

Altice Portugal

Sustainability Report 2023

A Year of Transformation
– Annexes



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**ABOUT THIS
REPORT**



GRI TABLE



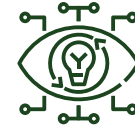
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About this Report



The present report consolidates the economic, governance, social and environmental information identified as most relevant to Altice Portugal, referring to the period between January 1 and December 31, 2023.

Prepared in accordance with the **Global Reporting Initiative (GRI)** standards, an international standard for sustainability reports, the report reflects Altice Portugal's approach and performance in relation to materially relevant themes.

This includes the impacts of its activities and the factors that affect its value creation potential, identified through stakeholder consultations in 2023. Additionally, the report meets the requirements of the SASB benchmark for the telecommunications services sector and offers a vision of Altice Portugal's contribution to achieving the **Sustainable Development Goals**.

The present information was approved by the Executive Committee, which considers that it accurately and adequately reflects the Company's performance in these areas. This provides a realistic and reliable view of its policies, procedures, management, practices and performance indicators, in compliance with established standards and guidelines.



Any request for clarification may be sent via email to:

sustentabilidade@altice.pt



GRI Table

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Declaration of use

Altice Portugal reported in accordance with the GRI Standards for the period January 1 through December 31, 2023

GRI 1 used

GRI 1: Fundamentals 2021

Sectoral standard applicable

-

2. GRI TABLE

GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
GRI 2: General Content 2021				
2-1 Organization details	Altice Portugal, S.A. Av. Fontes Pereira de Melo, 40 S. Jorge de Arroios, Lisbon, Portugal Altice Portugal's operations are realized in Portugal, market that the Company serves	-	-	-
2-2 Entities included in the organization's sustainability report	Annexes – About this Report	-	-	-
2-3 Reporting period, frequency and contacts	Annexes – About this Report	-	-	-
2-4 Reformulation of information	Annexes – About this Report	-	-	-
2-5 External verification	Annexes – About this Report	-	-	-
2-6 Activities, value chain and other business relationships	Sustainability Report 2023 Pag. 9, 20	-	-	-
2-7 Employees	See table below	-	6	8 and 10

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	2023			2022			2021		
Total employees by employment contract	M	W	TOTAL	M	W	TOTAL	M	W	TOTAL
Permanent employment contract	3,878	2,234	6,112	3,877	2,225	6,102	3,901	2,212	6,113
Temporary employment contract	13	7	20	22	2	24	46	27	73
Total employees by working hours	M	W	TOTAL	M	W	TOTAL	M	W	TOTAL
Full-time	3,889	2,235	6,124	3,896	2,221	6,117	3,945	2,232	6,177
Part-time	2	6	8	3	6	9	2	7	9

Legend: M – Men // W - Women

2. GRI TABLE

GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
2-8 Workers who are not employees	Altice Portugal, on December 31, 2023, relied on approximately 10,667 workers who are not employees (FTE), who essentially carry out store, call center, Field Force and logistics services.	-	-	8
2-9 Governance structure and its composition	Sustainability Report 2023 Pag.19	-	-	5 and 16
2-10 Nomination and selection to the highest governance body	The Board of Directors is appointed by the Shareholders. The Executive Committee is appointed by the Board of Directors. More information about functions attributed to each member of the governance bodies here .	-	-	5 and 16
2-11 Chair of the highest governance body	The Chair of the Board of Directors is the President of the Executive Committee (Chief Executive Officer)	-	-	-
2-12 Role played by the highest governance body in supervising the management of impacts	Sustainability Report 2023 Pag.19	-	-	16

