

Sustainability Policy – MEO SGPS SA

Our commitment to sustainability starts with our purpose - “Connecting people to a more innovative, inclusive and sustainable life”.

We use our power of innovation to face current and future challenges ethically, create value for all our stakeholders and be active agents of transformation for a fairer, more humane and environmentally sustainable society.

We want to mitigate risks, take advantage of new opportunities and intervene to reduce our negative impacts and boost our positive ones. To this end, we have a formally defined governance structure responsible for identifying, managing, monitoring, reviewing these impacts whenever necessary, listening to and mobilising our stakeholders, both internal and external, to implement the actions needed to meet the objectives and targets set out in our Sustainability Action Plan.

With this Policy we intend to set out our ambition along 4 fundamental axes, guided by the following commitments:

- **Facing challenges responsibly and resiliently**

Acting ethically and transparently, complying with all applicable policies, codes of conduct, laws and regulations, establishing and consolidating relationships of trust between all stakeholders.

To integrate and implement sustainability principles in their various dimensions (environmental, social, economic and governance - ESG) into our governance model, strategy and business activities.

Respecting the rights of all people, in particular to decent work and freedom of association, and repudiating any practice of forced labour in the form of slavery or child labour, both in our own operations and in those around us with which we establish relations.

Prevent the occurrence of incidents related to information security breaches and the loss of personal data.

Ensure our solidity and prosperity by integrating and deepening the analysis of ESG issues in our risk management system.

To guarantee the responsibility of the supply chain, establishing high standards of corporate responsibility towards our Suppliers, promoting compliance not only with product and/or service quality standards and legislation, but also with the best social, environmental, ethical, human rights and privacy practices.

- **Fostering a more humane and inclusive society**

Connecting all people and organisations, focusing on the innovation, quality and accessibility of our products and services.

To be an engine of innovation and social transformation through technology, developing products and solutions and investing in transformative projects with a high potential for contributing to the country's social development and reducing inequalities.

- **Raising the potential of our people**

Capturing the best talents, valuing them, enabling them to reconcile their professional, family and personal lives, strengthening their well-being and their sense of belonging, with the ambition that each of our people will overcome their own limits so that together we can lead the future.

Recognise and respect everyone's individuality, promote opportunities for all people and ensure a safe and inclusive working environment.

To provide safe and healthy workplaces that do not pose risks to the physical and mental health and safety of workers, namely by eliminating hazards and reducing risks to health and safety at work.

- **Taking care of our planet**

To actively contribute to the prevention and mitigation of climate change by improving the efficiency of our activities, products and services, promoting the energy transition and, consequently, reducing the emissions associated with our value chain.

Optimising the rational consumption of resources, promoting the responsible segregation of waste, investing in eco-design and promoting circularity throughout our value chain.