

Altice Portugal

Sustainability Report 2023



altice



Index



OUR ESSENCE



2023, A YEAR OF TRANSFORMATION



OUR PATH



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Message of the CEO

Until 2030, we are investing in People, Technology, Innovation and Sustainability, to connect people to a more innovative, inclusive and sustainable life

For us, Sustainability is not just a word

In 2023, we announced a new cycle, which will take Altice Portugal through to 2030. People, Technology, Innovation and Sustainability are the four main areas in which we will focus our operations, to consolidate leadership in all market segments and ensure our financial and operational profitability.

Connecting people to a more innovative, inclusive and sustainable life is our purpose. This ambition motivates us to boost, in 2024, our investment in all areas that current reality has made crucial: environmental and economic sustainability, digital innovation, integrity, inclusion and labor equality.

The upheavals in the world this past year have lasting effects and attribute special importance to this commitment.

The challenges facing the world worsened in 2023

Society, today, is seeking a more positive, diverse and inclusive direction. But 2023 was marked by the worsening of the climate crisis and by events with strong economic and social impacts.

Last year was considered the hottest on record. Due to the continuous increase in greenhouse gases, the melting of ice in colder regions and the rise in sea levels have accelerated.

The war between Israel and Hamas worsened the geopolitical crisis – deep and global – that the war in Ukraine had already triggered.

And, in our country, the fall of the Government caused a political crisis.

We promote reflection and inspire by example

Faced with these challenges, it is our duty, as the leading company of the sector, to encourage greater reflection on sustainable choices and attitudes, both individually and collectively. Therefore, besides having a clear awareness of the need to adopt more conscious behaviors, we must reinforce an internal culture of optimizing resources and synergies: the best way to inspire Sustainability is to be sustainable.

In 2023, environmental and economic sustainability was already a clear criterion for our operation

The activities, initiatives and projects carried out in 2023 were already guided by the strategy we defined for Sustainability, particularly in the environmental and economic planes.

At this level, our efforts to reduce CO₂ emissions and other greenhouse gases resulting from our activities stand out. At the same time, we strengthen the value chain in which we participate and the circular economy to which we contribute.

The digital transformation promoted by the AGITE project guided our systems and processes towards greater operational sustainability

But an organization is only truly sustainable if it is also operationally sustainable. Therefore, we have the Altice Group IT Evolution (AGITE) project underway: it promotes the digital transformation of the Company as a whole, for greater agility in all systems and processes, with a positive impact on the way of working itself.



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Message of the CEO

The Sustainability of a large organization has an ethical dimension of which we are fully aware

Naturally, the operations of a company the size of Altice Portugal have an impact not only on the lives of each customer but, far beyond that, on the Sustainability of the global economy and of society as a whole. The ethical dimension that is inseparable from this impact imposes on us an increased responsibility, which we assume.

We strengthen our governance model to prevent inappropriate conduct

Following a judicial investigation into practices in respect of which the Altice Group was considered a victim, we committed ourselves to preventing, detecting and mitigating risks associated with potential inappropriate conduct. To this end, we strengthen our governance model, reinforcing processes, policies and internal control mechanisms.

To the same end, we signed the Commitment to the Portuguese Platform for Integrity (“Compromisso com a Plataforma Portuguesa para a Integridade2), an initiative that aims to deepen issues of integrity, transparency, ethics and governance.

We have committed to two initiatives aimed at promoting integrity and combating corruption

It was also to this end that we adhered to the anti-corruption Call-to-Action. This international initiative challenges governments to intensify the fight against corruption and promote good governance as pillars of a sustainable and inclusive global economy.

Our efforts in the various dimensions of Sustainability have been recognized by international and national entities

Proof that our efforts strengthen us, the United Nations Global Compact Network Portugal recognized our commitment in the areas of labor, environment, Human Rights and combating corruption.

And the Portuguese Business Ethics Association recognized the work we have been developing in the area of social responsibility with the Be Brave program, aimed at building an inclusive environment through equal opportunities in the job market.

The approval by the Science Based Targets Initiative of MEO’s greenhouse gas emissions reduction targets also confirms that we are on the right path towards carbon neutrality.

We set goals to consolidate, by 2030, our commitment to Sustainability

The achievements of 2023 motivate us to do even better. In the coming years, we want to improve our performance across all ESG (Environmental, Social and Governance) themes – in areas such as climate and energy, the value chain and circular economy, sustainable finance reporting, diversity, equity and inclusion, and human and labor rights.

By way of example, we set out to achieve, by 2030, the objective of having 40% of women in leadership positions. On an environmental level, our goal is to respect the circular economy in 50% of our sales and reduce CO₂ emissions by 90%.

This report demonstrates our commitment to Sustainability

The Sustainability Report presented herein reflects Altice Portugal’s position on a crucial issue for society: it reveals our determination to contribute to the social and economic progress of our country.

Ana Figueiredo
Chief Executive Officer of Altice Portugal



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Message of the Sustainability Officer

2023, A YEAR OF TRANSFORMATION

The path taken by Altice to “**connect people to a more innovative, inclusive and sustainable life**”, took a new direction in 2023. As a result of the materiality analysis carried out in 2022, we approved the Sustainability Strategy that will guide us through to 2030 so as to, taking advantage of our innovation capacity, face current and future challenges ethically, create value for all our stakeholders and be active agents of transformation towards a more just, humane and environmentally sustainable society.

We recognize the impacts we have on society and the environment, whilst mobilizing elements of digital transformation. We want to mitigate risks, promote new opportunities, and intervene to reduce our negative impacts and enhance our positive ones. Our ambition, established at the highest level of the organization, is reflected in **4 fundamental axes**:

Face challenges in a responsible and resilient way

We integrate and implement sustainability principles into our governance model, strategy and business activities. We act ethically and transparently, respecting the rights of all people, throughout the entire value chain.

Raise the potential of our people

We invest in the best talent, whilst key elements in achieving our purpose. We recognize and respect the individuality of each one of our people, and provide safe and healthy working environments, characterized by high levels of development and satisfaction.

Promote a more humane and inclusive society

We contribute to the country’s social development and to the reduction of inequalities. We connect all people and organizations, investing in the innovation, quality and accessibility of our products and services.

Take care of our planet

We actively contribute to the prevention and mitigation of climate change, improving the efficiency of our activities, products and services, promoting the energy transition and optimizing the consumption of resources in a rational way.

To better ensure the identification, management, monitoring, and (whenever necessary) revision of these impacts, a new governance structure was formally defined and implemented, which is also responsible for listening to and mobilizing our internal and external stakeholders, to implement the actions necessary to achieve the objectives and goals formalized in our Action Plan.

The Sustainability Report -2023 transparently reflects the Company's current situation in relation to the commitments it has made. This is the point from which we face future challenges. We know this to be a long journey and, therefore, we count on the involvement of all our stakeholders, in particular our employees, to awaken consciences, change mentalities, and act daily to positively impact everyone around us.

José Mauricio Costa
Sustainability Officer



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Sustentabilidade



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Our essence





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Our essence Who we are

2023, A YEAR OF
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In 2023,



Altice Portugal once again positioned itself as the main promoter and leader of the digital transformation in Portugal

OUR PATH



1. WE FACE CHALLENGES IN A RESPONSIBLE AND RESILIENT WAY

The Company works daily to drive innovation, in order to **guarantee to all its stakeholders** and society in general the best infrastructure and technological solutions.



2. WE RAISE THE POTENTIAL OF OUR PEOPLE

3. WE PROMOTE A MORE HUMANE AND INCLUSIVE SOCIETY



The purpose and mission of Altice Portugal

Altice Portugal's purpose and mission transcend the provision of services, seeking to connect people, empower communities, ensure sustainability, boost inclusion, and foster more humane relationships. Altice Portugal believes in a future of true connection between progress and a harmonious and sustained renewal. So, it is convinced that its mission is, above all, to **transform and positively impact the lives of the people it connects.**

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Purpose

Connecting people to a more innovative, inclusive and sustainable life



With the technology we develop, which constantly brings us innovation, we connect people to each other. We connect people to education, health, culture and entertainment.



We connect people to that which is essential by offering a service of convenience.



We connect people to a more sustainable planet, with a 100% green-energy supply.



Vision

Lead the future



Mission

Lead the technological and digital transformation through innovation, promoting a more humane society

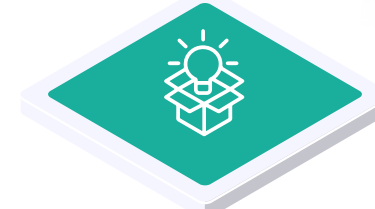


Values



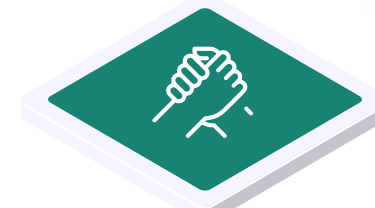
Leadership

The attitude of our determination: pride in being first, experience of success, delivery capacity, reliability, taking responsibility.



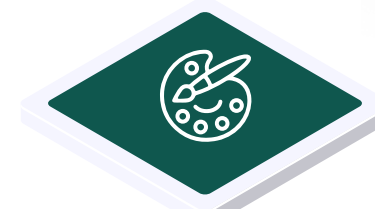
Innovation

Bold commitment to the future: defining trends, reinventing daily, constantly searching for the best.



Collaboration

The ideology that connects us to solutions: teamwork, collaborating, being an integral part, overcoming challenges together.



Creativity

The culture that defines our evolution.





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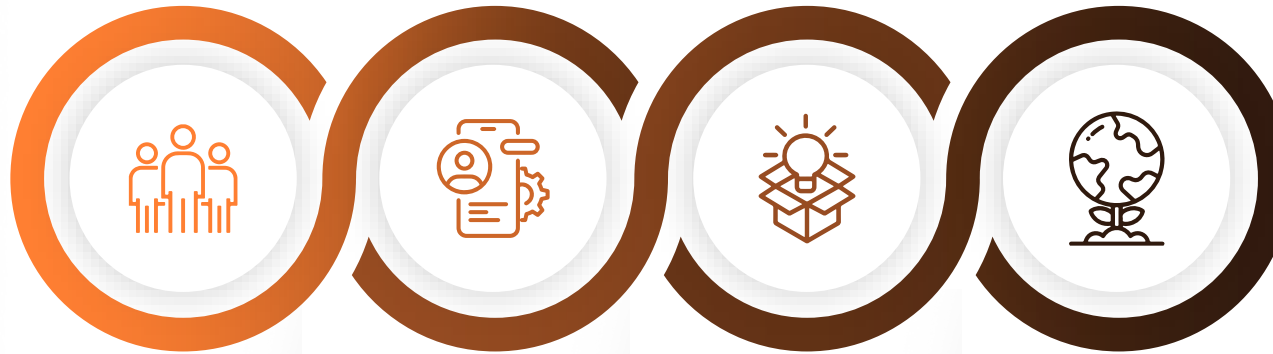
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Business Model

The essence of Altice Portugal's business model reveals its awareness and conviction that success and resilience go beyond financial performance, seeking to create robust and sustainable connections, holistically across all its activities, relationships and value chain. To this end, its business model is based on four fundamental dimensions: raising **people's** potential, launching new **technology** solutions and projects, fostering a culture of **innovation**, and promoting **sustainability**.



People

Training and development

Well-being

Celebration

Volunteering

History

Innovation

Products and services

Healthcare

Technology

Fixed and mobile network

Satellite network

Data Center Network

Submarine Cables

Quantum technology

Innovation

Artificial intelligence & machine learning

Virtual & augmented reality

Smart living and home security

Internet of things and smart cities

Data analytics

Digital services & platforms

5G and new generation network

Sustainability

Energy and emissions

Waste and circularity management

Resource consumption management

Equality and diversity

Support for communities

The Altice brands aim to reduce distances, boost business, offer entertainment and ensure the improvement of the quality of life of people, communities and society.



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Corporate and institutional brand of the Altice Group in Portugal, **which unites the various brands with the common purpose of connecting people to life**

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Leader in the consumer market, offering innovative and diversified products and services, focused on simplifying and improving the daily lives of its customers, inside and outside the home



Digital portal aggregating internet content



Trusted partner for companies, **ensuring the technological infrastructure**, the digital ecosystem and the innovation model that allow them to expand their potential, generate greater value, be more competitive, more sustainable and more humane.