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GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
2-13 Delegation of responsibilities for managing impacts	Sustainability Report 2023 Pag. 19 and 20	-	-	-
2-14 Role played by the highest governance body in reporting on sustainability	Annexes – About this Report	-	-	-
2-15 Conflicts of interest	Altice Portugal, as well as all its employees, must ensure scrupulous compliance with the legal and regulatory standards applicable to their activity. Altice Portugal Group employees must refrain from participating in or maintaining any contracts or transactions with entities with which the Group maintains commercial relations under conditions, other than normal market conditions, which would not apply to them if such commercial relations did not exist	-	-	16
2-16 Communication of critical concerns	Sustainability Report 2023 Pag.20	-	-	-
2-17 Collective knowledge of the highest governance body	Sustainability Report 2023 Pag.20	-	-	-
2-18 Performance appraisal of the highest governance body	-	Confidential information	-	-
2-19 Remuneration policies	-	Confidential information	-	-
2-20 Process for determining remuneration	-	Confidential information	-	-
2-21 Total annual remuneration ratio	-	Consolidation of the information is unavailable. Altice intends to work on calculating these in the coming years	-	8
2-22 Statement on sustainable development strategy	Sustainability Report 2023 Pag.3, 4 and 5	-	-	-



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GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
2-23 Policies	Sustainability Report 2023 Pag.20	-	1, 2, 3, 4, 5, 6, 7 and 10	16
2-24 Incorporation of Policies	Sustainability Report 2023 Pag.20	-	-	-
2-25 Processes to remedy negative impacts	Sustainability Report 2023 Pag.20	-	-	-
2-26 Mechanisms for counselling and raising concerns	Sustainability Report 2023 Pag.20	-	-	16
2-27 Compliance with laws and regulations	Sustainability Report 2023 Pag.20	-	-	-
2-28 Participation in associations	- o GRACE - o UNI – Global Union - o ETSI – European Telecommunication - o APPDI - o BCSD - o Instituto de Telecomunicações - o iGen-Forum Organizações para a Igualdade - o COTEC Portugal - o Centro Internet Segura - o FTTH Council Europe - o ETNO - o FSAN - o European Cybercrime Center - o ETIS - o APRITEL - o GSMA - o Centro Português de Fundações - o MEF - o RNI - o Broadband Forum - o Wifi Alliance - o ANJE - o Inventa Internacional	-	-	17



1. ABOUT THIS REPORT

GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
2-29 Stakeholder engagement approach	Our Path	-	-	-
2-30 Collective bargaining agreements	Sustainability Report 2023 Pag.38	-	3	8
GRI 3: MATERIAL THEMES				
3-1 Process for defining material themes	Sustainability Report 2023 Pag.15	-	-	-
3-2 List of material themes	Sustainability Report 2023 Pag.15	-	-	-
Ethics, transparency and combatting of corruption				
3-3 Management of material themes	Sustainability Report 2023 Pag.20 Altice Portugal monitors the information associated with this theme and reports it annually, namely through the indicators GRI: 2-15, 2-16, 2-23, 2-24, 2-26, 206-1, 205-1, 205-3.	-	10	16
Responsible governance				
3-3 Management of material themes	Sustainability Report 2023 Pag.19 Altice Portugal monitors the information associated with this theme and reports it annually, namely through the indicators GRI: 2-9, 2-12, 2-13, 2-14.	-	-	-
Compliance				
3-3 Management of material themes	Sustainability Report 2023 Pag.19 Altice Portugal monitors the information associated with this theme and reports it annually, namely through the indicator GRI: 2-27	-	-	-

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GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
Data protection, privacy and cybersecurity				
3-3 Management of material themes	Sustainability Report 2023 Pag.20 Altice Portugal monitors the information associated with this theme and reports it annually, namely through the indicator GRI: 418-1	-	-	16
Management of crises, risks and opportunities				
3-3 Management of material themes	Sustainability Report 2023 Pag.28 Altice Portugal monitors the information associated with this theme and reports it annually, namely through the indicators GRI: 205-1 and 201-2	-	-	13 and 16
Economic performance				
3-3 Management of material themes	Sustainability Report 2023 Pag.29 Altice Portugal monitors the information associated with this theme and reports it annually, namely through the indicator GRI: 201-1	-	-	8 and 9
Accessibility and quality of products and services				
3-3 Management of material themes	Sustainability Report 2023 Pag.20 <u>Altice Portugal monitors the information associated with this theme and reports it annually, through its own specific indicators</u>	-	9	-
Talent attraction, retention and development				
3-3 Management of material themes	Sustainability Report 2023 Pag.31 Altice Portugal monitors the information associated with this theme and reports it annually, namely through the indicators GRI: 2-7, 401-1, 401-2, 401-3, 404-1, 404-2 and 404-3	-	3 and 6	3, 5, 8 and 10



