



Telenet Management approach to the core material issues

June 2021

Business ethics and transparency

Promoting responsible business practices through strict commitments to anti-corruption, good corporate governance, open stakeholder communications and transparent pricing and billing.

Business risks & opportunities

The material issue of business ethics and transparency is a key driver for Telenet's corporate reputation. It touches on all parts of our business operations and consequently requires appropriate attention from all business units and teams.

Promoting responsible business practices allows us to maintain and strengthen our license to operate.

When properly managed, the business ethics and transparency issue has the potential to become a key differentiator from industry peers and competitors.

Management approach

- Monitoring all aspects of our business with several internal codes of conduct.
- Applying a dedicated anti-corruption and bribery policy and human rights statement, in line with international regulations and Belgian legislation.
- Striving for transparent pricing communications on our commercial websites, in our stakeholder communications, and commercial promotions and advertisements.
- Engaging in an open and constructive dialogue with all our stakeholders.

Responsible employer

Continuously improving employee well-being and engagement, stimulating diversity and equal opportunities, as well as attracting and developing talent.

Business risks & opportunities

Being a responsible employer is both an important risk given the talent scarcity in the Belgian market and a growth opportunity for Telenet.

If successfully managed, this material issue can be a key differentiator from other market players, especially in the current context of the war for talent.

Management approach

- Creating career and growth opportunities by continuously investing in learning and development.
- Taking care of the employees' health and well-being, offering a flexible and safe work environment in uncertain and volatile times.
- Building an open and transparent company culture through internal communications and social dialogue. Due diligence is guaranteed through a continuous dialogue and consultation with platforms.
- Attracting and retaining the best talent (i) by investing in employer branding initiatives and talent recruitment and retention programs; and (ii) by establishing structural cooperation programs with higher education institutions and universities, and NGOs that train untapped talent.



Digital inclusion and skills development

Providing access to connectivity for all and supporting educational programs that promote the development of STEM competencies and 21st century digital and entrepreneurial skills.

Business risks & opportunities

The material issue of digital inclusion and skills development is crucial to the successful execution of Telenet's corporate strategy. We must respond to the call from governments, social organizations, and academics to guarantee access to connectivity for all at an affordable price.

Being active in a market that is quickly digitalizing also means we need access to a digital-savvy workforce, so it is in our best interest to help develop the talent pool and to invest in employment initiatives for new (untapped) talent.

Management approach

- Investing in connectivity solutions that are accessible to all.
- Helping children, youngsters, and young adults to develop the skills that are needed to participate in the digital society.
- Investing in life-long learning and development initiatives that create a digital-savvy workforce.
- Supporting and sponsoring third-party digital skills training programs for children, youngsters, and young adults alike by establishing structural partnerships with content partners and educational experts.

Carbon and energy efficiency

Mitigating climate-related risks, reducing CO₂ emissions, and increasing energy efficiency by switching to renewable energy sources, and by implementing energy efficiency initiatives in Telenet buildings, network infrastructure, data centers and mobility solutions.

Business risks & opportunities

The material issue of carbon and energy efficiency has become a very material topic for Telenet. Although non-compliance with climate regulations is associated with risks, carbon and energy efficiency is considered an important opportunity for Telenet to (i) lower its environmental footprint, (ii) increase employee engagement, and (iii) control costs.

Management approach

- Outlining Telenet's approach to environmental management and its strategic priorities in the Telenet Environmental Management Policy Statement.
- Purchasing electricity from resources that have been certified as renewable following the relevant Belgian – regional and federal – and European standards.
- Developing and rolling out emission reduction programs across our operations to improve our energy and carbon efficiency, and to reach the Net Zero target by 2030.



Employee diversity and equality

Building a diverse and inclusive working environment, providing equal opportunities to all employees, and prohibiting any form of discrimination or harassment.

Business risks & opportunities

As a responsible employer, Telenet should actively invest in the material issue of diversity and equity in order to attract and retain the best talent.

If properly managed, this material issue can be a key differentiator from other market players and help improve the company's reputation, employee engagement and innovation capability.

Management approach

- Establishing a formal Diversity, Equity and Inclusion policy that promotes an inclusive culture, integrates diversity in the employee journey and promotes inclusive communications. Key focus will be on gender equity and multi-cultural diversity.
- Being open to and welcoming people regardless of their origins, age, gender, religion, or culture.
- Giving opportunities to people who face disadvantages on the labor market or who are re-entering the workforce after a long-term illness.

Privacy and data security

Putting in place strict privacy and security measures to prevent unauthorized access to computers, databases and websites, and to protect the personal information and data of our customers.

Business risks & opportunities

The material issue of privacy and data security is central to Telenet's business activities and mission-critical in the digital society.

