





THE TELENET SUSTAINABILITY FRAMEWORK 2017-2020

<p>OUR 2020 VISION</p> <p>To be the leading converged connected entertainment and business solutions provider in Belgium.</p>	<p>GUIDING PRINCIPLES</p> <p>One step ahead – pioneering – close to you – good neighbor – sparkling – passion – enthusiasm – pleasure – sincere, honest and transparent – inclusive</p>	<p>OUR BUSINESS PRIORITIES</p> <ul style="list-style-type: none"> · Build a leading integrated network · Leader in inspiring entertainment · Unlock the potential in business solutions · Create memorable customer experiences
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Always one step ahead

At Telenet, we believe in the tremendous potential of digital and we are committed to help people and businesses to stay one step ahead in the digital age. We want to build a society in which people enjoy to live and work together, embracing the endless possibilities of the digital world at the fullest and with pleasure. For a better quality of life. In this digital era, we want to make a real difference by engaging with our customers and employees in an inclusive and empathic way. We are committed to build an open and transparent relationship with all our stakeholders, looking them straight in the eye and responding to their expectations as it comes to our social, economic and environmental impact.

			
<p>AMAZING CUSTOMER EXPERIENCE</p>	<p>GREAT WORKPLACE</p>	<p>DIGITAL SOCIETY</p>	<p>RESPONSIBLE BUSINESS PRACTICES</p>

Our commitment

We do everything to give our customers the best experience possible and to build lasting trusted relationships with them

We want every Telenet employee to be proud to work for our company and to become real Telenet ambassadors. We want to empower, enable and inspire our employees to flourish

We want to build a society in which people enjoy to live and work together, embracing the possibilities of the digital world at the fullest, with pleasure. For a better quality of life

We do business in an open and transparent way, taking the expectations of all our stakeholders into account when it comes to our social, economic and environmental impact

2020 Objective

- Net Promoter Score (NPS) -5*
- NPS rating of +15 on the reputation item 'Sufficient attention to product quality'
- NPS rating of +10 on the reputation item 'Sufficient attention to product innovation'

- Zoom employee engagement score of 61% with a clear ambition to reach a score in the top quartile
- Bi-annual E-NPS survey with a clear ambition to reach a +13 score

- Unlock the potential of digital for all through at least 3 digital skills programs
- Accelerate 25,000 young people in the digital age

- NPS rating of -5* on the reputation item 'Enough efforts towards good causes'
- NPS rating of -10 on the reputation item 'Honest and fair business practices'
- Become 5 times more carbon efficient by 2025 (compared to 2016), and improve our energy efficiency by 15% every year through 2025
- Reduce carbon emissions from mobile combustion with 60% by 2030, using 2017 as the base year

We'll do this by

- Bringing the best customer experience
- Delivering top-quality products & services that are easy to use
- Ensuring privacy & data security
- Prioritizing transparent pricing & billing

- Attracting & retaining the best talent
- Stimulating learning & development
- Engaging our employees through internal communications and corporate culture
- Cultivating employee well-being & diversity

- Investing in high-performant fixed & mobile connectivity solutions
- Boosting the digital and creative economy
- Nurturing 21st-century skills for children and empowering youth through entrepreneurship and digital literacy training
- Ensuring basic digital literacy skills for all
- Promoting a healthy digital balance

- Limiting our environmental footprint
- Managing our supply chain in a responsible way
- Demonstrating good governance & transparency in our business practices

* NPS definition: see page 32