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GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
Occupational Safety and Health				
3-3 Management of material themes	Sustainability Report 2023 Pag.39 Altice Portugal monitors the information associated with this theme and reports it annually, namely through the indicators GRI: 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9 and 403-10.			3, 8 and 16
Human Rights				
3-3 Management of material themes	Sustainability Report 2023 Pag.20 Altice Portugal monitors the information associated with this theme and reports it annually, namely through the indicator GRI: 410-1.		1 and 2	16
Efficient energy consumption				
3-3 Management of material themes	Sustainability Report 2023 Pag.51 Altice Portugal monitors the information associated with this theme and reports it annually, namely through the indicators GRI: 302-1, 302-3 and 302-4.		7,8 and 9	7, 8, 12 and 13
Responsible supplier chain				
3-3 Management of material themes	Sustainability Report 2023 Pag.20 Altice Portugal monitors the information associated with this theme and reports it annually, namely through the indicators GRI: 204-1, 308-1 and 414-1.		1, 2, 3, 4, 5, 6, 8 and 10	8 and 16



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GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
Diversity and inclusion				
3-3 Management of material themes	Sustainability Report 2023 Pag.32 Altice Portugal monitors the information associated with this theme and reports it annually, namely through the indicators GRI: 405-1, 405-2, 405-3 and 406-1.		6	8
Community involvement				
3-3 Management of material themes	Sustainability Report 2023 Pag.45 Altice Portugal monitors the information associated with this theme and reports it annually, namely through the indicators GRI: 203-1, 203-2 and 413-1.			
Emissions and climate change				
3-3 Management of material themes	Sustainability Report 2023 Pag.51 Altice Portugal monitors the information associated with this theme and reports it annually, namely through the indicators GRI: 201-2, 305-1, 305-2, 305-3, 305-4, 305-5, 305-6 and 305-7.		7, 8 and 9	12, 13 and 15
Waste and circularity management				
3-3 Management of material themes	Sustainability Report 2023 Pag.56 Altice Portugal monitors the information associated with this theme and reports it annually, namely through the indicators GRI: 301-1, 301-3, 306-3 and 306-2.		7 and 8	3, 8, 11 and 12



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GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
GRI 201: Economic Performance 2016				
201-1 Direct economic value generated and distributed	Sustainability Report 2023 Pag.29	-	-	8 and 9
201-2 Financial implications and other risks and opportunities of climate change	Sustainability Report 2023 Pag.28 Sustainability Report 2023 Pag.51	-	-	13
GRI 203: Indirect Economic Impacts 2016				
203-1 Investments in infrastructure and service support	Sustainability Report 2023 Pag.45	-	-	-
203-2 Significant indirect economic impacts	Sustainability Report 2023 Pag.45	-	-	
GRI 204: Procurement Practices 2016				
204-1 Proportion of expenditure at local suppliers	Sustainability Report 2023 Pag.20 Local suppliers are considered to be those located in Portugal.	-	-	8
GRI 205: Combatting corruption				
205-1 Operations assessed for corruption-related risks	Sustainability Report 2023 Pag.28	-	10	16
205-3 Confirmed cases of corruption and measures taken	In 2023, there were no confirmed cases of corruption.		10	16



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GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
206: Unfair Competition 2016				
201-1 Lawsuits for unfair competition, antitrust practices and monopoly	In 2023, there were no lawsuits related to unfair competition, antitrust practices or monopoly	-	-	16
GRI 301: Materials 2016				
301-1 Materials used, broken down by weight or volume	Sustainability Report 2023 Pag.56	-	7	8 and 12
301-3 Products and their packaging recovered	Sustainability Report 2023 Pag.56	-	7	8 and 12
GRI 302: Energy 2016				
302-1 Energy consumption within the organization	Sustainability Report 2023 Pag.56 See table below.	-	7	7, 8, 12 and 13