Failure to properly manage the issue and breaches of applicable legislation, in particular the EU General Data Protection Regulation (GDPR), could have major financial and reputational repercussions for Telenet.

Management approach

- Establishing a clear customer data policy: the Telenet Customer Data Policy describes what information we process, why we do this and what our customers' rights are. The policy is fully compliant with the (GDPR).
- Increasing the transparency and clarity of internal policies on the protection of customer data and privacy, in consultation with the local data protection authorities.
- Discussing all privacy matters and priorities through the Privacy Council, which includes representatives from the different business departments.
- Ensuring data security: through the Security Council, Telenet formulates strategic recommendations around risks and threats arising from malicious or erroneous use of data.
- Properly updating and activating employees on privacy and security through trainings and regular information sharing.



Product sustainability

Creating products that are innovative, have a low environmental, health and safety impact and have a long lifespan.

Business risks & opportunities

This material issue reflects our stakeholders' expectations to get access to products that are innovative and have a low environmental, health and safety impact. There is a general call from society to adopt circular economy practices, extending the lifecycle of products and limiting the use of virgin materials.

Product sustainability clearly offers opportunities to Telenet to stand out from its peers.

Management approach

- Developing innovative products, services and customer propositions, in close cooperation with industry partners, academic institutions and startups.
- Participating in industry-led initiatives that market and develop new products and services.
- Investing in the upgrade and optimization of our customer equipment and networks, ultimately resulting in more energy efficiency and reduced greenhouse gas emissions.
- Test-out and adopt circular economy processes and business practices, promoting the recycling, refurbishment and reuse of products and user equipment.

Supply chain risk management

Assessing suppliers and collaborating with suppliers to ensure the respect of Telenet's environmental, social and governance standards.

Business risks & opportunities

Telenet commits to managing its entire supply chain in a responsible way. Telenet's reputation also depends from the respect and compliance of its suppliers and subcontractors with international environmental, social and governance standards.

Management approach

- Ensuring supplier compliance with the Telenet Supplier Code of Conduct and Liberty Global's Responsible Procurement and Supply Chain Principles.
- Evaluating and monitoring the ESG risks of each supplier through the EcoVadis Dynamic Scorecard.
- Providing support and guidance to non-compliant suppliers through the development and implementation of corrective action plans.



Customer health and safety

Creating technologies that are safe for customers and being transparent on potential health and safety issues such as electromagnetic fields.

Business risks & opportunities

The health and safety impacts of products and services is an industry-wide material issue that is especially critical for our customers and for regulators. Special attention should be on addressing the health and safety impacts of innovative technologies such as 5G.

Proactively managing risks associated with health and safety is an opportunity for Telenet to differentiate itself from its peers. However, a lack of transparency and non-compliance with laws could lead to a loss of customer trust and license to operate.

Management approach

- Creating technologies that are safe for customers.
- Being transparent on potential health and safety issues such as electromagnetic fields.
- Proactively engaging with stakeholders on the health and safety impacts of new technologies, products and services.

Electronic waste reduction

Minimizing electronic waste by reducing the use of resources, increasing recycling and refurbishment, and ensuring accurate waste disposal.

Business risks & opportunities

The material issue of electronic waste reduction offers Telenet the opportunity to (i) reduce costs and (i) further develop product innovation and quality. We should respond to the general call from society to adopt circular economy practices, extending the lifecycle of products and limiting the use of virgin materials. If properly managed, this material issue could have a positive impact on Telenet's corporate reputation as a company taking its environmental responsibility.

Management approach

- Focusing on reducing the use of resources, recycling and refurbishment of customer premise equipment, and accurate waste disposal and processing.
- Working with commercial partners and social profit organizations on electronic waste reduction and reverse logistics.
- Test-out and adopt circular economy processes and business practices, promoting the recycling, refurbishment and reuse of products and user equipment.



Responsibility of media

Creating a wide range of content for different audiences and ensuring the freedom of expression of content creators.

Business risks & opportunities

As a leading provider of Internet services and an important media & entertainment provider, Telenet has the responsibility to comply with regulations and to make content easily accessible to all.

Proactively promoting the material issue of responsibility of media can enable Telenet to access new markets and to develop new sources of revenue.

Management approach

- Helping local production companies and creative entrepreneurs to flourish and provide local viewers with strong local content and entertainment innovations.
- Taking action against websites offering illegal gambling and complying with the Belgian Gaming Commission's Protocol.
- Being a committed member of Member of the Association of Internet Service Providers in Belgium (ISPA) to prevent and combat child abuse via chat applications and websites.
- Not limiting the freedom of expression in any way by blocking access, except when requested by an authorized authority.