption regarding air conditioning of technical areas and the hygiene and comfort of employees.

Water usage (m³)	2021	2020	2019
Water usage	154 234	179 149	213 171

To achieve this reduction, Altice implemented the following actions:

- Increase the rate of water reuse.

- Promote the reduction of water losses in the adduction and distribution systems.

- Improve and consolidate the water resources monitoring network and ensure adequate information is shared.

- Establish strategies to deal with natural and man-made risks, namely floods, droughts and indirect pollution.

Materials

Reducing consumption of materials should be a key objective for the adequate management of natural resources. Altice Portugal uses multiple materials and technologies in its activities, products and services, however it seeks to reduce the risk of over-exploitation of them through reducing, reusing and improving its efficiency. In addition to the positive environmental impacts, this approach also benefits the company's own economic performance.

Materials used in the processes (t)	2021	2020	2019
Batteries (network infrastructure)	137	139	110
Electrical and electronic equipment	3 419	2 792	2 155
Paper/card	317	700	464
Plastics	161	143	160
Activity support infrastructure [7]	13 856	12 082	15 050
TOTAL	**17 890**	**15 856**	**17 948**
Semi-manufactured goods or parts (t)	**2021**	**2020**	**2019**
Batteries (network infrastructure)	12	14	15
Electrical and electronic equipment (distribution network)	575	483	514
TOTAL	**587**	**497**	**529**
Materials used for packaging (t)	**2021**	**2020**	**2019**
Paper/card	273	286	236
Plastic	9	21	51
Wood	60	59	0
TOTAL	**342**	**366**	**287**

[7] It includes copper cables, fiber optic cables, TEDS cables, TE1SE, telephone poles and metals.

New functionality on the Suppliers Club website - digital signature

The introduction of the digital signature on the Suppliers Club website allows the direct download/upload of the contract to be signed, on a computer, tablet or mobile phone, by receiving an email that generates an access link, avoiding the need of a paper signature.

Suppliers were made aware of this new functionality and the environmental benefits through various channels, so that contracts can be signed digitally.

To know further, please consult: https://oso.telecom.pt/clubefornecedores/

Life cycle activities - design (packaging components), production (assembly), distribution (transport) and end-of-life (disposal) - of the home network products placed on the market were analysed and possible improvements are to be implemented.

Suppliers of these types of products were involved in this process and made aware of the importance of reducing plastic and paper components, with a view to reducing their carbon footprint and implementing improvements, whenever logistically possible.

Use of FSC certified paper

Recycled paper has been replaced by FSC certified paper for printing. The use of this paper brings direct benefits to forest areas, such as the preservation of biodiversity, the protection of labour rights and rights of indigenous peoples, as well as the protection of areas of significant environmental and cultural importance.

98% of printing papers have been FSC certified

Removal of all plastics, screws and plastic bushings

Design for the removal of all plastics, screws and plastic bushings on FGWs and ONTs.

1 552 kg of plastic taken from FGWs and ONTs

908 kg of iron taken from FGWs and ONTs

Waste

The management of products and materials continues until disposal, at the end of their useful life. Altice Portugal produces non-hazardous and hazardous waste – batteries and electrical and electronic equipment.

Production of hazardous waste (t)	2021	2020	2019
Batteries	128	89	58
Waste from Electrical and Electronic Equipment	0,6	0,14	0,9
TOTAL	**129**	**89**	**59**
Production of non-hazardous waste (t)	2021	2020	2019
Paper/card	95	111	185
Plastic	23	33	52
Waste from Electrical and Electronic Equipment	587	516	602
Activity support infrastructure waste	1 745	1 555	1 207
Wood	117	76	167
TOTAL	**2567**	**2291**	**2213**

Most of the waste produced by Altice Portugal comes from network operations processes, including lead copper cable, self-supporting copper cable, plastic copper cable, armored copper cable, fiber optic cable, TEDS cable, TE1SE and metals (iron, copper, zinc and aluminum alloys).

How and when waste is disposed of has a relevant impact on the environment, namely in terms of pollution and waste management. As such, the company has promoted the adoption of circular economy practices, which enable maximisation of the use capacity of its products, equipment and materials, reducing their environmental impact and the waste of financial resources.

Reverse logistics	**Reconditioning of electrical and electronic equipment**	
Process specifically for equipment that has broken down, which are recovered and reintegrated into the consumption chain.	Process of evaluation, recovery and reuse of equipment returned by customers within the scope of the television offer.	**446 311 reconditioned and reused electrical and electronic equipment** -4% compared to 2020

6.5 Biodiversity

The loss of biodiversity is one of the main threats that the planet currently faces, in addition to climate change. These threats are closely linked: climate change is a significant driver of biodiversity loss, and biodiversity loss exacerbates the climate crisis.

104 network sites installed in locations adjacent to protected areas

+11% compared to 2020

Although the impacts resulting from Altice Portugal's activities are reflected in land use issues, with a small proportion of telecommunications infrastructure located in areas rich in biodiversity, the protection of biodiversity is a priority for the company, which has implemented several mechanisms:

- Establishment of partnerships at the local level during the planning process for the installation of new telecommunications structures, to identify solutions that reduce these impacts.

- Analysis of location alternatives, considering coverage, economic and landscape criteria and respect for safety restrictions, preservation of ecological zones and protection of the national archaeological and historical heritage.

- Camouflage of antennas, whenever technically feasible.