	2023	2022	2021
Energy consumed (GJ)	1,127,064	1,123,090	1,137,901
Electricity	1,009,555	1,011,467	1,021,383
Gasoline	2,998	778	474
Diesel	114,407	109,567	114,928
Other energy types	105	1,278	1,116
Renewable energy consumed (GJ)	599,024	614,206	905,892
Renewable energy produced (GJ)	6,815	5,596	3,747



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GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
302-3 Energy intensity	106 GJ/PB ¹	-	7	7, 8, 12 and 13
302-4 Energy consumption reduction	Sustainability Report 2023 Pag.56	-	7,8 and 9	7, 8, 12 and 13
GRI 305: Emissions 2016				
305-1 Direct emissions (scope 1) of greenhouse gases (GHG)	Sustainability Report 2023 Pag.56 See table below.	-	7	3, 12, 13 and 15

	2023	2022	2021
Scope 1 emissions (tCO ₂ e)	11,405	12,841	13,525
Emissions from gasoline combustion	215	56	34
Emissions from diesel combustion	7,992	7,798	8,635
Emissions from natural gas combustion	6	72	63
Emissions from refrigeration, air-conditioning, heat pump and anti-fire protection systems equipment leaks	3,193	4,915	4,793

1.In the energy intensity calculation, only MEO's energy consumption was considered as this is the only company with traffic.



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GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
305-2 Indirect emissions (scope 2) of greenhouse gases (GHG) from energy acquisition	Sustainability Report 2023 Pag.51 Scope 2 emissions are calculated according to location-based and market-based methodologies, in accordance with the indications of the GHG Protocol. CH ₄ and N ₂ O emissions were also calculated whenever possible, presenting GHG emissions in tons of CO ₂ equivalent (tCO ₂ e). See table below.	-	7	3, 12, 13 and 15

	2023		2022		2021	
Methodology	Location-Based	Market-Based	Location-Based	Market-Based	Location-Based	Market-Based
<u>Scope 2 emissions (tCO₂e)</u> - from electricity consumption	23,954	31,521	38,279	32,531	37,451	11,750



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GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
305-3 Other indirect emissions (scope 3) of greenhouse gases (GHG)	Sustainability Report 2023 Pag.51	-	7	3, 12, 13 and 15
305-4 Intensity of greenhouse gases (GHG) emissions	4 tCO2e/PB²	-	7	13 and 15
305-5 Reduction of greenhouse gases (GHG) emissions	Sustainability Report 2023 Pag.51	-	7, 8 and 9	13 and 15
305-6 Emissions of ozone-layer depleting substances (ODS)	Sustainability Report 2023 Pag.51	-	7	3 and 12
305-7 Emissions of NOX, SOX and other significant atmospheric emissions	See table below.		7	3, 12 and 15

Other emissions ³	2023	2022	2021
Emissions of NO ² (t)	38	36	40
Emissions of SO ² (t)	0.016	0.015	0.045

2. In calculating emission intensity, only the scope 1 and 2 emissions of MEO were considered as this is the only company with traffic.
3. In 2022, the emissions of freight vehicles were considered in addition to those of passenger vehicles.



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GRI CONTENT	LOCATION	OMISSIO N	UNGC	SDG
306-1 Waste generation and significant impacts related to waste	Sustainability Report 2023 Pag.51	-	7	3, 11 and 12
306-2 Management of significant waste-related impacts	Sustainability Report 2023 PAg.51	-	7	3, 8, 11 and 12
306-3 Waste generated	Sustainability Report 2023 Pag.51	-	7	3, 11 and 12

GRI 308: Environmental Evaluation of Suppliers 2016

308-1 New suppliers selected based on environmental criteria	Sustainability Report 2023 Pag.20	-	8 and 9	
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GRI 401: Employment 2016

401-1 New hirings and employee turnover	Table below	-	6	5, 8 and 10
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	NO. NEW HIRINGS						RATE OF NEW HIRINGS					
	Men			Women			Men			Women		
	2023	2022	2021	2023	2022	2021	2023	2022	2021	2023	2022	2021
Total	122	111	78	85	66	30	3%	3%	2%	4%	3%	1%
< 30 years	47	59	23	42	37	15	40%	59%	30%	50%	59%	33%
30 – 50 years	66	48	39	37	28	10	3%	2%	2%	3%	2%	1%
> 50 years	9	4	16	6	1	5	0.5%	0.3%	1%	1%	0.1%	1%