Core innovation company of the Altice Group, **focused on developing innovative products and services** for the telecommunications and services markets



Institution that aims to be a **driver of innovation and social transformation** through technology



MOCHE covers the trends of a young audience, assuming a culture of challenge, development, responsibility and irreverence.



Institution that **promotes and protects**, through the provision of **preventive, curative and rehabilitation medical care and services**.



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2023, a year of transformation



2023, a year of transformation

Summary of the year

We face challenges in a responsible and resilient way



0

Cases of non-compliance with laws and regulations



19,343

Requests received through the Customer Ombudsman channel



73%

Of expenditure with local suppliers



2,906M€

Of operating income

We promote a more humane and inclusive society



95.7%

Of 5G coverage



6,351,185

Homes wired with fiber



1,721

Beneficiary entities



689,138

Beneficiaries



8,132

Volunteering hours

We raise the potential of our people



36.5%

Of employees are women



2.3%

Of employees have disabilities



64

Average hours of training per employee



98.5%

Of employees with Collective Bargaining Agreement



32%

Of women in management functions

We take care of our planet



-0.4%

Of energy consumed



+21.8%

Of renewable energy produced



26,172GJ

Of energy consumption avoided due to energy efficiency measures



-1.7%

Of materials used in the processes (t)



-11.9%

Of waste produced (t)





Milestones and Recognitions

Altice Portugal's commitment and determination to fulfilling its purpose, generating a positive contribution to society and the Planet, is reflected in the **multiple recognitions awarded to it each year. 2023 was no exception**

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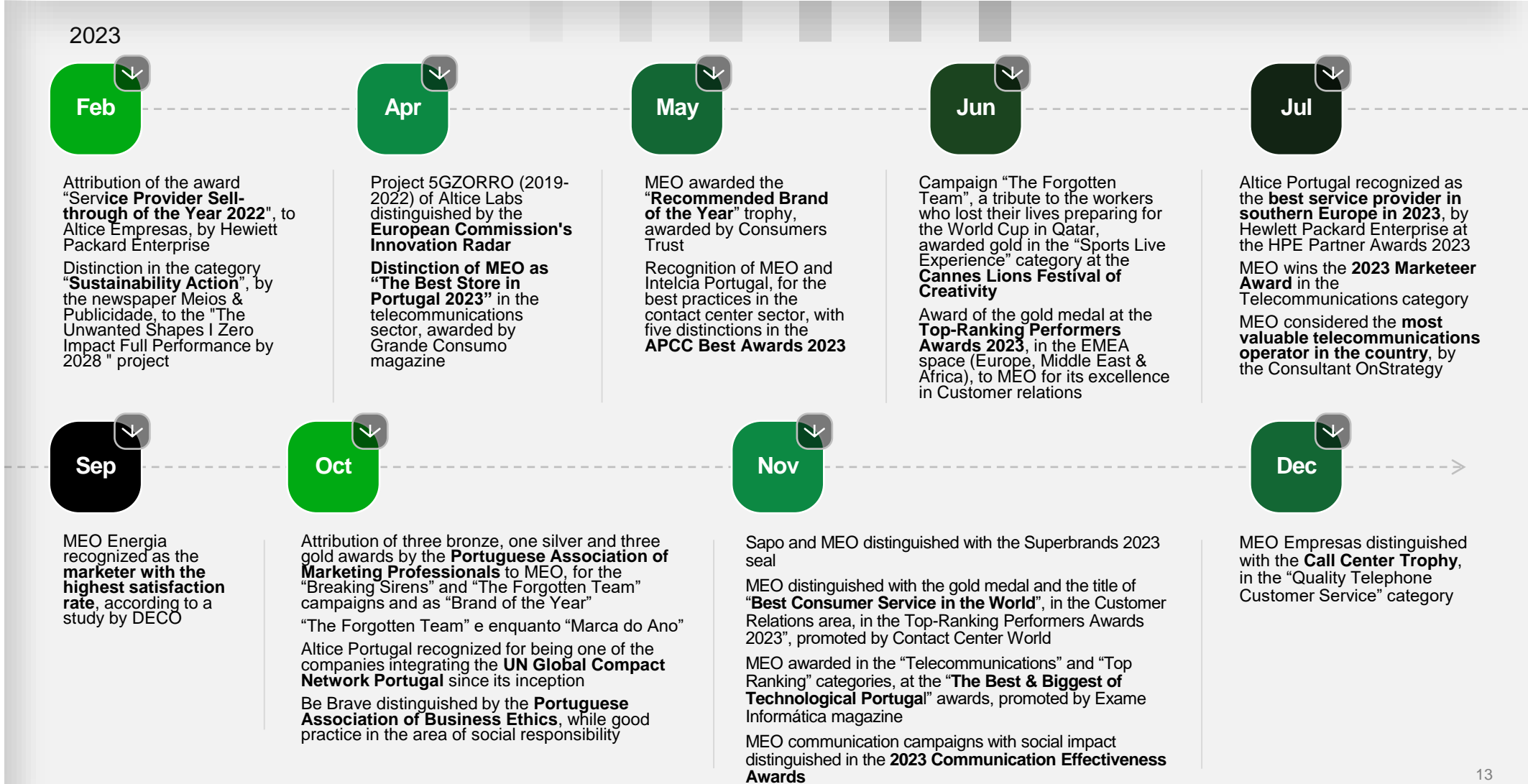
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Our Path

2023 was a particularly relevant year in the path Altice Portugal has taken to achieve its purpose - connecting people to a more innovative, inclusive and sustainable life.

To define the priority themes on which it should focus its strategic efforts, Altice Portugal carried out a materiality analysis process at the end of 2022, which was based on consultation with its main stakeholders, and followed an approach aligned with the concept of “dual materiality”, considering two perspectives – impact materiality and financial materiality.

Impact resulting from Altice’s activity, evaluated by its main stakeholders:



Sectoral ecosystem
(Associations and other sectoral groups)



Economic agents
(Investors and banking entities)



Official entities
(Political and governmental entities, European institutions and bodies, and regulatory entities)



Workers
(Employees and their representative structures)



Suppliers and partners
(Suppliers of goods and services and strategic partners)



Customers
(Companies and consumer-representing structures)



Society
(Academic and scientific institutions, NGOs and Media)

Impact on the value creation potential of Altice, evaluated by its top management



ExComm



Managers

Impact materiality
(Inside-out)

The materiality analysis process resulted in the identification of

16 material themes,

distributed across two priority levels

Financial Materiality
(Outside-in)

Extremely significant themes

To be widely considered in the Company's business strategy, through the definition of specific policies, objectives, goals and action plans.

- Ethics, transparency and combating of corruption
- Responsible governance
- Compliance
- Data protection, privacy and cybersecurity
- Crisis, risk and opportunity management
- Economic performance
- Accessibility and quality of products and services
- Talent attraction, development and retention
- Occupational safety and health
- Human rights
- Efficient energy consumption

Very significant themes

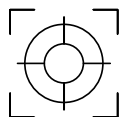
On which actions and initiatives must be carried out, albeit in a more disaggregated and sporadic manner.

- Responsible supplier chain
- Diversity and inclusion
- Community involvement
- Emissions and climate change
- Waste and circularity management

- Economic and governance themes
- Social themes
- Environmental themes



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Strategic Approach

The results of the materiality analysis process, which included, in addition to the identification of material themes, the identification of priority SDG, served as the basis for defining Allice Portugal's Sustainability Strategy, which is structured into four axes:

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At the beginning of 2024, a set of commitments, goals and actions will be established for each axis, the definition and monitoring of which is the responsibility of the Sustainability Committee, set up in 2023, as part of the restructuring of Allice Portugal's governance model for the management of these themes.

Executive Committee (ExComm)

Sustainability Committee

Advise the ExComm on the integration of sustainability principles in the management process of Altice Portugal

Ethics Committee

Advise the ExComm on the promotion of ethics and conduct in the management process of Altice Portugal

Work Groups

Community Support

Human Capital, Human Rights, Diversity & Inclusion

Responsible Purchasing

Climate Change and Environment

Legal and Regulatory Sustainability Requirements



The Sustainability Committee is supported by a set of Work Groups, made up of different areas and departments depending on the specific themes that form part of their responsibilities. At the same time, Altice Portugal has an Ethics Committee that is **responsible for ensuring the proper implementation of ethics and conduct best practices**, in all Company operations. The Committees meet with the ExComm, up to twice a year or extraordinarily whenever there is a reason to do so.

Altice's strategic approach to sustainability-related themes is strengthened by a **set of commitments and partnerships established with external entities:**





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1. We face challenges in a responsible and resilient way





1. We face challenges in a responsible and resilient way

To ensure the long-term sustainability of Altice Portugal,



in a context characterized by particular global vulnerability at a geopolitical and socioeconomic level, it is important to ensure a **responsible management, guided by strong principles of ethics and conduct**, in compliance with applicable legislation, standards and regulations, capable of responding to the daily challenges facing it.

1.1. Responsible leadership

Altice Portugal's leadership is responsible for managing the business in its most varied components. The solidity of the Company's governance model allows it to attend to the needs and expectations of different stakeholders, based on responsible, informed and transparent decision-making. Altice Portugal's governance model is therefore made up of the Board of Directors and the Executive Commission, the latter being supported by a set of committees – Quality Committee, Security Committee, GDPR Committee, Ethics Committee and Sustainability Committee (more information in [Strategic approach](#)) -, directorates and operational areas.



Ana Figueiredo

Chief Executive Officer & Chair of the Board of Directors



Gonçalo Camolino

Chief Financial Officer



José Pedro Nascimento

Chief Technology Officer



João Epifânio

Chief Sales Officer B2C & Chief Marketing Officer



Nuno Nunes

Chief Sales Officer B2B



Alexander Freese

Chief Operations Officer



Sofia Aguiar

Chief Legal Officer

The structure and composition of Altice Portugal's governance bodies, as of December 31, 2023, results from a broad reflection promoted as a measure to mitigate the impacts arising from the "Picoas Operation", and by the growing need to respond to regulatory requirements and those imposed by stakeholders in ESG matters.



1.2. Ethics and Conduct

The effectiveness of its actions absolutely presupposes **compliance with high standards of ethics, integrity, transparency and full compliance with the law**. To this end, the Company has a set of formalized policies, practices and mechanisms that guide all its operations.



Cases of non-compliance with laws and regulations

In 2023, with the support of external consultants, Altice Portugal began the proactive implementation of a set of **actions to improve and strengthen various internal control processes**, policies and procedures to effectively prevent, detect and mitigate the risk associated with any potential future misconduct at the individual level.

As such, all policies and procedures related to: conflict of interests; purchases; due diligence, integration and continuous monitoring; real estate transactions, and accounting controls, among others, are under analysis. In addition to this, **a new Compliance and Data Privacy department was created** that reports directly to the Executive Commission, through the Chief Legal Officer. Reporting procedures are also in the process of being improved, in order to be even more accessible and to better ensure that all stakeholders, including employees, feel comfortable using them.