- Sharing of mobile network stations.

Regarding the sharing of mobile network stations, the MEO tower park was transferred to the Cellnex Group. The same was done by the other operators, with Altice Portugal now occupying towers that belong, almost exclusively, to the Cellnex Group and Vantage, entities that own the towers, responsible for optimising and sharing space.

Altice Portugal is also committed, through the Act4Nature initiative, to the integration of natural capital in its business model and value chain. In this way, it signed the 10 Act4nature Common Commitments and defined a set of individual commitments whose ultimate objective is to protect, promote and restore biodiversity and ecosystems, in line with the activity that the company develops:

- Establish partnerships for the development of IoT (Internet of Things) or AI (Artificial Intelligence) solutions in the study and conservation of biodiversity and ecosystem service.

- Support ideas on the development of IoT-based technological solutions (eg sensors) to make monitoring biodiversity and ecosystems more cost-effective.

- Support ideas and partnerships for the development of AI solutions for the automatic identification of species and/or habitats, for example for applications in Citizen Science projects.

- Review the assessment of environmental aspects and impacts in light of the commitment to protect biodiversity, included in the Integrated Management Policy.

- Ensuring that new renewable energy projects implemented do not cause, at a minimum, a net loss in biodiversity.
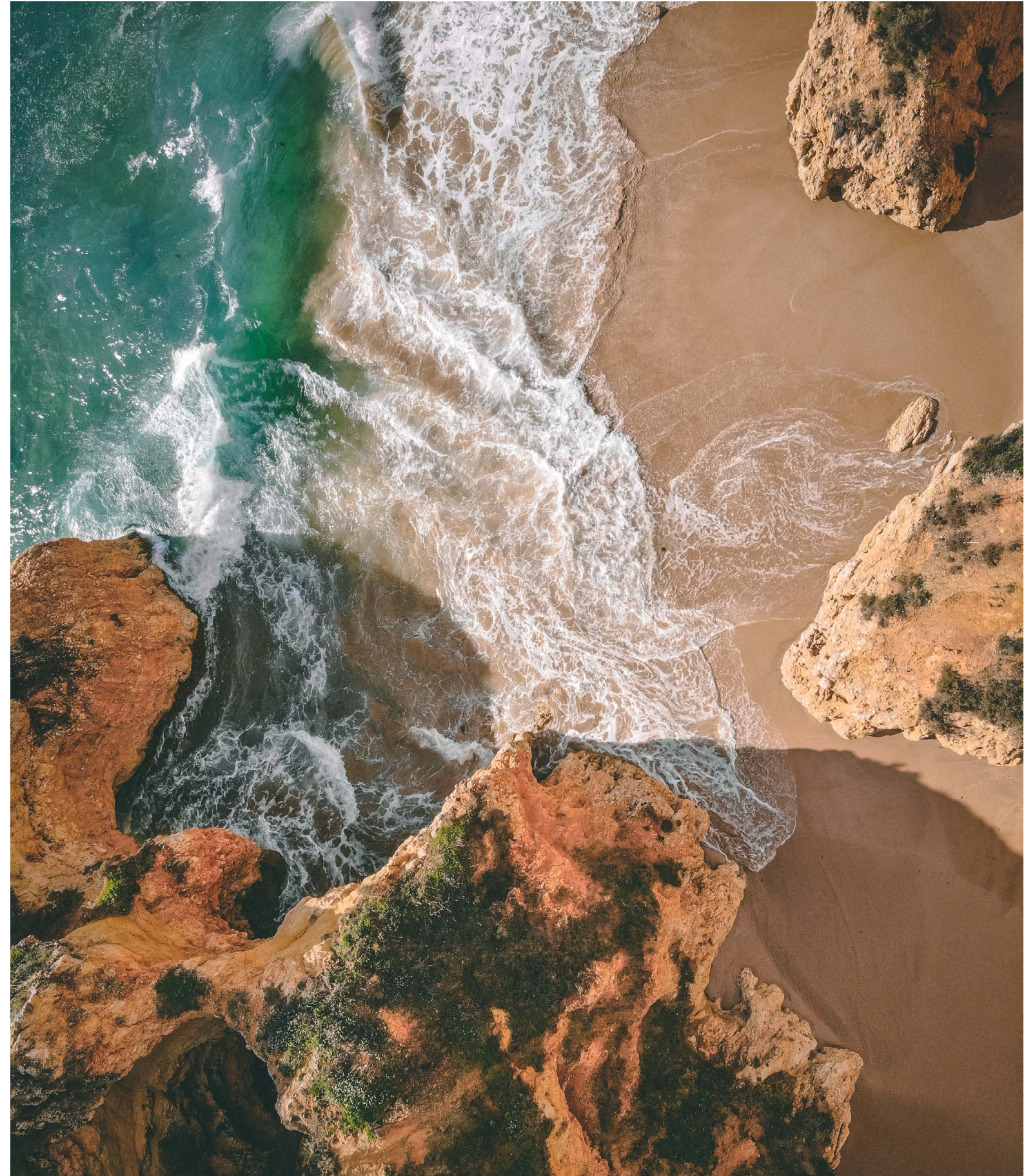
Community Engagement

The relationships that are established with communities are fundamental to the development of any business and to differentiate it from its competitors. The technological sector and, in particular, the telecommunications sector, has a high potential for contributing to the development of communities through the availability of information and the connection capacity of different regions.