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	NO. DEPARTURES						TURNOVER RATE					
	Men			Women			Men			Women		
	2023	2022	2021	2023	2022	2021	2023	2022	2021	2023	2022	2021
Total	130	159	895	71	78	641	3%	4%	23%	3%	4%	29%
< 30 years	13	17	19	13	15	9	11%	17%	25%	15%	24%	20%
30 – 50 years	73	105	191	40	51	121	4%	5%	8%	3%	4%	8%
> 50 years	44	37	685	18	12	511	3%	2%	48%	2%	2%	77%

2. GRI TABLE

GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
401-2 Benefits offered to full-time employees that are not offered to temporary or part-time employees	Sustainability Report 2023 Pag.33	-	6	3, 5 and 8
401-3 Maternity/Paternity leave	Sustainability Report 2023 Pag.33 See table below	-	6	5 and 8

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	MEN			WOMEN		
	2023	2022	2021	2023	2022	2021
Employees entitled to take parental leave	108	129	137	19	33	46
Employees who took parental leave ⁴	108	129	137	19	33	46
Employees who returned to work after taking parental leave	107	129	136	19	33	45
Employees who returned to work and were still with the Company twelve months later	123	126	148	28	40	46
Return rate ⁵	99.1%	100.0%	99.3%	100.0%	100.0%	97.8%
Retention rate ⁶	95.3%	92.6%	92.5%	84.8%	88.9%	93.9%

⁴“Employees who took parental leave” are those who finished the parental leave in the reporting year, regardless of the year in which they started it.

⁵The return rate compares the number of employees who returned to work after parental leave with the number who used the parental leave.

⁶The retention rate compares the number of employees who returned to work and remained there 12 months after the return, with the number of employees who returned to work after the parental leave.



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GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
GRI 403: Occupational Safety and Health 2018				
403-1 Occupational safety and health management system	Sustainability Report 2023 Pag.39	-	-	8
403-2 Hazard identification, risk assessment and incident investigation	Sustainability Report 2023 Pag.39 All work accidents, regardless of their severity, are investigated. Reported near misses are analyzed. There is no documented procedure for WA investigations but there is a template that is used by all technicians.	-	-	8
403-3 Occupation health services	Sustainability Report 2023 Pag.39	-	-	8
403-4 Employee participation, consultation of and communication to employees regarding occupational safety and health	Sustainability Report 2023 Pag.39	-	-	8 and 16
403-5 Employee training in occupational safety and health	In 2023, a total of 18,219 hours of training took place. The courses essentially focus on the themes of specific security risks when carrying out certain activities in Altice Portugal, such as interventions in the Fixed Telecommunications Network or car travel.	-	-	8
403-6 Promotion of employee health	Sustainability Report 2023 Pag.39 Employees (permanent and fixed-term) of the Altice Portugal Group can join the Health Plans managed by ACS on their own initiative. Adherence to the Health Plans is extended to direct family members (spouse and children) under the conditions provided for in the respective regulations, by filling out the respective adherence form (form referring to the family member), as well as presenting the other documents indicated in said form. Membership conditions for the different Health Plans can be consulted on the ACS site. Adhering to the Health Plan is an individual and voluntary act for each employee.	-	-	3 and 8



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GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
GRI 403: Occupational Health and Safety 2018				
403-7 Prevention and mitigation of employee occupational safety and health impacts directly linked to business relationships	Sustainability report 2023 Pag.39	-	-	8
403-8 Employees covered by an occupational safety and health management system	100% of Altice Portugal's employees are covered by the occupational safety and health management system, certified under ISO 45001.	Information regarding external employees unavailable. Altice Portugal is evaluating the best way to consolidate this information.	-	<u>8</u>
403-9 Work accidents	Sustainability Report 2023 Pag.39 Main types of accidents (origin of the accident/injury): Physical constraint on the musculoskeletal system Vertical movement, crushing of/against (result of a fall)	Information regarding external employees unavailable. Altice Portugal is evaluating the best way to consolidate this information.	-	3, 8 and 16