→ Codes and internal policies

Code of **Good Conduct** for Preventing and Combating Harassment

Code of Conduct of **Social Responsibility** for Suppliers

Code of **Ethics and Conduct**

Corruption and Related **Offenses Risk Prevention Plan**

Personal Data Protection Policy



→ Audits and compliance assessments

Internal audits

Supplier audits



→ Whistleblowing, suggestions and complaints system

Whistleblowing channel for reporting incidents and undue practices

Customer Ombudsman Channel



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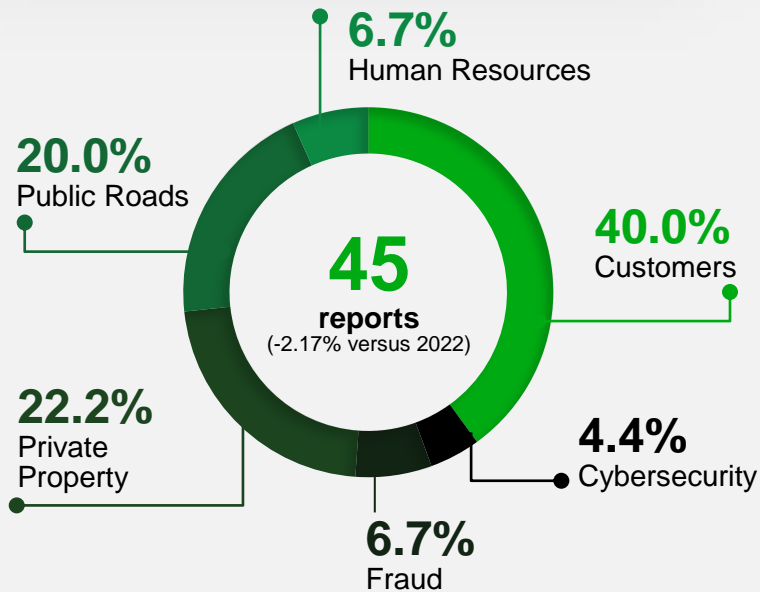
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Requests received through the **Whistleblowing Channel** are managed by the Corporate and Projects Directorate, which carries out a prior screening of these according to the topic covered, ensuring that they are sent to the area responsible for handling them. This Directorate monitors the entire handling process until its resolution. The Executive Commission is involved in defining resolution procedures, whenever justified.

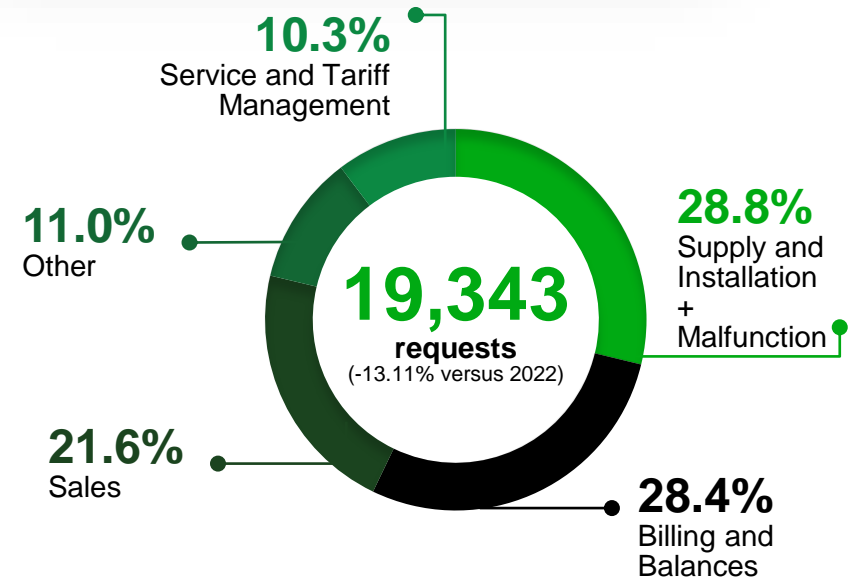


Suggestions and complaints addressed to Altice Portugal through the **Customer Ombudsman** channel are handled by this area. They can later be sent to the Executive Commission to identify and implement improvement actions and procedures in the telecommunications service.

 Reports received in the whistleblowing channel



 Requests received by the Customer Ombudsman





Adherence to the UNITED NATIONS GLOBAL COMPACT ANTICORRUPTION CALL-TO-ACTION

In terms of **corruption prevention**, Altice Portugal, in an initiative promoted by the **United Nations Global Compact**, joined, in 2023, a group of more than **485 companies**, which calls on governments to intensify **efforts to combat corruption**, which affects business communities around the world.

Human Rights



The ethical policies and principles assumed by Altice Portugal have as fundamental basic value the respect for human rights, throughout its entire value chain. Whilst Company in the technology and telecommunications sector, with a significant impact on people's daily lives, Altice's activity is an important driver of freedom of expression and of the inclusion of all people (more information in [3.1 Communication for all](#)). Furthermore, in this context, it must take particular care in terms of data management and respect for privacy (more information in [Data protection, privacy and cybersecurity](#)), as well as promote fair working conditions (more information in [Responsible supplier chain](#) and [2. We raise the potential of our people](#)).



Altice Portugal's commitments to human rights integrate its various internal codes and policies, with particular emphasis on the [Code of Ethics and Conduct](#) and the [Code of Conduct of Social Responsibility for Suppliers](#). All employees are made aware of the need for the adoption of best practices in these matters, with related issues being managed and monitored by the Human Capital, Human Rights, Diversity & Inclusion Work Group, supported by other bodies (for example the Responsible Purchasing Work Group or the Ethics Committee), which reports directly to the Sustainability Committee.



639

employees trained in human rights in 2023¹



2,513

hours of training in human rights realized in 2023

¹ New employees or employees whose training on the theme has been reinforced



Awareness-raising of the Human Rights Day

Reinforcing the **importance of December 10th**, the date on which the Human Rights Day is celebrated, **MEO joined forces with RTP3 in releasing a brief television film**, in prime time, on the theme. Additionally, a set of video contents was disseminated on MEO social media and in internal physical channels, which aimed to promote the **Universal Rights of the Human Being**, calling for the protection and promotion of these same rights by all people.

Data protection, privacy and cybersecurity



Also due to the sector in which it operates, **Altice Portugal's activities** naturally include collection, registration, organization, structuring, **conservation, adaptation or alteration, recovery, consultation, use, dissemination through broadcasting, diffusion** or any other form of making available, comparing or interconnecting, limiting, erasing or destroying a large volume of data, which includes personal data. In an increasingly digital world, in which data processing is the core of a large part of **human activity**, marked by an increasingly regular occurrence of cyber-attacks, properly managing information privacy and security is a **priority for the Company**.



In this context, Altice Portugal has been developing and implementing a set of cybersecurity **behaviors, policies, resources** and controls (which are permanently monitored and revised according to organizational needs), guided by a series of fundamental principles consolidated in its **Active Doctrine**. This mechanism's main purpose is to ensure proper data protection and, in the event of an **attack by hackers, enabling a faster and more efficient reaction**.



The Company actively seeks to ensure full compliance with **national legislation, European regulations, and national and international frameworks**, following the best practices emanated by the European Agenda for Cybersecurity (ENISA) and responding to the controls and requirements of references such as NIS1, ISO 27001, SOC and PCIDSS, among others.

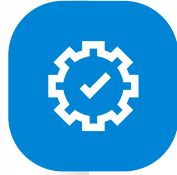


Information Security Policy



Personal Data Protection Policy





Certifications

In 2023, Altice Portugal renewed the **ISO/IEC 20000-1:2018 - Information Technology (IT) Service Management Systems certification** and MEO the **ISO/IEC 27001:2013 - Information Security Management System certification**. These certifications are recognized by the customer as a **guarantee of the quality of the Information Technology services provided**, as well as of the safeguarding of their information. In 2023, **its accreditation** as a TF.CSIRT Trusted Introducer Server team member was also **renewed**.



To prevent the diffusion, loss, misuse, alteration, unauthorized processing or access, as well as any other form of **illicit processing of personal data**, the Company uses **various security measures**, of a **technical and organizational** nature, which extend to third parties that, **as part of the provision of services**, process the **personal data of data owners in the name and on behalf of Altice Portugal**.



Therefore, it follows an approach strongly characterized by a **culture of prevention**, which includes mechanisms and procedures of **cybersecurity and supervision of the protection of personal data**, as well as the carrying out internal and external audits. The linking of these mechanisms and procedures is achieved through awareness-raising, education and **training of its stakeholders**, in particular employees, whether **in person or in e-learning format, pop-up messages, awareness simulations**, sharing of tips or **news with the best practices**, on the website or on social media.



GDPR training

Altice Portugal offers the e-learning course “**AWARENESS - GDPR - Data Protection Office**”, on the platform Campus and on the platform E-form, to the entire universe of internal and external workers, who perform functions at the service of the Company

97.1% of the total number of workers with GDPR training completed in 2023

98.5% of internal employees with GDPR training completed in 2023

96.3% of external workers with GDPR training completed in 2023

As part of the celebration of the **5th anniversary of the GDPR, in May 2023**, awareness-raising was also reinforced among all directorates and all those directly responsible for the management of **GDPR-related issues**.



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4. WE TAKE CARE OF OUR PLANET

01

The monitoring and accompanying of the implementation of these measures and of compliance with these assumptions is the responsibility of **internal bodies appointed for this purpose.**

02

In terms of information security, Altice Portugal delegates to the CISO the responsibility for developing and implementing the **Cybersecurity Plan**, which comprises the procedures and policies to protect the Company's communications, systems and assets against internal and/or external threats. The Security Committee, made up of the main members of the **Executive Commission**, the **CISO** (Chief Information Security Officer), the Data Protection Officer and main areas of the organization, monitors the implementation of said Plan, meeting at least once a year, to analyze same.

The **handling of all dangerous situations in computer systems**, known as "Incidents", is the responsibility of the CSIRT (Computer Security Incident Response Team), a team specialized in computer security within the Cybersecurity and Privacy Directorate. Altice Portugal's **CSIRT** is a member of the CSIRT National Network and is accredited by TF CSIRT – Trusted Introducer.

03

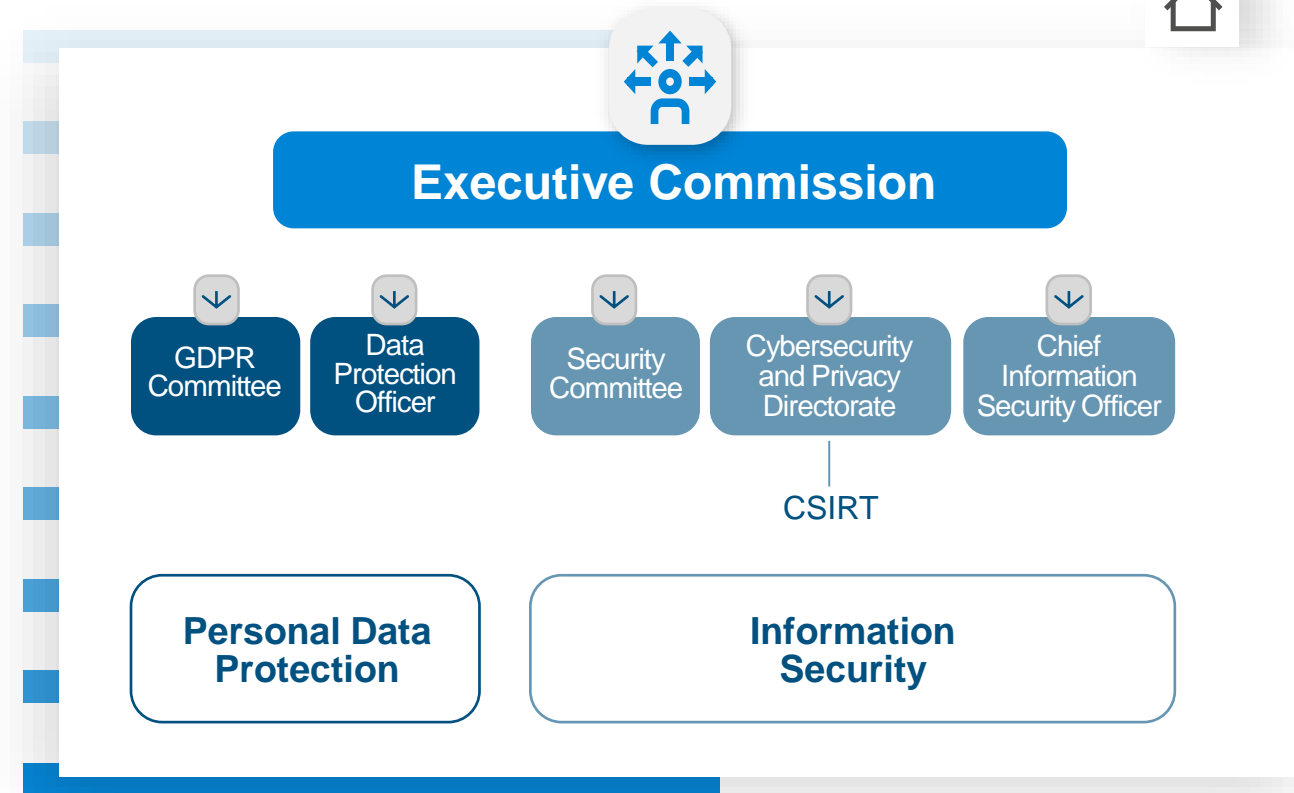
In terms of services provided, Altice Portugal has an **Information Security Incident Response Team**, which operates within the scope of networks and services, promoting Internet security in the country, especially in the business sector.