7.1 Communication for all

Altice Portugal is focused on promoting the quality of life of communities through digital transformation. To do this, it has strengthened its networks and improved the connectivity of families, companies and social, educational and health organizations, offering communication equipment, tablets, videoconferencing systems, technology, networks and infrastructure, all vital elements that facilitate connectedness.

In a year that was again heavily impacted by COVID-19, there was a need for network connection. 5G, a network in which the company has heavily invested, has a better ability to respond to these needs than any other network. Its reduced latency, data transmission capacity and improved communication speed will enable connection between cities, control of agricultural production, implementation of solutions in health, education, traffic, logistics, among others.

As a founding member of 5th Generation fixed network (ETSI ISG F5G) group, promoted by the European Telecommunications Standards Institute (ETSI), Altice Portugal has sought to contribute to developing a holistic view on the subject, ensuring aspects related to architecture, services, quality, security and privacy are considered, among others.

Considering the importance of the telecommunications sector to social inclusion and development, Altice focuses on geographic decentralisation. In 2021, it made a significant investment in networks in order to provide high quality of service to the population, regardless of their geographical location. Regarding investments in fixed infrastructure, there is continued investment in fibre (FTTH), ensuring provision of new services and innovation, social inclusion, cohesion, investment, employment and combating isolation in communities. MEO reinforced its leadership position in fibre, reaching more than 6 million homes at the end of the year, ensuring the best mobile network coverage, with 99.8% of the population on 4G and 94.7% on 4G+.

Decentralisation of mobile and fibre optic network expansion

Promoting the decentralisation of the population through investment in new mobile network and fibre optic infrastructure, located outside urban centers, ensuring the basis for modernisation and the technological future in areas such as the village of Campo Benfeito in the municipality of Castro Daire, the villages of Xisto, among others.

Mobile service infrastructure (population coverage)	2021	2020	2019
4G	99.8%	99.6%	99.4%
4G+	94.7%	89.2%	78.6%
Fixed service infrastructure	**2021**	**2020**	**2019**
IPTV (population coverage)	99%	99%	99%
Fibre - FTTB/FTTH - (total homes covered - includes shared fibre)	6 010 008	5 602 172	4 919 603

7.2 Support granted

Altice Portugal places a strong focus on social responsibility, employing actions for societal development regularly. It made several investments, amounting to 3.2 M€, with the key focus of creating a more balanced country in terms of access to opportunities, regardless of distances, borders and population densities. To achieve this, it works in the following areas:

Network coverage reinforcement	Technologies for Communication and Knowledge	Democratisation of access to culture	Inclusion and Wellbeing	Innovation
It is committed to improving the provision of high quality service to all citizens, regardless of their geographical location.	Training throughout the country to achieve more inclusive education, across formal and informal spheres, contribution to increased inclusion at school, as well as promoting programmes that encourage school success and greater digital literacy.	Promotion of national artistic expressions facilitating access to arts and culture across all parts of the country.	Improving the accessibility of mobile devices and computers and communication itself, improving the living conditions and autonomy of people with disabilities or in situations of vulnerability.	Cooperation with the Academy, through Altice Labs.

To know more, please go to: https://www.telecom.pt/en-us/sustentabilidade/sociedade/pages/sociedade.aspx

In addition to measures already implemented, in 2021 Altice supported the following projects:

Advanced Training in Supporting Technologies for Inclusion | Universidade Católica Portuguesa

Initiative that seeks to promote equal access to opportunities using technology. Aimed at Special Education teachers, the course focuses on the areas of "Alternative and Augmentative Communication" and "Support Technologies", providing teaching and technical professionals with knowledge about the support technologies available on the market and strategies to improve the communication of patients with neuromotor dysfunctions, a fundamental pillar for their social integration and improvement of quality of life.

UNIVERSIDADE CATÓLICA PORTUGUESA
FORMAÇÃO AVANÇADA EM TECNOLOGIAS DE APOIO PARA A INCLUSÃO

UBBU | Academia de Código

Project that aims to prepare children for a digital society through the teaching of Computer Science and Programming. It aims to contribute to the positioning of Portugal at the forefront of the development of computational thinking, making the increase of digital literacy a goal in public schools.

Through an online platform, teachers are able to teach programming to their students through games, videos and interactive exercises integrated into a curriculum of 30 lessons. The contents are aligned with the subjects of other disciplines and also with the SDGs.

The Altice Foundation became an investor in this project through application for a Social Impact Bond.

<inovação_na_educação_de_tecnologia>

ACADEMIADECODIGO

ubbu

"Gerar impacto social através da Educação"

João Magalhães, fundador e CEO da Academia de Código e Ubbu

Altice Foundation Core Network

Open centres to the community, equipped with support and accessibility technologies, adapted to different types of disabilities. This network is the result of several partnerships and protocols that the Altice Foundation establishes with IPSS's and Public Administration bodies in the areas of education and health. Within the scope of these partnerships, the Altice Foundation guarantees the supply of technologies and the respective training of technicians. For the centres of the CRTIC (ICT Resource Centers of the Ministry of Education) and the Cerebral Palsy Associations of the Country, the Altice Foundation provided a tablet with the Magic Contact application installed to allow assessment and training of young people who need it.

School Libraries Network

Protocol with the School Libraries Network, under which, since 2012, Altice has supported the creation of Accessibility Centres, with a view to integrating students with special educational needs between the 1st and 3rd cycles. School libraries have been equipped with computer equipment provided by the Altice Foundation, such as laptops and tablets with software systems aimed at monitored access to Information and Communication Technologies.