	2023	2022	2021
Number of hours worked	10,644,537.04	10,531,390.49	11,743,852.20



1. ABOUT THIS REPORT

GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
403-10 Occupational diseases	Sustainability Report 2023 Pag.39	Information regarding external employees unavailable. Altice Portugal is evaluating the best way to consolidate this information.	-	3, 8 and 16
GRI 404: Training and Education 2016				
404-1 Average training hours per year, per employee	Sustainability Report 2023 Pag.36 See table below	-	6	4, 5, 8 and 10

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	2023			2022			2021		
	TOTAL	M	W	TOTAL	M	W	TOTAL	M	W
Average training hours	64	63	66	36	35	37	33	34	30
Senior consultant	70	69	73	46	44	50	47	47	48
Consultant	66	65	68	41	40	42	33	35	30
Senior technician	59	59	58	32	32	33	26	28	24
Specialist technician	53	53	55	24	23	25	24	27	19
Technician	50	44	50	15	15	15	15	13	18
Other categories	0	0	0	32	31	37	712	429	-

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GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
404-2 Programs to improve employee skills and assist with career transition	Sustainability Report 2023 Pag.36	-	-	8 and 10
404-3 Percentage of employees who receive regular performance and career development appraisals	Sustainability Report 2023 Pag.36	-	5	5, 8 and 10
GRI 405: Diversity and Equal Opportunities 2016				
405-1 Diversity in governance bodies and employees	Sustainability Report 2023 Pag.32	-	6	5 and 8



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	2023					2022					2021				
	M	W	<30	30-50	>50	M	W	<30	30-50	>50	M	W	<30	30-50	>50
Total	63.5%	36.5%	3.3%	53.7%	43.1%	63.6%	36.4%	2.7%	58.6%	38.8%	63.8%	36.2%	2.0%	64.0%	34.0%
Senior consultant	13.6%	6.5%	0.0%	10.0%	10.1%	13.4%	6.3%	0.0%	11.1%	8.6%	12.5%	6.0%	0.0%	11.2%	7.3%
Consultant	20.5%	12.3%	0.9%	20.1%	11.8%	20.1%	12.1%	0.8%	21.3%	10.1%	20.1%	11.9%	0.3%	23.5%	8.2%
Senior technician	15.7%	11.1%	2.1%	12.5%	12.2%	16.2%	10.9%	1.5%	14.3%	11.2%	16.6%	10.8%	1.2%	16.1%	10.1%
Specialist technician	13.3%	6.6%	0.3%	10.9%	8.7%	13.7%	6.9%	0.3%	11.8%	8.5%	14.2%	7.3%	0.5%	13.1%	8.0%
Technician	0.2%	0.1%	0.0%	0.1%	0.2%	0.2%	0.1%	0.0%	0.1%	0.2%	0.2%	0.1%	0.0%	0.1%	0.2%
Other categories	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.03%	0.02%	0.1%	0.05%	0.1%	0.0%	0.0%	0.5%	0.1%

Legend: M – Men // W - Women

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GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
405-2 - Proportion between base salary and the remuneration received by women and that received by men	See table below.		6	5, 8 and 10



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2 0 2 3	
Remuneration ratio ⁷	0.92
Senior consultant	0.91
Consultant	0.95
Senior technician	0.96
Specialist technician	1.03
Technician	0.63
Other categories	-

2. GRI TABLE

GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
GRI 406: Non-discrimination 2016				
406-1 Cases of discrimination and corrective actions adopted	In 2023, no cases of discrimination were registered.		6	5 and 8
GRI 410: Security Practices 2016				
410-1 Security personnel trained in human rights policies or procedures	Sustainability Report 2023 Pag.20		1 and 2	16

3. SASB
CORRESPONDENCE
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^[7] In the present report, there was a methodological update to the calculation of this indicator, with the proportion between the base salary and the remuneration received by women and that received by men now being considered for this purpose, in alignment with the GRI standard.