04

Regarding personal data protection, the Company has a **Data Protection Officer**, who manages questions relating to personal data processing matters. The supervision and control of technical and organizational measures, which contribute to the protection of personal data, as well as the definition of clear rules for their processing are the responsibility of the GDPR Committee, which includes members of the Executive Commission, the Cybersecurity & Privacy and the Regulation, Competition and Legal Directorates as well as the **Data Protection Officer.**

05

In 2023, a **data breach** was recorded in which personal data of 13 former employees was involved (name, address, taxpayer number, citizen card number, former employee number and telephone contact; and for two of these persons, the time counted for retirement purposes, the value of the last salary earned, the Social Security number and trade union membership). The **National Data Protection Commission has not yet commented on this incident.**





Responsible supplier chain

73.0%
of expenditure at local suppliers



Responsible supplier chain management is a concern for any organization that wishes to ensure its long-term sustainability and the elimination or minimization of operational and reputational risks. In this sense, the Company adopts a set of measures that allow it to guarantee the **natural flow of supplies necessary for the continuity of its operations**:

- Diversification of Suppliers in terms of location, references, portfolio, among others;
- Diversification of means of transport used in the logistics process;
- Preference for suppliers with local activity;
- Longer contractual time horizon, with long-term forecast;
- Increase in safety stocks;
- Permanent monitoring of deliveries.



Altice Portugal's purchasing model, which guarantees an integrated relationship with **its suppliers**, is formalized in a specific guide. This model foresees the involvement of multiple agents, including the requesting internal departments, and is divided into **four main areas of negotiation: General and Marketing Services, Commercial Equipment, Infrastructure and Telecommunications Equipment and Information Systems.**



In this way, Altice Portugal aims to enhance **synergies in the market**, promote the **development of the economy**, particularly the local one, and develop an open, trusting and **value-creating communication with its suppliers.**



Furthermore, responsible supplier chain management makes it possible to meet the **widespread expectation of stakeholders** that the best environmental, social and economic, and governance practices are implemented, particularly those related to **climate change, human rights** and the **fight against and prevention of corruption**, not only in its **own operations**, but throughout the value chain.



OUR ESSENCE

With this awareness, the Company has a set of mechanisms through which it seeks to promote the alignment of its suppliers with the conduct principles and practices it defends, particularly in matters of ethics, human rights, labor practices, Occupational Safety and Health and environmental responsibility. Therefore, any Altice Portugal supplier must be registered on the Suppliers Club website and adhere to the applicable legal requirements, policies and good practices, among which the **Code of Conduct of Social Responsibility for Suppliers** stands out.

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ESG requirements are included in the **contracts with the main suppliers** and, considering a set of more critical criteria, previously defined by the evaluation areas, Altice Portugal evaluates their performance on these. This evaluation is carried out by interlocutors/evaluators from the departments or areas responsible for contract management, mostly on an annual basis, in accordance with the **following criteria and sub-criteria**:

OUR PATH

The weighting of the different criteria is assigned according to the type of acquisition and the **history of previous evaluations**. The weightings of the sub-criteria are defined by the evaluators. The result is presented on a **scale between 1 - Satisfies Very Little - and 4 - Satisfies Very Much**.

1. WE FACE CHALLENGES IN A RESPONSIBLE AND RESILIENT WAY

Whenever a supplier receives a rating **lower than 3, a non-compliance is recorded**, and improvement actions are requested.



159 suppliers evaluated according to environmental and OSH criteria

2. WE RAISE THE POTENTIAL OF OUR PEOPLE

Within the scope of **Environmental Management Systems** (ISO 14001) and Occupational Safety and Health (ISO 45001), some suppliers are also audited in these **matters in connection with the provision of services** to Altice Portugal.

3. WE PROMOTE A MORE HUMANE AND INCLUSIVE SOCIETY

Considering the **current demands of different stakeholders**, the events that occurred in the last year at Altice Portugal, and future legal and regulatory requirements, Altice Portugal has sought to reinforce its supplier analysis and evaluation processes. **In 2023, the Know Your Supplier ("KYS") questionnaire was implemented**, an important due diligence mechanism, through which it seeks to validate the compliance of commercial relationships with the principles of ethical, professional and responsible business conduct, **established in the respective Code of Conduct**.

4. WE TAKE CARE OF OUR PLANET



Pre-sales
Proactivity / Innovation

Post-sales
Monitoring level

Environment and OHS
Compliance with environmental requirements

Delivery
Compliance with delivery deadlines defined
Compliance with quantities ordered
Compliance level vs contract

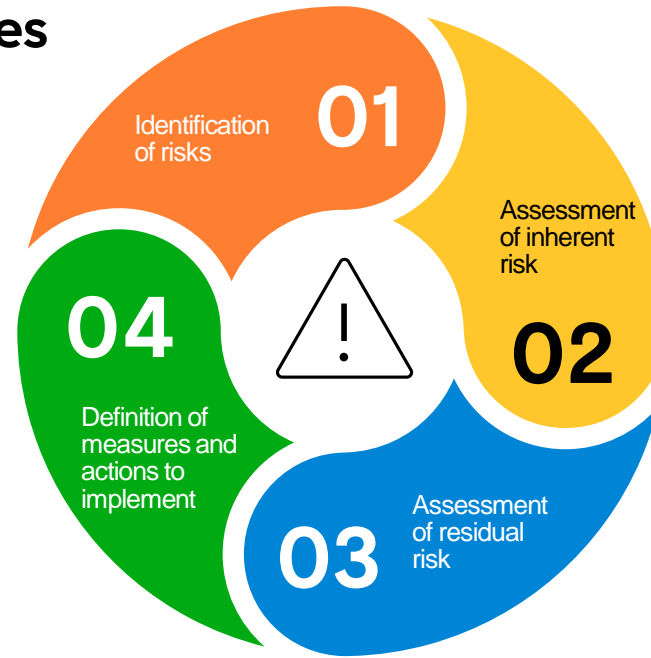
Quality
Quality of product/service provided
Quality of technical assistance
Response to specific needs
Compliance with information security requirements

Compliance with Occupational Health and Safety requirements (OHS)



1.3. Risks and Opportunities

Aware that the resilient management of an organization naturally depends on its **ability to respond proactively to the risks and opportunities** to which it is subject, Altice Portugal has a regular process for monitoring and evaluating risk-potentiating factors, ensuring their **response identification, management and mitigation, in a timely and effective manner.**



- By the Business Units
- According to the criteria "impact" and "probability"
- Risk that remains after considering the implemented mitigation and control measures - combination of inherent risk with the level of control
- Actions to reduce exposure to risk, ensure the execution of planned controls and monitor the risk level to identify significant changes

→ From the **analysis carried out in 2023**, in terms of sustainability, it was concluded that the main **risks and opportunities are related to:**



Risks

- Cybersecurity and data privacy
- Regulation
- Geopolitical and macroeconomic uncertainty
- Talent management and retention
- Sustainability requirements in the supply chain
- Climate change/natural disasters



Opportunities

- Market Evolution
- New Business
- Diversification
- Innovation
- Digital Transformation
- New Technologies
- 5G

Furthermore, within the scope of the publication and implementation of Altice Portugal's **Corruption and Related Offenses Risk Prevention Plan** (RPP), in 2022, a more in-depth analysis of the risks related to these themes was carried out, particularly in terms of purchasing, financial reporting, accounts and other receivable, treasury management, tax and legal function, fixed assets, inventory management and human resources. The **Corruption and Related Offenses Risk Prevention Plan** (RPP) will be revised at the beginning of 2024.





1.4. Economic Performance



In a particularly challenging year in global terms, **Altice Portugal managed to achieve exceptional results in terms of performance** in all its operating segments. These economic results result from enormous consistency and focus on the course set, supported by mobilizing leadership and a highly qualified and committed team. This makes continuous operational growth possible, based on the diversification of the service portfolio, the reinforcement of investment in infrastructure and new generation networks, and in the quality of service.

	2023	2022	2021
Operating income (M€)	2,906.2	2,629.5	2,313.6
Revenues against the National GDP ²	1%	1%	1%
Investment in Operating Revenues ³	17%	18%	26%
Employee costs (M€)	473.7	418.0	339.8
Purchasing and subcontracting costs (M€)	875.6	798.9	666.0
EBITDA (M€)	1,038.0	906.5	853.2
CAPEX (M€)	487.8	482.8	602.0



The investment made in 2023 reinforced the permanent commitment to the Mobile Network, state-of-the-art Core Infrastructures and the expansion of the Fiber Optic Network in Portugal, to a total of 6.4 million homes. Investment in the Mobile Network, in particular in the implementation of 5G technology, allowed achieving a coverage rate of 95.7% at the end of 2023



² Information source: Pordata.

³ Amounts for the years 2021 and 2020 updated.



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2. We raise the potential of our people





2. We raise the potential of our people



Altice Portugal promotes a **corporate culture based on respect, trust, responsibility, development and motivation of its people**, working daily to be recognized as a reference employer and a workplace that promotes the well-being and happiness of its employees.

2.1 Employees

Recognizing that its employees are one of its main assets, and that to lead in the telecommunications sector it is essential to guarantee their quality of life and development, **People emerge as one of the pillars of the Company's Business Model**, which is focused on the following areas: **training and development, well-being, celebration, volunteering, history, innovation, products and services, and health care.**

Diversity and inclusion



Altice Portugal assumes in its culture the commitment to transform the Company into a **space for promoting diversity, inclusion and equal opportunities**. This vision is recognized as a competitiveness factor, whether in terms of the ability to attract and retain talent, or in terms of innovation, creativity, reputation, improved employee satisfaction and positioning of the Altice Portugal brand in society.

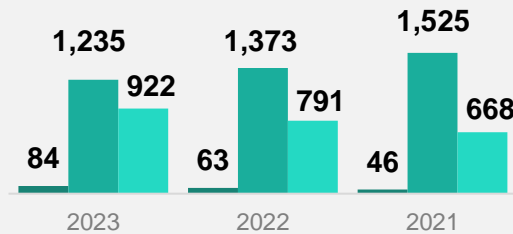


6,132

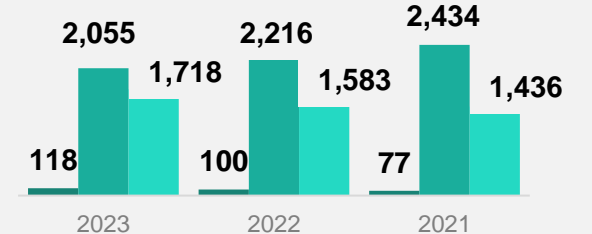
Employees



No. women by age group



No. men by age group



<30 between 30 and 50 >50



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36.5%

Women



2.3%

People with disabilities



In this sense, the Company has been developing and implementing transversal policies that allow **diversity and inclusion to be integrated** into all its activities, decision-making moments and strategic definitions, as well as participating in actions and projects that promote this topic internally and in the community.

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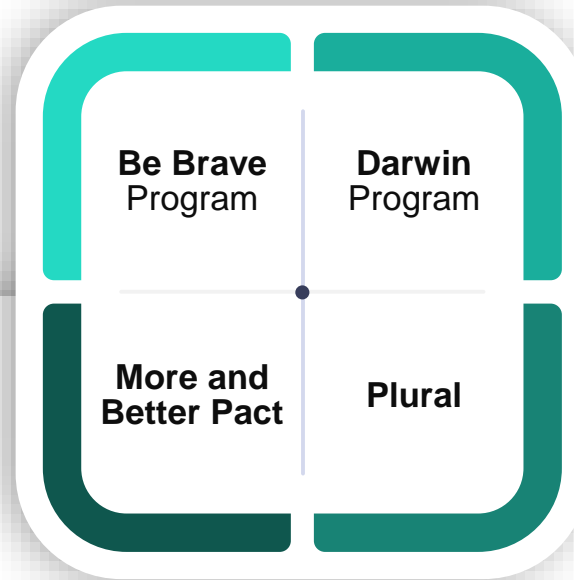
4. WE TAKE CARE OF OUR PLANET

Program resulting from a **collaboration between Geodesia and Valor T** - an employability agency for people with disabilities -, which includes a **12-month internship**. This internship includes visits to iconic Company locations, training in technical and interpersonal skills, as well as monitoring and feedback moments

- o **6 professional internships directed at people with disabilities were carried out**

Altice Portugal is part of the group of companies that signed the More and Better Pact (“Pacto Mais e Melhor”), which aims to promote **increased youth employment and attractive employment conditions for this age group**

The More and Better Pact establishes that companies undertake, **by 2026**, to reinforce their investment regarding several indicators, particularly those relating to the hiring and retention of young workers, guaranteeing quality employment for young people, their training, development and affirmation in society.