In addition to technologies, libraries are thus equipped with the necessary resources for reading, accessing, using and producing information: accessible books (e-books, audiobooks, books in Braille), reading software, of augmentative communication, services and products destined to the handling of the computer.

Through the Altice Portugal Foundation, the company develops several partnerships with non-profit entities and finances projects through the submission of applications that meet an eligibility and selection criteria in line with its mission and pillars of action.

Social Intervention	2021	2020	2019
Number of beneficiary entities	2 690	236	180
Number of beneficiary individuals	491 932	398 882	47 304

Volunteering

The culture of social responsibility must be rooted internally, and the company promotes various corporate volunteer activities, supporting Private Social Solidarity Institutions and Non-Governmental Organizations, promoting the social well-being of the most disadvantaged segments of the community and protecting the environment.

Employees may spend 6 days a year volunteering as part of their normal working hours, without an impact on pay. These initiatives also contribute to the satisfaction and involvement of employees and their families, as well as strengthening relationships with communities.

Volunteering	2021	2020	2019
Volunteering hours	614	2 135	12 407
Number of volunteers	181	640	2 160

In 2021, there was a large decrease in volunteer actions and initiatives carried out, due to the restrictions of the pandemic, namely the ban on gatherings, which led to the suspension of some initiatives that are not able to be conducted remotely, while most employees are teleworking.

However, Altice has made efforts to continue certain volunteering initiatives – SOSvizinho and Está lá, bem? – and provide new opportunities to help others.

I AM DIGITAL

Digital Adult Training Programme, an initiative promoted by MUDA – Movement for Active Digital Use, which Altice Portugal is associated to. Its purpose is to promote the digital literacy of 1 million adults in Portugal by the end of 2023, through the development of a national network of thousands of volunteers supported in more than 1,500 spaces across the country.

Altice Portugal employees were challenged to assume their role as mentors and to support adults that have never used the internet, through digital training actions developed in a family context or in places close to the community, such as parish councils, schools, homes among others.

To know further, please consult:

https://portugaldigital.gov.pt/en/training-people-for-digital/available-training-in-digital-skills/i-am-digital/

7.3 Electromagnetic radiation and noise

Since becoming a more fundamental and common part of society, the use of mobile networks has raised multiple health concerns. Electromagnetic radiation emitted by antennas and/or other communication and network infrastructure and equipment and exposure to noise are the most prominent risks. In this context, several studies have been developed, namely to understand the impact of the latest telecommunications technologies, such as 5G.

Electromagnetic radiation

Regarding the potential impacts of radiation on health, there are several national and international bodies investigating the impacts and identifying best practices for their mitigation. Altice uses these studies, implements the identified practices and promotes

186 websites monitoring electromagnetic radiation levels

+304% compared to 2020

information campaigns through its multiple communication channels on the precautions to be taken to reduce radiation exposure.

Mobile equipment

The equipment sold by Altice Portugal complies with the ICNIRP guidelines and has information available on the SAR - energy level absorbed per unit of body tissue mass, expressed in watts per kilogram - at the MEO online store.

To know more, please go to: https://www.meo.pt/en

Radio stations

To control its radiofrequency radiation, Altice prepares an annual program for monitoring the levels of electromagnetic radiation and clarifies doubts raised by both competent authorities and users.

In the event of higher values than those agreed upon, it is up to Altice to implement the correction plan defined for that purpose.

Noise

Excessive noise is a serious problem that affects the general population. Altice is aware of the significance of this impact caused mostly through noise emitted by telecommunications stations, which can interfere with the quality of life of the surrounding communities.

Environmental noise monitoring

Altice Portugal monitors environmental noise through an annual plan that looks at the location of telecommunications stations and their impact.

Whenever there are higher levels of discomfort and complaints than those levels legally defined, the company prepares and implements intervention plans to mitigate their impact.

Altice employees may also occasionally be exposed to noise levels higher than those recommended during their work activities. This situation can disturb attention/concentration levels as well as ability to communicate.

In terms of safety at work, the company seeks to ensure that noise levels are within legal limits, analyzing them whenever requested or in situations where there is potential for them to be exceeded. If an anomaly is identified, corrective measures are taken to eliminate/reduce these levels and/or limit their spread.

8 stations with noise monitoring

-64% compared to 2020

The company also defines procedures that aim to ensure the protection of employees, for example through the provision of appropriate personal protective equipment, such as ear protectors.

About
this report

Through this report, Altice Portugal intends to share, with its stakeholders and the general public, the company's performance in the economic, ethical, environmental and social dimensions, between January 1 and December 31, 2021.

Whenever possible and available, information was included in the report on the companies in Altice Portugal's consolidation perimeter. Drawing on the sustainability reference standards of the Global Reporting Initiative (GRI), alignment to them is depicted in the GRI Table. The company also aims to respond to the requirements of the SASB benchmark for the telecommunications services sector and to highlight Altice's performance in terms of the Sustainable Development Goals (SDGs) and the 10 Principles of the United Nations Global Compact.

The structure adopted and the indicators reported seek to respond to the expectations of the different stakeholders of Altice Portugal and to comply with the best practices in the sector in terms of sustainability. In this sense, the 2021 Sustainability Report underwent some changes - restructuring, inclusion of new indicators, exclusion of others – compared to previous reports, to better address these concerns.