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GRI CONTENT	LOCATION	OMISSION	UNGC	SDG
GRI 413: Local Communities 2016				
413-1 Operations with involvement, impact assessments and development programs aimed at the local community	Sustainability Report 2023 Pag.45			4,9,10, 11 and 17
GRI 414: Social Evaluation of Suppliers 2016				
414-1 New suppliers selected based on social criteria	Sustainability Report 2023 Pag.20		1, 2, 3, 4, 5 and 6	5, 8 and 16
GRI 418: Customer Privacy 2016				
418-1 Substantiated complaints related to breach of privacy and loss of customer data	Sustainability Report 2023 Pag.20			16



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GRI indicators related to non-material themes						
GRI CONTENT		LOCATION		OMISSION	UNGC	SDG
GRI 303: Water and Effluents 2018						
303-3 Water catchment		Water used by Altice Portugal is fully public-grid supplied See table below			7	6
		2023		2022		2021
Water catchment (m³)		164,252		187,870		154,234 ⁸
GRI 304: Biodiversity 2016						
304-1 Owned, leased or managed operational units within or adjacent to environmental protection areas and areas of high biodiversity value located outside environmental protection areas		11,732 m² of Altice Portugal's operational locations adjacent to protected areas		-	7 and 15	
GRI 416: Consumer Health and Safety 2016						
416-1 Assessment of impacts on health and safety caused by categories of products and services		202 sites with monitoring of electromagnetic radiation levels 20 stations with noise monitoring		-	-	
416-2 Cases of non-compliance related to health and safety impacts caused by products and services		In 2023, no cases of non-compliance related to health and safety impacts were recorded caused by products and services		-	16	

⁸ Updated value.



SASB Correspondence Table

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Environmental
footprint of
operations

TC-TL-130a.1

Total energy consumed (GJ)
Percentage of grid electricity
Percentage of renewables

2023

1,127,064
99%
28%

2. GRI TABLE

Data privacy

TC-TL-220a.1

Description of policies and practices related to behavioral advertising and customer privacy

[Sustainability Report 2023](#)
Pag.20

TC-TL-220a.2

Number of customers whose information is used for secondary purposes

The personal data of customers collected is intended for the management of the contractual relationship, the provision of contracted services and their adaptation to the needs and interests of the customer. They may also be processed for the purposes of complying with legal obligations and for the purposes of investigating, detecting and repressing serious crimes.

Altice Portugal may use customers' personal data for other purposes, such as recruitment, social intervention actions, receiving complaints and suggestions, disseminating the Group's institutional information and/or publicizing campaigns, promotions, advertising and news about its products and/or services, as well as for carrying out market studies or evaluation surveys, always in strict compliance with applicable legal requirements.

For more information please [consult the Privacy Policy](#).

TC-TL-220a.3

Total amount of monetary losses arising from lawsuits related to customer privacy

In 2023, there were no monetary losses resulting from lawsuits related to customer privacy.

3. SASB
CORRESPONDENCE
TABLE



1. ABOUT THIS REPORT

2. GRI TABLE

3. SASB CORRESPONDENCE TABLE

Product end-of-life management	TC-TL-440a.1	Materials recovered through return programs (t)	1,082 CPE
		Percentage of recovered materials that have been reused	38% CPE reconditioned and placed back in the client network
		Percentage of recovered materials that have been recycled	60% CPE written off and sent for recycling
		Percentage of recovered materials that were landfilled	0%
Data security	TC-TL-230a.1	Number of data breaches	3
		Percentage of those involving personal identifying information	100%
		Number of affected customers	13
Competitive behavior and open internet	TC-TL-230a.2	Description of the approach to identify and address data security risks, including the use of third-party cybersecurity standards	Sustainability Report 2023 Pag.20
		Total amount of monetary losses arising from regulatory-related lawsuits regarding anti-competitive behavior	In 2023, there were no monetary losses resulting from procedures related to regulations about anti-competitive behavior.
Activity metrics	TC-TL-000.A	Number of wireless subscribers	8,030,183
	TC-TL-000.B	Number of wireline subscribers	1,936,589
	TC-TL-000.C	Number of broadband subscribers	1,665,216
	TC-TL-000.D	Network traffic	10,582,068 PB