Professional Internship Program lasting 12 months, which provides young people with their **first professional experience**, comprising the exploration of the various commercial and technological areas of Altice Portugal, as well as team building, training, volunteering and mentoring initiatives. Each trainee is accompanied by a mentor, a buddy and a guidance advisor, so that in choosing the various possible paths it is possible to move from theory to practice quickly and sustainably.

Training through games, which recreates everyday situations so that employees can deepen their knowledge on diversity and inclusion. The objective of these trainings is to **make people aware of the breadth of diversity that surrounds them**, so that they can recognize and respect it, learn to encourage diversity in their daily lives, understand its benefits, take actions that promote it and learn the key tactics of inclusive leaders

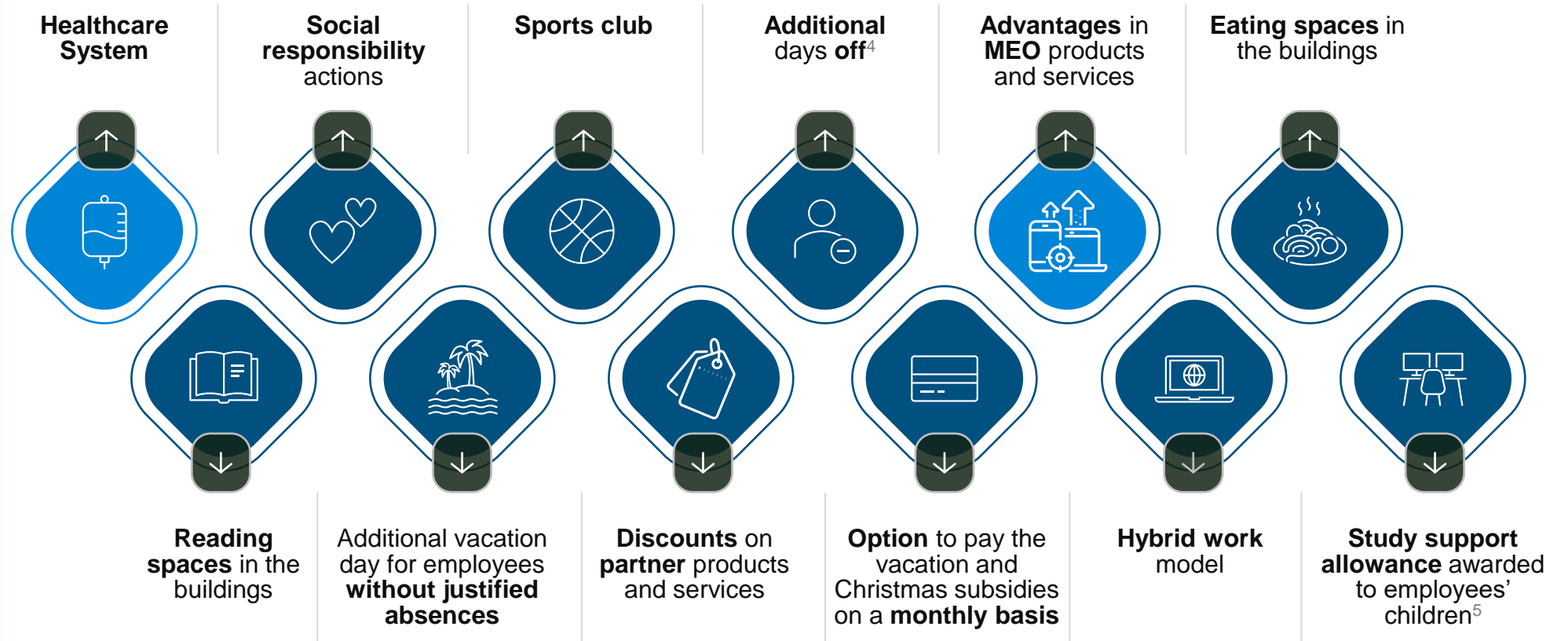
The management and monitoring of these themes is essentially the responsibility of the Human Capital, Human Rights, Diversity & Inclusion Work Group. The last-mentioned area is responsible for implementing and supervising the **Code of Good Conduct for Preventing and Combating Harassment**, which enshrines the operating principles and standards of professional conduct and the promotion of the dignity of men and women in the workplace.

The code aims to protect employees in situations of deviant behavior, whether manifested verbally, physically, sexually or in any other way.



Benefits and initiatives for employees

Committed to the well-being of its talent, Altice Portugal continually invests in **improving working conditions**, in a **fair and competitive remuneration**, in offering a range of benefits and developing **initiatives to enhance the specificities** of its people.



Legend

■ Available to active full-time employees and non-active employees

■ Available to active full-time employees

⁴ On the employee's birthday, on Christmas Eve, on the day marking the employee's admission to the Company and others.

⁵ From babysitting or daycare to university education, with a 25-years of age limit and dependance on the household's per capita income bracket



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Besides these, **Altice Portugal** also offers **other benefits** that allow employees to have a greater **sense of belonging to the Company**, without neglecting the balance between their professional, personal and family life, as well as a present and active parenting

Focus: "Open day"

Faro was the place chosen to hold the second open day with Altice Portugal's employees, within the scope of the FOCUS project, which aims to implement a set of events in various buildings of Altice Portugal, from north to south of the country and islands, with the aim of **bringing the Company closer to the people**.

The moment began with a walk through this Algarve city, with the rest of the day being spent in the Altice Portugal Building and featuring various dynamics that served to enhance the Company's business and culture (pillars, values and objectives) and to reflect on issues namely: stress signs, 5G potential, skincare and makeup workshop and a "transform without limits" workshop.

Actions promoting well-being

During the month of May, the **Internal Social Responsibility** area **developed numerous activities**, in various locations across the country, in order to promote employees' well-being and feeling of belonging:

- Solidarity – volunteering at the food bank
- Healthy eating – partnership with Celeiro that made products available and provided a breakfast, a webinar with ACS nutritionists on tips for healthy lunchboxes, the celebration of the international diet-free day and the distribution of dehydrated fruit
- Physical exercise – 4th edition of the Altice Solidarity Race, the Altice Padel Challenge and the promotion of lunchtime walks
- Body and mind - sleep and memory screenings, massages, skincare, makeup and body protection workshops, yoga and reiki sessions and Improvisation workshop

Summer platform

The "Summer Platform" is a measure that allows employees to **take off Friday afternoons**⁶, once they have ensured that they have completed their weekly workload in the previous 4 days. Adherence to this initiative is voluntary and is intended for active employees at the service of Altice Portugal, except for some situations, which, due to the nature of their activity, do not allow for this flexibility in working hours.

⁶In the period between June 26 and September 22





“Closer” program

To help its employees find a better balance between their professional and personal life, Altice Portugal created the “Closer” (“+Perto”) program, a **work flexibility measure**, which provides dimensions such as "work@home" - occasional teleworking or prolonged teleworking -, the "HOTDesk" - rotating workstation – or work from a site closer to the employee's area of residence.

Day off on 1st day of school

Understanding the importance of returning to school for children and of this moment for its employees, Altice Portugal grants them a **paid day off** (without the loss of any right, including remuneration) to accompany their children (up to 12 years of age) **on the first day of school**.

Study support program

The Higher Education Incentive and the Excellence Awards are part of the Study Support Program, which aims to **support employees in their children's academic journey**. This program covers both a social aspect, offering support to lower-income households, and an excellence-oriented aspect, recognizing and rewarding the best academic results.



Training and Development

The training and development of employees are understood by Altice Portugal as strategic management tools. The Company views training not only as a means to empower, but as a source of inspiration, motivation and development for its people, committing to providing an environment where continuous learning elevates individual skills and strengthens the collective spirit in the search for excellence.

In this sense, Altice Portugal develops and assigns each employee a **specific individual training plan**, based on eight strategic pillars, through which it seeks to optimize the characteristics of each person:



→ **395,190**
Hours of training

→ **64**
Average hours of training per employee

Each employee's training plan therefore contains different actions and programs, on multiple themes, which are permanently updated depending on the Company's transversal needs and developments and/or those more specific to each specific function performed.





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Time To Lead Leadership Program

Program that drives the implementation of new performance and leadership strategies, by addressing the needs underlying new models and work methods, emerging relationships between team members and work teams, as well as new ideas and business areas to explore and monetize

Workshops on Unconscious Bias

Initiative aimed at promoting the sharing of information and the adoption of good practices related to diversity and inclusion, addressing topics such as definition, benefits, and associated concepts (for example: chain of discrimination, prejudices, stereotypes and unconscious bias) among leaders



Leadership Talks

Monthly sessions aimed at management positions at Altice Portugal, in which several themes that respond to some of the challenges inherent to the exercise of leadership are addressed

TOOLBOX#SER

Training with the aim of promoting the improvement of skills considered crucial to increasing stress management capacity, namely development of body awareness, the management of thoughts and emotions, as well as the improvement of interpersonal relationship and communication skills

In order to provide greater accessibility and the democratization of access to training content, Altice Portugal has invested in the digitalization of the training made available to its employees. In this context, examples of online training platforms are:



Gamelearn platform, which offers three training courses in game modelling;



Campus platform, which brings together a set of interactive resources and e-learning training.



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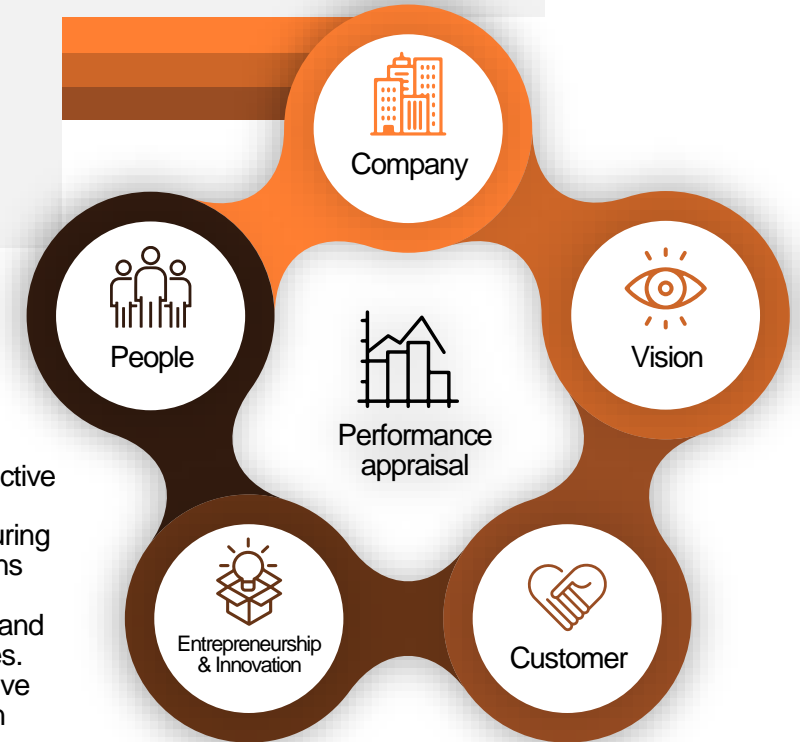
→ In terms of performance appraisal, Altice Portugal maintained its performance management model, the **GPS (Global Performance System)**, which is based on five components: Altice Portugal Indicators; Directorate Indicators; Department Indicators; Appraisal of Individual Performance and Service Quality.