In 2022, Altice intends to carry out a new consultation with its stakeholders as part of a materiality analysis, in order to meet the requirements with the new GRI Standards, published in 2021, at the "In Compliance" level.

The sustainability information included in this report has not been independently verified.

If you have any questions or comments about the report, please contact:

sustentabilidade@telecom.pt

Annex

GRI Table

GRI Contents	Response	Pg.	SDG
General Content (2016)			
ORGANISATIONAL PROFILE			
102-1 Name of the organisation	Altice Portugal		
102-2 Activities, brands, products and services	Brands, products and services	5	
102-3 Location of headquarters	Av. Fontes Pereira de Melo, 40 S. Jorge de Arroios, Lisboa, Portugal		
102-4 Location of operations	Portugal		
102-5 Ownership and legal form	Altice Portugal, S.A.		
102-6 Markets served	Portugal		
102-7 Scale of the organisation	4.5 Economic performance 5.1 Talent attraction and retention	18 and 20	
102-8 Information on employees and other workers	See table below. The activities of the shops, call center, Field Force and logistics are carried out by subcontractors. However, Altice has not yet consolidated the information on these employees, and is currently evaluating the best way to do so.		8
102-9 Supply chain	4.6 Supply chain	18	8 and 16
102-10 Significant changes to the organisation and its supply chain	In 2021, there were no significant changes in Altice Portugal or in its supply chain.		
102-11 Precautionary Principle or approach	Information across the Group, available at: http://altice.net/ .		
102-12 External initiatives	3.1 Sustainability Strategy	8	17

GRI Contents	Response	Pg.	SDG
102-13 Membership of associations	ETNO – association of the main European operators of telecommunications networks (https://etno.eu/). ITU - International Telecommunication Union - United Nations specialized agency for Information and Communication Technologies (https://www.itu.int/en/Pages/default.aspx). Instituto de Telecomunicações - a private, non-profit organization of public interest, a partnership of nine institutions with research and development in the area of Telecommunications. (https://www.it.pt/AboutIT/Overview). COTEC Portugal - Business Association for Innovation - the main Portuguese business association for the promotion of business innovation and technological cooperation (https://cotecportugal.pt/en/about-us/). FTTH Council Europe - industry association with a mission to promote fiber-based connectivity across Europe (https://www.ftthcouncil.eu/). FSAN - Full-Service Access Network - forum for the world's leading telecom service providers, independent test labs and equipment vendors to work towards a common goal of true broadband fiber access networks (https://www.fsan.org/).	17	

Total number of employees per employment contract	2021			2020			2019		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Permanent Contract	3 901	2 212	6 113	4 715	2 811	7 526	4 785	2 831	7616
Temporary Contract	46	27	73	49	39	88	41	22	63

Total number of employees by working time	2021			2020			2019		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Full-time	3 945	2 232	6 177	4 760	2 839	7 599	4 823	2 841	7664
Part-time	2	7	9	4	11	15	3	12	15

GRI Contents	Response	Pg.	SDG
STRATEGY			
102-14 Statement from senior decision-maker	Message from CEO	3	
102-15 Key impacts, risks and opportunities	4.1 Risks and Opportunities	11	13
ETHICS AND INTEGRITY			
102-16 Values, principles, standards and norms of behaviour	2.1 Purpose 4.2 Ethics and compliance	5 and 12	16
102-17 Mechanisms for advice and concerns about ethics	4.2 Ethics and compliance	12	16
GOVERNANCE			
102-18 Governance structure	2.3 Governance Model	6	16
STAKEHOLDER ENGAGEMENT			
102-40 List of stakeholder groups	3.2 Stakeholder Engagement	10	
102-41 Collective bargaining agreements	5.1 Talent attraction and retention	20	
102-42 Identifying and selecting stakeholders	3.2 Stakeholder Engagement	10	
102-43 Approach to stakeholder engagement	3.1 Sustainability Strategy 3.2 Stakeholder Engagement	8 and 10	
102-44 Key topics and concerns raised	3.1 Sustainability Strategy 3.2 Stakeholder Engagement	8 and 10	
REPORTING PRACTICE			
102-45 Entities included in the consolidated financial statements	About this report	39	12
102-46 Defining report content andtopic Boundaries	About this report	39	
102-47 List of material topics	3.1 Sustainability Strategy 3.2 Stakeholder Engagement	8 and 10	
102-48 Restatements of information	Methodological Notes	48	

GRI Contents	Response	Pg.	SDG
REPORTING PRACTICE (cont.)			
102-49 Changes in reporting	About this report	39	
102-50 Reporting period	1st January 2021 to 31st December 2021		
102-51 Date of most recent report	July 2021		
102-52 Reporting cycle	Annual		
102-53 Contact point for questions regarding the report	About this report	39	
102-54 Declarações de relato em conformidade com as Normas GRI	About this report	39	
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102-56 Verificação externa	About this report	39	

Economic Issues

GRI Standard	Response	Pg.	SDG
201: ECONOMIC PERFORMANCE			
201-1 Direct economic value generated and distributed	4.5 Economic performance	18	8
201-2 Financial implications and other risks and opportunities due to climate change	4.1 Risks and Opportunities 5.2 Diversity and inclusion	11 and 28	8
203: INDIRECT ECONOMIC IMPACTS (2016)			
203-1 Infrastructure investments and services supported	7.1 Communication for all	35	8 and 16
203-2 Significant indirect economic impacts	7.1 Communication for all	35	
204: PROCUREMENT PRACTICES (2016)			
204-1 Proportion of spending on local suppliers	4.6 Supply chain	18	8 and 16
205: ANTI-CORRUPTION			
205-1 Operations assessed for risks related to corruption	4.2 Ethics and compliance	12	16
205-3 Confirmed incidents of corruption and actions taken	During 2021, there were no confirmed incidents of corruption at Altice Portugal.		16
206: ANTI-COMPETITIVE BEHAVIOUR			
206-1 Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	4.2 Ethics and compliance	12	8 and 16

Environmental Issues

GRI Standard	Response	Pg.	SDG
301: MATERIALS (2016)			
301-1 Materials used by weight or volume	6.4 Resource management	31	12
301-3 Reclaimed products and their packaging materials	6.4 Resource management	31	
302: ENERGY (2016)			
302-1 Energy consumption within the organisation	6.3 Energy and Emissions	29	7
302-3 Energy intensity	6.3 Energy and Emissions	29	7
302-4 Energy consumption reduction	6.3 Energy and Emissions	29	7
303: WATER AND EFFLUENTS (2018)			
303-1 Interactions with water as a shared resource	6.4 Resource management	31	6
303-2 Management of water discharge-related impacts	6.4 Resource management	31	6
303-3 Water withdrawal	6.4 Resource management The water captured by Altice Portugal comes entirely from the public network.	31	6
304: BIODIVERSITY (2016)			
304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	6.5 Biodiversity	33	15
305: EMISSIONS (2016)			
305-1 Direct (Scope 1) GHG emissions	6.3 Energy and Emissions	29	13
305-2 Energy indirect (Scope 2) GHG emissions	6.3 Energy and Emissions	29	13
305-3 Other indirect (Scope 3) GHG emissions	6.3 Energy and Emissions	29	13

GRI Standard	Response	Pg.	SDG
305-4 GHG emissions intensity	6.3 Energy and Emissions	29	13
305-5 Reduction of GHG emissions	6.3 Energy and Emissions	29	13
305-6 Emissions of ozone-depleting substances (ODS)	6.3 Energy and Emissions	29	13
305-7 Nitrogen oxides (Nox), sulfur oxides (Sox), and other significant air emissions	6.3 Energy and Emissions	29	13
306: WASTE (2020)			
306-1 Waste generation and significant waste-related impacts	6.4 Resource management	31	12
306-2 Management of significant waste-related impacts	6.4 Resource management	31	12
306-3 Waste generated	6.4 Resource management	31	12
307: ENVIRONMENTAL COMPLIANCE (2016)			
307-1 Non-compliance with environmental laws and regulations	4.2 Ethics and compliance In 2021, there were no non-compliances related to environmental laws and regulations.	12	8 and 16
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT (2016)			
308-1 New suppliers that were screened using environmental criteria	4.6 Supply chain	18	12

Social Issues

GRI Standard	Response	Pg.	SDG
401: EMPLOYMENT (2016)			
401-1 New employee hires and employee turnover	5.1 Talent attraction and retention	20	8
401-2 Benefits offered to full-time employees that are not offered to temporary or part-time employees	5.1 Talent attraction and retention	20	8
401-3 Maternity/paternity leave	5.1 Talent attraction and retention	20	8
403: OCCUPATIONAL HEALTH AND SAFETY (2018)			
403-1 Occupational health and safety management system	4.2 Ethics and compliance 5.4 Occupational health and safety	12 and 25	3 and 8
403-2 Hazard identification, risk assessment and incident investigation	4.2 Ethics and compliance 5.4 Occupational health and safety All work accidents, regardless of their severity, are investigated. Reported near misses are analysed. There is no documented procedure for investigating TA, but there is a support template that is used by all technicians.	12 and 25	3 and 8
403-3 Occupational health services	5.4 Occupational health and safety	25	3 and 8
403-4 Employee participation, consultation and communication with employees regarding occupational health and safety	4.2 Ethics and compliance 5.4 Occupational health and safety Employees are represented by the Occupational Health and Safety Committee and the Workers Committee, which is also responsible for occupational safety and health. The Commission for Safety and Health at Work is made up of representatives of workers and representatives of MEO, S.A., who meet monthly. The Workers' Committee, made up of workers' representatives, meets monthly with the Administration and Human Resources Department.	12 and 25	3 and 8
403-5 Training of employees in occupational health and safety	In 2021, 73 OSH trainings took place, which totaled 15,235 hours. The courses focus on specific security risks in the performance of certain Altice activities, such as actions related to the fixed telecommunications network or car rentals.		3 and 8