Based on their progress and performance, employees undergo two formal appraisals, focused on a set of fundamental skills distributed around five dimensions. These appraisals result in feedback identifying behaviors to be highlighted and in the definition of strategies for areas that require development.

100%



of eligible employees covered by the annual and intermediate performance appraisal process



Social engagement and dialogue

Altice Portugal encourages the engagement, dialogue and active participation of its people, as a means of aligning with their respective needs and expectations, and, consequently, ensuring high levels of satisfaction and motivation. As such, it maintains an Advisory Council for Labor Relations, responsible for promoting moments of communication between employees and top management, participatory forums and discussion spaces. Furthermore, regular meetings are held between the Executive Commission, workers' representative bodies and trade union organizations. Altice Portugal promotes the freedom of association of its employees.



98.5%

of employees with collective bargaining agreements

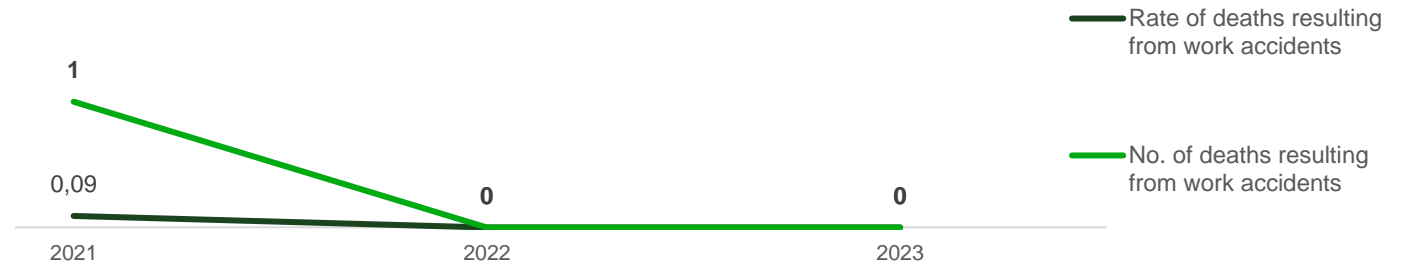


2.2. Occupational Safety and Health

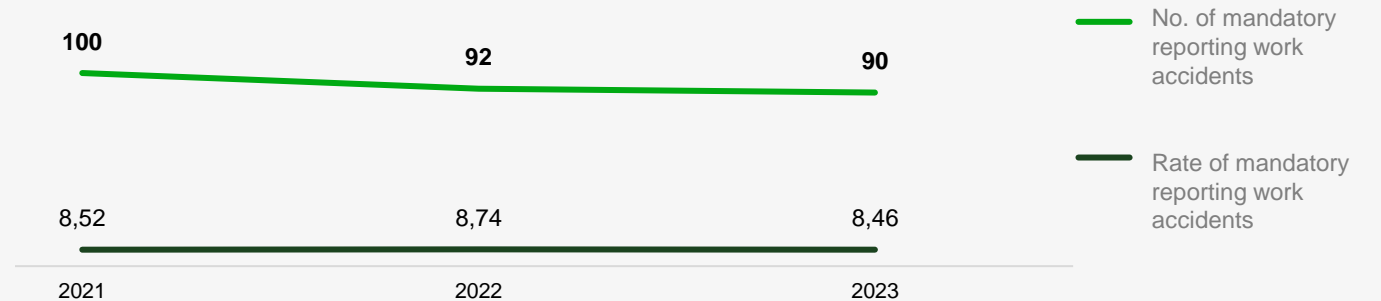
Altice Portugal strives to sustainably raise occupational safety and health standards, and to encourage and strengthen the commitment to a culture of prevention in the Company. In this sense, its commitment is based on constantly improving occupational safety and health conditions, preventing accidents, and promoting the physical, mental and social well-being of its people.



Number and rate of deaths resulting from work accidents⁷



Number and rate of mandatory reporting work accidents



⁷ The rate of deaths resulting from work accidents, the rate of serious work accidents (excluding deaths) and the rate of mandatory reporting work accidents are reported based on 1,000,000 hours worked. The death recorded in 2021 resulted from a road accident..



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No. and rate of serious work accidents (excluding deaths) – more than 6-months sick leave⁸



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1. WE FACE CHALLENGES IN A RESPONSIBLE AND RESILIENT WAY



Other accident indicators

2. WE RAISE THE POTENTIAL OF OUR PEOPLE

	2023	2022	2021
Days lost to work accidents with sick leave⁹			
Men	2,006	1,847	2,484
Women	222	209	15
Accident rate¹⁰			
Men	1.95	1.96	2.19
Women	0.21	0.26	0.10

3. WE PROMOTE A MORE HUMANE AND INCLUSIVE SOCIETY

As integral parts of the occupational safety and health management system, the activities and **facilities of MEO, Geodesia, Altice Labs and Altice Cuidados de Saúde** are certified according to the ISO 45001 standard. In this context, OSH improvements are identified and implemented on a regular and systematic basis, and **compliance with applicable legal requirements** is ensured.

Believing that it is everyone's mission, Altice Portugal **involves all its employees in maintaining safe and healthy working environments** and created the Committee for Occupational Safety and Health, which meets monthly and **integrates representatives of the workers and the Company (MEO)**.

4. WE TAKE CARE OF OUR PLANET

⁸ Serious work accidents (excluding deaths) are those that result in permanent disability (partial or total) or in more than 6-months sick leave.

⁹ Days lost are those starting from the day following the occurrence of the work accident.

¹⁰ The accident rate only concerns employees with a direct employment relationship with Altice Portugal, including all work accidents occurring while on duty, and which resulted in absolute temporary disability. Reporting is based on 200,000 hours worked.



Promotion of employee safety

- **Altice Portugal** organized its occupational safety services in the form of internal services, provided by a team of highly qualified occupational safety technicians, which responds to legal requirements and substantiates the Company's strong commitment to protecting and promoting the safety and health of its employees.
- Within the scope of the **Occupational Safety Management** service, Altice Portugal defined a professional risk management methodology in line with best practices, which observes all the organization's activities, emergency situations and other factors such as work organization, **social and human factors, and incidents**.
With planning based on criteria appropriate to the Company, **hazards are identified and the risks ("HIRA" - Hazards are Identified and Risks Assessed) to which employees may be exposed while carrying out their professional activity**, and in the workplace, **are assessed**, and compliance with legal and other requirements subscribed by the Company, as well as internal security procedures are evaluated. This proactive and continuous process is revised and updated periodically, or whenever necessary.

The **set of risk control measures** identified in this exercise constitutes a plan that supports and promotes their effective management, being reflected in **action plans**, used by the responsible areas for a faster resolution of identified situations.



Identification of hazards and risk assessment, considering the knowledge of the activities and facilities

Definition of appropriate prevention and control measures (for example: definition of technical specifications; selection and allocation of personal protective equipment; replacement of dangerous elements and work methodologies)



Carrying out of internal and external audits



Whistleblowing channel



Evaluation of compliance with legal requirements



The **HIRA report**, in addition to the hazards identified through observation of activities and workplaces, considers, namely, the result of the **analysis and investigation of all workplace accidents that occurred**, an exercise through which measures are defined to prevent the occurrence of events of a similar nature.

The Occupational **Safety Management** department follows and **monitors this entire process**.



Health prevention and promotion programs

Altice Portugal offers a set of programs to encourage and raise awareness among employees about the adoption of healthy lifestyles, with a view to minimizing the risk of chronic diseases. The implementation of these programs contributes to experiencing a corporate culture of health and safety, as well as to well-being, combating absenteeism, increasing productivity, and reducing work accidents.

Through this program, employees can carry out a series of consultations and preventive medical tests, such as cardiovascular screenings, assessments of body composition, smoking dependence, stress, sleep quality and memory.



Escape room: a training action on occupational safety or a challenge?

To celebrate the World Occupational Safety and Health Day and the National Occupational Prevention and Safety Day, Altice Portugal challenged its employees to participate, in teams, in the Safety Escape Room, an interactive experience that led participants to overcome challenges within the scope of Occupational Safety, with the purpose of raising awareness about the relevance of adopting safe work practices, promoting the Safety Culture, and encouraging communication and collective responsibility for Occupational Safety.

Employee health promotion

Through **Altice Cuidados de Saúde (ACS)**, the Company offers its people a comprehensive set of services, provided by a highly qualified team made up of occupational medicine doctors, nurses and other health professionals. These services are available in **ACS's eight clinical centers** (Mainland and Autonomous Regions), as well as in a **fully equipped Mobile Health Unit**, in accordance with the legal requirements established for health tests.

In addition to the mandatory occupational medicine exams, **this team guarantees coordination with the competent entities in the area of occupational health.** In case of identification of a possible occupational disease, this situation is analyzed and mandatorily communicated, by occupational medicine doctors, to the **National Directorate for the Protection of Professional Risks (NDPPR)**, which is responsible for confirming same and the inherent rehabilitation treatment.



1 case of occupational disease registered



Training on occupational safety and health

In terms of training employees in matters of occupational safety and health, in 2023 **18,219 hours** of training were carried out, covering **1,716 employees**, on the following topics:

Postgraduate Occupational Nursing



Basic Life Support and AED



Evacuation Teams



First Intervention Teams



Ergonomics and Manual Load Handling



First Aid Teams



Employee consultation and participation

Two consultation actions are held annually for all Altice Portugal workers, encouraging them to participate and contribute their opinions and knowledge in matters of occupational safety and health. This **mechanism, of voluntary adherence**, is carried out through online surveys, which are followed by the processing and **statistical analysis of the data collected and the triggering of the improvement actions necessary and appropriate**. Additionally, consultation and participation actions are carried out with focus groups and **Workers' Representatives for Occupational Safety and Health, whenever necessary**, particularly during the preparation/revision of the hazard identification and risk assessment of the **activities and facilities**, the **preparation /revision of documents containing internal safety standards/procedures and prevention measures**, and when purchasing personal protective equipment (PPE) and work equipment.

Furthermore, within the scope of the concept of worker **established by ISO 45001**, consultation and participation actions are promoted involving **employees of service providers**, through **online surveys and periodic meetings**.



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SOCIETY

4. WE TAKE CARE OF OUR
PLANET

3. We promote a more humane and inclusive society





3. We promote a more humane and inclusive society

3.1. Communication for all

Inclusiva



Social investment is an **inseparable part of Altice Portugal's mission**. By integrating its contribution to the development of society into its business strategy, the Company **strengthens its connection with the community** and reinforces its purpose of providing a more innovative and sustainable life for everyone



Recognizing that communication is a powerful tool that can unite and promote understanding in society, Altice Portugal is committed to providing access to it for all. In this sense, it **invests heavily in the accessibility and quality of its services, as well as on innovative solutions**



95.7%
of the population with 5G



99.0%
of the population with 4G



99.0%
of the population with coverage



75.0%
of the population with IPTV viability



6,351,185
homes with fiber optics

With advanced technologies and by developing strategies focused on responding to the challenges and needs of people, companies and other organizations, Altice Portugal's actions not only result in expanding the reach of its services, but **also in overcoming barriers and facilitating equal access to information and communication.**



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My MEO App

In 2023, MEO launched the My MEO App, a new, more innovative and comprehensive application, with the aim of anticipating the current and future digital needs of its customers. This application offers new features and browsing experiences. Highlights include automatic detection of use inside and outside the home, adapting the browsing context to the different needs and functionalities suitable to each environment



SNS 24

The MEO Empresas web development team is working to improve the SNS24 portal, aiming to achieve the prestigious Usability and Accessibility Gold Seal awarded by AMA. These improvements will not only make the site more accessible, but also more inclusive, ensuring that all users, including those with disabilities or incapacities, can navigate and use the site successfully.

To this end, Altice Portugal counts, in particular, on **Altice Labs**, whose intrinsic mission is to boost technological development with the aim of improving people's lives and contributing to the improvement of society. Certified under the **NP4457 Research, Development and Innovation Management** standard, it transforms knowledge into a competitive advantage in the market, through the development of innovative solutions.