GRI Standard	Response	Pg.	SDG
	5.4 Occupational health and safety		
403-6 Promotion of workers' health	Employees (both permanent and fixed-term contracts) of the Altice Portugal Group can join the Health plans managed by ACS on their own initiative. Joining the Health Plans is extended to direct family members (spouse and children) under the conditions provided for in the respective regulation, by completing the respective registration form (form alluding to the family member), as well as submitting the other documents indicated in the registration form subscription. On ACS' website (http://www.acs.pt/page/inscricoes-nos-planos-de-saude), the conditions of joining the different Health Plans can be consulted. Joining the Health Plan is an individual and voluntary act of each employee.	25	3 and 8
403-7 Prevention and mitigation of occupational health and safety impacts directly linked to business relationships	4.2 Ethics and compliance 5.4 Occupational health and safety	12 and 25	3 and 8
403-8 Employees covered by an occupational health and safety management system	89% of Altice employees are covered by the ISO 45001 certified management system. Information on the total number of external employees covered by the aforementioned management system is not currently available. Altice is evaluating the best way to consolidate this information.		3 and 8
403-9 Accidents at work	5.4 Occupational health and safety	25	3 and 8
403-10 Occupational diseases	5.4 Occupational health and safety	25	3 and 8
404: TRAINING AND EDUCATION (2016)			
404-1 Average hours of training per year, per employee	5.3 Training and development	23	8
404-2 Programmes for the improvement of employee skills and assistance for career transition	5.3 Training and development	23	8
404-3 Percentage of employees who receive regular performance and career development reviews	5.3 Training and development	23	8
405: DIVERSITY AND EQUAL OPPORTUNITIES (2016)			
405-1 Diversity in governance bodies and employees	5.2 Diversity and inclusion See table below.	22	5 and 10
405-2 Ratio of base salary to remuneration received by women	See table below.		5 and 8

GRI Standard	Response	Pg.	SDG
406: NON-DISCRIMINATION (2016)			
406-1 Cases of discrimination and corrective measures taken	4.2 Ethics and compliance	12	5 and 8
410: SAFETY PRACTICES (2016)			
410-1 Security personnel trained in human rights policies or procedures	See table below.		
412: ASSESSMENT OF HUMAN RIGHTS (2016)			
412-2 Training of employees in human rights policies or procedures	4.2 Ethics and compliance See table below.	12	
413: LOCAL COMMUNITIES (2016)			
413 1: Operations with involvement, impact assessments and local community development programmes	7.1 Communication for all 7.2 Support granted 7.3 Electromagnetic radiation and noise	35 and 36 and 38	12 and 17
414: AVALIAÇÃO SOCIAL DE FORNECEDORES (2016)			
414-1 New suppliers selected based on social criteria	4.6 Supply chain	18	12
416: CONSUMER HEALTH AND SAFETY (2016)			
416-1 Assessment of health and safety impacts caused by product and service categories	7.3 Electromagnetic radiation and noise	38	3
416-2 Cases of non-compliance related to health and safety impacts caused by products and services	4.2 Ethics and compliance	12	3
417: MARKETING AND LABELING (2016)			
417-2 Cases of non-compliance regarding information and labeling of products and services	4.2 Ethics and compliance	12	16
417-3 Cases of non-compliance in relation to marketing communications	4.2 Ethics and compliance	12	16

GRI Standard	Response	Pg.	SDG
418: CUSTOMER PRIVACY (2016)			
418-1 Substantiated complaints related to breach of customer privacy and loss of customer data	4.2 Ethics and compliance See table below.	12	16
419: SOCIOECONOMIC COMPLIANCE (2016)			
419-1 Non-compliance with laws and regulations in the socio-economic area	4.2 Ethics and compliance	12	16

Nº of employees by professional category and gender	2021	2020	2019
Senior Consultant	**1148**	**1326**	**1350**
Men	775	879	894
Women	373	447	456
Consultant	**1979**	**2220**	**2187**
Men	1243	1395	1368
Women	736	825	819
Senior Technician	**1698**	**2148**	**2204**
Men	1029	1280	1316
Women	669	868	888
Specialist Technican	**1334**	**1824**	**1889**
Men	880	1163	1214
Women	454	661	675
Technician	**20**	**36**	**39**
Men	13	23	24
Women	7	13	15
Other Categories	**7**	**60**	**10**
Men	7	24	10
Women	0	36	0
TOTAL	**6186**	**7614**	**7679**
Men	3947	4764	4826
Women	2239	2850	2853

Number of employees by professional category and age group	2021			2020			2019		
	<30	between 30 e 50	>50	<30	between 30 e 50	>50	<30	between 30 e 50	>50
Senior Consultant	2	693	453	2	772	552	2	851	497
Consultant	17	1452	510	19	1579	622	18	1596	573
Senior Technician	76	995	627	93	1173	882	86	1303	815
Specialist technician	28	810	496	44	911	869	93	966	830
Technician	0	6	14	0	12	24	0	13	26
Other categories	0	3	4	0	41	19	0	4	6
TOTAL	123	3959	2104	158	4488	2968	199	4733	2747

Ratio between the remuneration received by women and that received by men by professional category	2021	2020	2019[8]
Management Position – Managers	1.34	1.38	-
Management Position – Staff	1.05	1.05	-
Other employees	1.04	1.04	-

Security personnel trained in human rights policies or procedures	2021	2020	2019
Number of people in the security team	16	17	17
Number of people in the security team who received formal training in the organization's specific policies or procedures on human rights and their application in security	16	17	-[8]
% of security personnel who received formal training on human rights and their application in security	100%	100%	-[8]

	2021	2020	2019
Total number of hours of training on human rights policies or procedures relating to aspects of human rights relevant to the organization's operations	11 230	12 755	15 702
% of employees trained in human rights policies or procedures relating to aspects of human rights relevant to operations	62%	100%	97%

	2021	2020	2019
Total number of substantiated complaints regarding breaches of customer privacy	27	22	47

[8] Information not available.

SASB Correspondence Table

			2021
Environmental footprint of operations	TC-TL-130a.1	Total energy consumed (GJ)	6.3 Energy and Emissions
		Percentage grid electricity	89%
		Percentage renewable (GJ)	79%
Data Privacy	TC-TL-220a.1	Description of policies and practices relating to behavioural advertising and customer privacy	4.3 Digital Security
	TC-TL-220a.2	Number of customers whose information is used for secondary purposes	The personal data collected about customers is intended for the management of the contractual relationship, the provision of contracted services and their adaptation to the needs and interests of the customer. They may also be processed for the purpose of complying with legal obligations and for the purpose of investigating, detecting and prosecuting serious crimes. Altice Portugal may use customer personal data for other purposes, such as recruitment, social intervention actions, sending complaints and suggestions, sharing the Group's institutional information and/or making public campaigns, promotions, advertising and news about its products and/or services, as well as for conducting market research or evaluation surveys, in strict compliance with the applicable legal requirements. For more information, please consult the Privacy Policy.
		Total amount of monetary losses as a result of legal proceedings associated with customer privacy	In 2021 there were no monetary losses resulting from procedures related to customer privacy.
Product End-of-life Management	TC-TL-440a.1	Materials recovered through take back programmes (t)	6.4 Resource management 1268 CPE collected from customers
		Percentage of recovered materials that were reused	6.4 Resource management 44% CPE repackaged and placed back on the client network
		Percentage of recovered materials that were recycled	23% CPE abated and sent for recycling
		Percentage of recovered materials that were landfilled	0%

Data Security	TC-TL-230a.1	Number of data breaches	4.2 Ethics and compliance 6
		Percentage involving personally identifiable information	100%
		Number of customers affected	9923
	TC-TL-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	4.3 Digital Security
Competitive behaviour and open internet	TC-TL-520a.1	Total amount of monetary losses arising from legal proceedings related to regulations on anti-competitive behaviour	In 2021 there were no monetary losses arising from procedures related to regulations on anti-competitive behaviour.
Activity metrics	TC-TL-000.A	Number of wireless subscribers	8 112 596
	TC-TL-000.B	Number of wireline subscribers	1 891 021
	TC-TL-000.C	Number of broadband subscribers	1 553 479
		Network traffic	8138 PB

Methodological Notes

The collection and systematisation of the data presented in the 2021 Sustainability Report is based on the contributions provided by the different areas, whose consolidation is the responsibility of the Quality, Environment, Safety and Sustainability Department, supported by PricewaterhouseCoopers & Associados - S.R.O.C., Lda.

204-1 Proportion of spending on local suppliers

All suppliers located in Portugal are considered local suppliers.

302-3 Energy intensity

The calculation of energy intensity is performed considering only the energy consumption of MEO, since this is the only company with traffic.

305-1 Direct emissions (scope 1) of greenhouse gases (GHG)

In the calculation of GHG emissions for 2021, compared to 2020, several changes were made to conversion factors and emission factors. In addition to these, in scope 1, emissions associated with leaks of fluorinated gases were included, which do not include Altice Labs.

305-2 Indirect emissions (scope 2) of greenhouse gases (GHG) from energy acquisition

The calculation of scope 2 emissions was also subject to changes, namely in terms of conversion factors and emission factors.

From 2021 onwards, scope 2 emissions were calculated according to location-based and market-based methodologies, in accordance with the methodologies of the GHG Protocol and, it should also be noted that CH_4 and N_2O emissions were also calculated whenever possible, showing GHG emissions in tonnes of CO_2 equivalent (tCO_2e).

305-4 Intensity of greenhouse gas (GHG) emissions

The calculation of the intensity of GHG emissions is carried out considering only the emissions of scope 1 and 2 (market-based) of MEO, since this is the only company with traffic.

The calculation methodology was updated based on the GRI standard.

401-3 Maternity/paternity leave

In this indicator, "employees who used parental leave" are considered to be all employees who ended their parental leave in 2021, regardless of whether they started it in 2020 or 2021.

The rate of return compares the number of employees who returned to work after parental leave, with the number of employees who used parental leave.

The retention rate compares the number of employees who returned to work and stayed 12 months after that return, with the number of employees who returned to work after parental leave.

403-9 Work Accidents

With regard to accidents at work, the indicators for 2019 and 2020 were recalculated, based on the definitions of the GRI 403-9 standard, which will be adopted from now on. The following will be considered:

- Accidents at work with serious consequences (excluding fatalities) that result in permanent disability (partial or total) or result in a period of absence of more than 6 months.

- Mandatory reporting of all work accidents that result in lost days.

The rate of fatalities resulting from accidents at work, the rate of accidents at work with serious consequences (excluding fatalities) and the rate of accidents at work with mandatory reporting are reported on the basis of 1 000 000 hours worked.

Other accident rate indicators

The accident rate concerns only employees with a direct employment relationship with Altice Portugal, including all work-related accidents that occurred on the job, which resulted in absolute temporary incapacities. Reporting is based on 200,000 hours worked.

404-1 Average hours of training per year, per employee

This report has updated the methodology used to calculate this indicator, considering the total number of employees as at 31 December of the reporting year, by professional category and gender.

CONTACTS
SUSTAINABILITY

Maurício Costa

Email: jose-mauricio-costa@telecom.pt

Phone: +351 215 000 756

Isabel Martins

Email: isabel-g-martins@telecom.pt

Phone: +351 215 006 876