“City Catalyst - Catalyst for Sustainable Cities” project

The “City Catalyst – Catalyst for Sustainable Cities” project seeks to address the challenges currently facing cities, through research, development and validation, in a real context, of technological solutions and innovative services that enhance integrated, more efficient and effective urban management, and are a catalyst for innovation and sustainable development. To this end, it uses specific contributions for the implementation and interoperability of urban platforms



6G-PATH

The 6G-PATH project aims to promote the development of new technologies to support 6G, in close collaboration with other 6G-AI projects and through open invitations to involve European companies developing innovative solutions for B5G and 6G systems. Furthermore, it foresees the mobilization of new use cases and pilot sites for the ecosystem

The continuous investment of Altice Portugal's subsidiaries in the innovation, quality and responsibility of the services provided has been widely recognized by its various stakeholders and market players ([more information in Milestones and Recognitions](#))

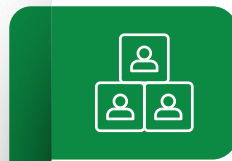


3.2. Support granted

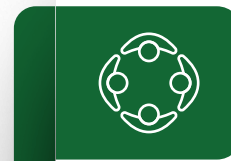
The vision of leading the future becomes reality when Altice Portugal contributes to the development of society, not just as a company, but as an agent of change that is committed to the collective well-being, reflecting its values in its daily actions. Therefore, in addition to the core operations of its companies, the specific community support activities carried out by Altice Portugal take place mainly in two areas: **Altice Foundation**'s activity; and corporate volunteering



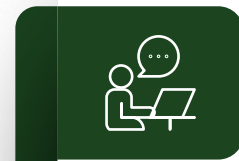
1,721
Beneficiary
Entities



689,138
Direct
Beneficiaries



1,000
Volunteers



8,132
Volunteering
Hours

Altice Foundation

The Altice Foundation (“Fundação Altice”), in particular, is responsible for leveraging the expertise of the Altice Portugal Group companies to innovate socially through technology, developing sustainable solutions to social challenges, with a focus on transformation driven by accessibility to communication, knowledge and the democratization of art. To this end, it establishes partnership agreements with several relevant organizations



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Directorate-General of Education

Development of projects in the educational area, such as "TeleClass" and Accessibility Solutions



Teacher Training Centers

Training educators on projects developed for schools, including the Khan Academy



University of Aveiro

Development of the infrastructure "CAMPUS by Fundação Altice"



Federation of Portuguese Cerebral Palsy Associations

Donation of new equipment



Among the multiple projects and initiatives carried out by the Altice Foundation, the **Include ("Inclui") Program** stands out, which continues to play, in Portugal, a distinctive role in facilitating accessibility to communication for people with disabilities or special needs.

The program is divided into three main areas:

In this way, the Altice Foundation finances and promotes research and development of solutions for digital accessibility and accessible communication, which involve communication using technology, the development of platforms and solutions for the development and dissemination of Portuguese Sign Language, access at a distance for students with disabilities or long-term illnesses and subsidization of communication accessibility products (for all people with disabilities equal to or greater than 60%).



Services

Partial subsidy of the monthly charge for all types of MEO services, for people with disabilities, incapacity or in a vulnerable situation

Solutions

Partial subsidy of market-leading products that enable digital accessibility and augmentative communication on computers, cell phones, tablets and landlines

Initiatives

Technologies and initiatives developed at the initiative of the Altice Foundation and freely available to all who need them





TeleClass

Unique system in Portugal, developed for students who cannot attend classes in person due to serious illnesses or temporary or permanent disabilities. Integrated into the “CAMPUS by Fundação Altice” platform, TeleClass (“TeleAula”) allows several students to connect to a virtual classroom, record classes for later viewing, remotely control the camera and share documents, facilitating their academic success.



Magic Contact

Magic Contact is an Android application created by the Altice Foundation that provides adapted menus, tools and functionality to ensure accessibility to smartphones and tablets for people with limited mobility or no mobility in their upper limbs.



In-person attendance for the deaf

In an initiative, developed in partnership with SERViiN, at MEO stores communication with deaf people is made possible via a video call to a Portuguese Sign Language interpreter, who translates the information communicated by the customer, through the headset. In this way, a personalized and adapted service is ensured to the deaf customer.



Corporate Volunteering

Corporate volunteering represents an essential commitment to the community, which strengthens ties, promotes inclusion and contributes to a more humane and sustainable society. Altice Portugal offers its employees the opportunity to participate in corporate volunteering initiatives, providing an **annual six-days worktime bank** for this purpose.



World Youth Days

Altice Portugal was the technological company partner of the World Youth Days in 2023. The partnership included support for the creation of the new WYD website and also with the voluntary support of Company employees and their families, who played an important role in offering vital support in the organization and execution of events, ensuring an enriching and welcoming experience for participants.

— 54 employees volunteered



Solidarity call center for the “Dream Gala”

In December of this year, the Dream Gala (“Gala dos Sonhos”) was once again held, with the aim of raising donations for the Sara Carreira Association. Within the scope of these initiatives, the Altice Portugal volunteers contributed to the essential support necessary for the granting of scholarships and the monitoring provided by the Association to young people during their academic journey.

— 67 volunteers

— 335 hours of volunteering



IPST - Blood donations

In partnership with IPST - Instituto Português do Sangue e da Transplantação, and with Adasca, in Aveiro, blood donation campaigns were carried out in Lisbon, Coimbra and Aveiro. These initiatives receive significant support from employees.

— 329 units collected





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4. We take care of our planet





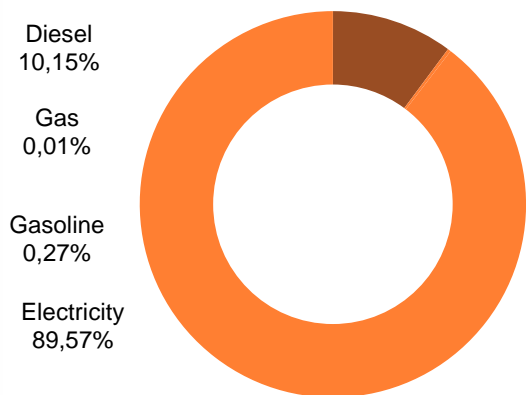
4. We take care of our planet

Altice Portugal promotes the protection of the environment and the minimization of possible negative impacts resulting from its actions in all its activities and operations. Therefore, the Company is committed to implementing an environmentally responsible management model and to promoting and participating in actions to promote environmental preservation and awareness.

4.1 Energy and Emissions

Inherent to the telecommunications sector, the use of energy and production of emissions represent Altice Portugal's biggest environmental impact. As such, the Company has been committed to implementing solutions that allow it to optimize its consumption, achieve greater energy efficiency, transition, choose and produce energy from renewable sources and actively contribute to reducing its carbon footprint.

Energy Consumption



- Gasoline
- Gas
- Electricity
- Diesel

1,127,064 GJ

of energy consumed

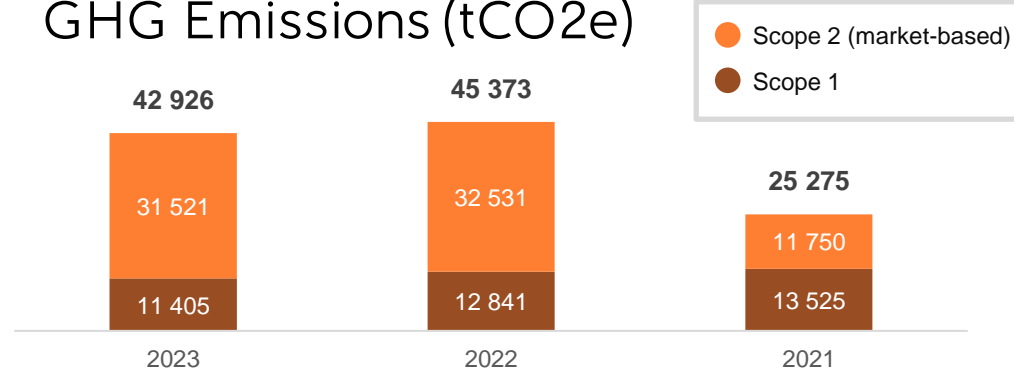
59.3%

of electricity originating from renewable sources

6,815 GJ

of renewable energy produced

GHG Emissions (tCO2e)



In 2023 there was a decrease in scope 1 and 2 emissions essentially resulting, in scope 1, from the decrease in gas consumption (-91.8%) and the reduction in emissions associated with refrigeration, air conditioning, heat pumps and anti- fire protection systems equipment leaks (-35.0%). Emissions associated with electricity consumption (scope 2) also registered a decrease (-3.1%).

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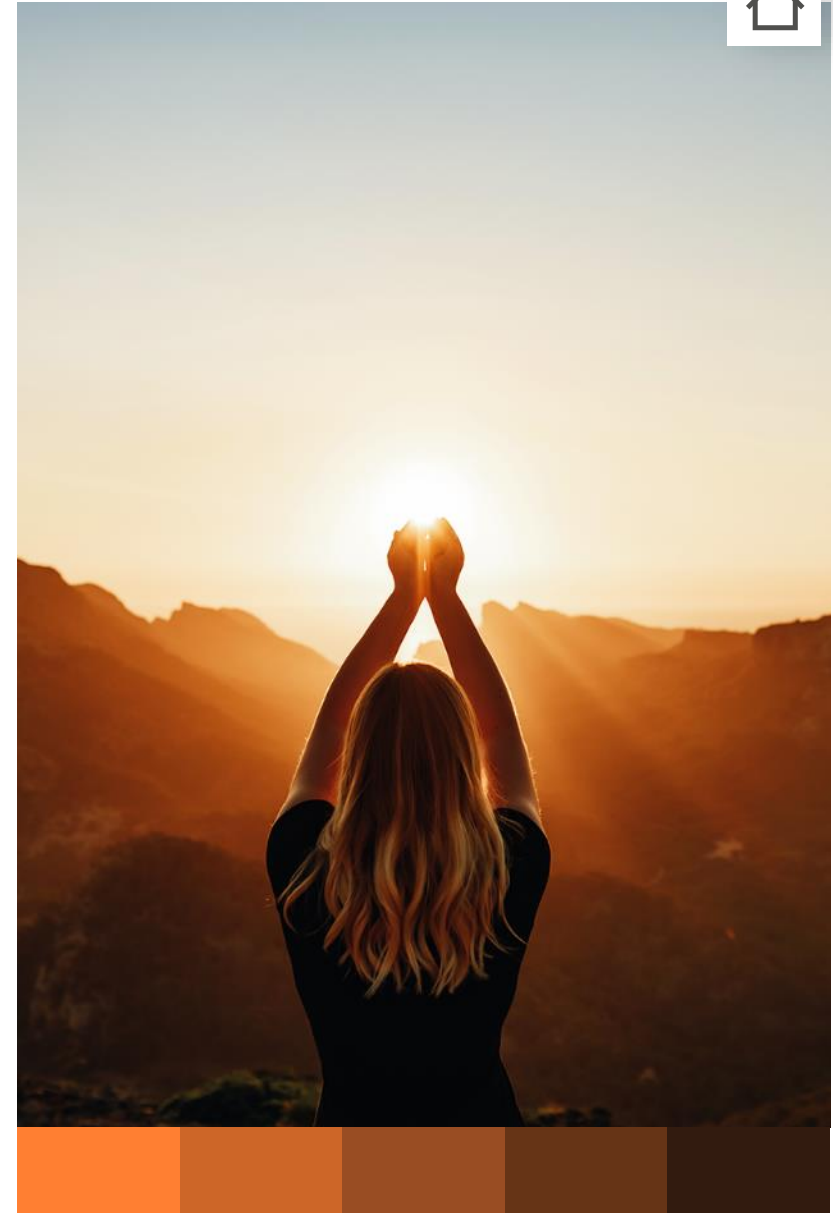
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	2023	2022
Scope 3 emissions (tCO₂e)	877,887	869,329
Purchase of goods and services	686,560	697,365
Purchase of capital goods	98,983	66,739
Other energy-related emissions	7,541	7,636
Upstream transport	880	794
Waste	55	55
Business trips	1,653	407
Commuting	2,706	2,789
Upstream leased assets	39,984	39,085
Downstream transport	5,286	5,345
Use of products sold	33,674	48,412
End of life	181	269
Downstream Leased Assets	45	76
Franchises	339	356





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To continue the GHG emissions reduction effort, Altice Portugal has implemented a set of projects, actions and initiatives



European Car Free Day

As a way of celebrating European Car Free Day, Altice Portugal challenged its employees to suggest the best ideas for promoting the use of sustainable transport. The initiative, which counted on the participation of 118 employees, aimed to answer the question: “How can Altice promote the use of sustainable means of transport among employees and the Community?”, thus raising everyone's awareness about this theme.



New Self-Production Energy Plant In Madeira

A new Transportable Self-Production Energy Plant was installed in the Island of Madeira with the ability to support and come to the aid of telecommunications services and equipment in any Altice building, thus reinforcing its energy resilience. This new equipment can guarantee the continuity of telecommunication services, as well as quickly recover services in cases of natural disasters and prolonged power outages on the electrical Distribution Network and support the modernization of installations.



Installation Of Photovoltaic Panels

In 2023, Altice Labs completed the process of installing photovoltaic panels in its Campus in Aveiro

237.57 GJ of energy produced through the installed photovoltaic panels.



Move Tagus

The “Move Tagus” project resulted in the migration of the Information Technology (IT) services located in the Taguspark Data Center to the infrastructure located in Covilhã. In this way, it was possible to reduce space equivalent to 20 padel courts, with a corresponding decrease in average annual energy consumption that would be enough to power 335 homes, and eliminate around 55 tons.



Power System

Installation of a new power system using the direct method, that is, a single conversion of solar energy into electrical energy through photovoltaic cells, allowing the production of 15 MWh.

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In 2023, MEO, a subsidiary of Altice Portugal, reinforced its commitment to **combating climate change**, establishing more demanding emissions reduction targets, aligned with and approved by the Science Based Targets Initiative (SBTi). These objectives translate not only into the responsibility to act in MEO's activities and operations, but also into the **urgency and need to influence the value chain, particularly at the level of its suppliers.**

In 2023, MEO achieved a 54% reduction in scope 1 and 2 emissions compared to 2019, which shows progress in line with the target established and validated by SBTi.

In order to achieve these goals, MEO implemented a set of actions, which include encouraging the adoption of more sustainable practices, monitoring fuel consumption, changes to its infrastructure and processes, among others:

- **Replacement** of lighting systems, cold air equipment, HVAC, air conditioning and telecommunications equipment **with more efficient ones;**
- **Promotion** of consumption and **production of renewable energy;**
- **Awareness campaigns** for employees and stakeholders in general;
- Increase in the number of parking spaces available for **bicycles and scooters**, encouraging their use by employees
- Supplier evaluation, with the **inclusion of environmental criteria** ([more information in Responsible supplier chain](#));
- **Carrying out of energy audits** and the consequent implementation of improvement measures.



Influencing the conduct of suppliers and the performance and reputation of Altice Portugal, it is crucial to work with everyone, in order to promote sustainability, impacting human rights, labor practices, the environment and the development of the communities.



Reduction of scope 1 (direct) and 2 (indirect) emissions by 70% by 2030, based on 2019



Reduction of scope 3 emissions (value chain) through the definition of targets aligned with science, by 82% of its suppliers, by 2027

In this context, collaboration was requested from MEO's suppliers and partners in that these establish science-based **GHG emission reduction targets** and join the SBTi.

In September 2023, a questionnaire was prepared and sent regarding the existence of an emissions inventory and the definition of emission reduction targets, to 36 suppliers/partners of goods and services. By the end of the year, a response rate of 24% was achieved, with 2 suppliers already having targets submitted to and approved by the SBTi and 3 intending to submit targets in the near future. On this date, Altice Portugal decided to extend this questionnaire to the entire universe of suppliers and is preparing to send a new questionnaire. In this way, we seek to ensure the contribution of the entire supply chain to the necessary trajectory of reducing GHG emissions and, at the same time, strengthen the trust of customers and partners and our resilience in the face of future regulations and legislation.



OUR ESSENCE

Climate change-related risk management

Aware of the multiple impacts arising from climate change and affecting the physical infrastructure network, information technology systems, the supply chain and its own employees, Altice Portugal has defined a climate risk management approach, based on a set of steps, the ultimate objective of which is to anticipate, control and minimize these risks.

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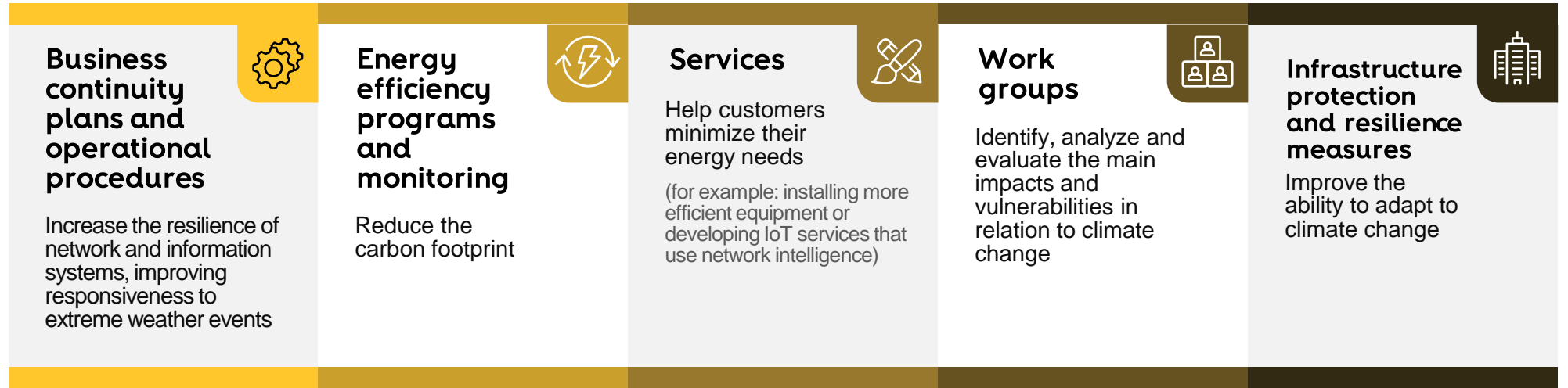
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In this context, Altice Portugal's preventive attitude and the regular mapping of the various risks, allowed the development and implementation of a set of mitigation measures, for those considered to be the main risks arising from climate change:

Climate change risk mitigation measures

Power Cuts

Main plants with redundant energy systems. Existence of portable generators to mitigate power cuts in places without a fixed generator

Rise In Sea Levels

Monitoring of coastal zone sites. Assessment of alternative/complementary solutions to submarine cables



Damage in physical infrastructure due to forest fires, bad weather, volcanoes or earthquakes

Diversity of land infrastructure layouts. **FH kits to install as a redundancy for the active fiber.** Fixed and Mobile VoIR

Temperature increase

All main infrastructures with temperature alarms and/or air conditioning machines. In the event of an alarm alert, the situation is immediately dealt with or escalated





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4.2. Water and circularity management



Altice Portugal recognizes that for the development of its activities a diverse set of raw materials is necessary, which has impacts on its value chain, upstream, due to consumption and resource management, and downstream, in the management of waste produced by its operations



	2023	2022	2021
Materials used in the processes (t)	14,223	14,470	17,890
Batteries (network infrastructures)	217	313	137
Electrical and electronic equipment	2,783	2,827	3,419
Paper/Cardboard	283	388	317
Plastic	140	237	161
Activity support infrastructures	10,800	10,705	13,856
Semi-manufactured goods or parts (t)	595	558	527
Batteries (distribution networks)	9	11	12
Electrical and electronic equipment (distribution networks)	586	547	515
Materials used for packaging (t)	331	294	342
Paper/Cardboard	262	227	273
Plastic	19	26 ¹¹	9
Wood	50	41	60

¹¹ Values rectified in 2023, compared to the 2022 report





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In this sense, the Company has **implemented solutions** to minimize these impacts, namely through the **digitization and dematerialization of processes**, such as medical exams carried out in Clinical Centers for Altice Group employees or the psychosocial risks analysis process, and through the promotion of reuse.



Safebox

Replacement of cardboard boxes, which transport materials to supply stores, with recyclable and traceable plastic boxes, enabling a reduction in consumption of 5 tons of cardboard (from the beginning of 2023 and until the end of the 3rd quarter), and impacting, positively, the quality of service



Digitization Of The eSIM Card

In recent years, the digitization of the eSIM card has been promoted, with the elimination of the different graphic components.

- - 94.7 Kg of paper in components (card holders)
- - 189.5 Kg of plastic (eSIM chip)



Sale of Used Equipment

It is Altice's practice to promote the return of used equipment, giving the customer the possibility of receiving a discount when purchasing a new one. These and other used equipment are duly analyzed and, when necessary, repaired and offered for sale, thereby extending their lifecycle.

- 155 returns in 2023
- 1,300 units of refurbished models sold

	2023	2022	2021
Production of hazardous waste (t)			
Batteries	90	162	128
Waste Electrical and Electronic Equipment	1	1 ¹²	1
Waste Used Oils	0.45	5	1
Contaminated filter waste	2	2	2
Hospital waste	2	2	4
Other hazardous waste	1	1 ¹³	1
Production of non-hazardous waste (t)			
Paper/Cardboard	91	106 ¹²	95
Plastic	28	24 ¹²	23
Waste Electrical and Electronic Equipment	965	1,099 ¹²	588
Waste activity support infrastructures	1,872	2,072 ¹²	1,745
Wood	91	99 ¹²	117
Urban Solid Waste (undifferentiated)	121	125	183
Furniture Waste	39	100	-
Other non-hazardous waste	2	5 ¹⁴	3

¹²Values rectified in 2023, compared to the 2022 report¹³Other hazardous waste includes: waste from fluorescent lamps, waste from contaminated packaging and waste from other fuels..¹⁴Other non-hazardous waste includes: end-of-life vehicles and CDW

Combatting Christmas Party Waste

In a joint action with the United Against Waste Movement (“Movimento Unidos Contra o Desperdício”) and ReFood, Altice Portugal eliminated all food waste resulting from its 2023 Christmas party. More than 1,700 donated meals



Raising Awareness about Waste Management

In 2023, training and awareness raising modules on waste management were launched, aimed at warehouses in the Autonomous Region of the Azores, with the participation of the vast majority of employees

4.3. Employee awareness raising

Altice Portugal believes that the success of its sustainability journey depends on the collective effort of all its people, based on a shared-responsibility management. Therefore, the Company develops a set of initiatives with the aim of raising awareness and training its employees on environmental issues, promoting the culture of “taking care of our planet”.



Earth Hour

On March 25th, another “Earth Hour” action took place on a global scale, which aims to raise awareness about the need to act in the fight against climate change. On that day, Altice Portugal turned off the lights in the Picoas headquarters building for 60 minutes. Additionally, it launched an interactive quiz, so that everyone could test their knowledge on the Company's sustainable activity.



World Environment Day

Celebrating World Environment Day, Altice Portugal joined the National Association of Forestry, Agricultural and Environmental Companies (ANEFA) and the City Council of Barreiro and participated with 62 employees in the action “Together for the Regeneration of Native Species and Biodiversity”, within the scope of the ProNatura project. This initiative aimed to contribute to the control of invasive species in the Local Natural Reserve of Mata Nacional da Machada and to environmental awareness and nature preservation.



Sustainability Minute

In 2023, Altice Portugal launched the “Altice Sustainability Minute” section, which consists of sharing, in video format, the countless projects and initiatives that contribute to Altice’s sustainability path. These videos are available on the myaltice intranet and on social media.



Reforestation Action

As a form of distinction for its sustainable performance, the Distribution Network Directorate came together in Sabóia, in the municipality of Odemira, for a volunteer and team building action, which contributed to the reforestation of burnt areas. Through the initiative, carried out in partnership with ANEFA and with the support of Internal Social Responsibility, around 500 trees were planted.

In addition, Altice expanded the scope of its awareness-raising actions to various stakeholders, with a special focus on service providers and suppliers, upstream and downstream of its activity, namely:



Raising awareness among environmental cleaning service providers, via email

Raising awareness among construction service suppliers in order to reduce the environmental impact in the supply chain, via email

Raising awareness of suppliers with the greatest impact in terms of the type of products placed on the market, to join the SBTi initiative, with the aim of minimizing the environmental impacts of their activity, through the reduction of greenhouse gas emissions



altice