

IN A NUTSHELL

TELENET'S PROGRESS ON ITS MAIN SUSTAINABILITY FOCUS DOMAINS

TARGET	RESULT 2016	RESULT 2017	RESULT 2018	RESULT 2019
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AMAZING CUSTOMER EXPERIENCE

Material issues covered	Customer health and safety Privacy and data security Product sustainability				
2020 Objective	Customer loyalty for Telenet & BASE : Net Promoter Score (NPS) of -5	Telenet: -8.8, BASE: -10.3	Telenet: -14.9, BASE: -4.5	Telenet: -13.4, BASE: 1	Telenet: -11.5, BASE: 9.7
	NPS rating of +15 for reputation item 'Sufficient attention to product quality'	N/A	+9.4	+10.6	+1.8
	NPS rating of +10 for reputation item 'Sufficient attention to product innovation'	N/A	+12.4	+9.3	+7.6
KPIs	Customer churn rate	8.0%	9.3%	12.1%	10.5%
	# Data subject requests received	N/A	N/A	1,737	1,133
	Privacy complaints and breaches	5 incidents reported to the Data Protection Authority. No fines	1 incident reported to the Data Protection Authority. No fines	8 incidents reported to the Data Protection Authority. No fines	23 incidents reported to the Data Protection Authority. No fines
	# Data protection breaches	0	0	0	0
	Billing NPS	-13.2	-12.0	-12.2	-9.6



GREAT WORKPLACE

Material issues covered	Responsible employer Employee diversity and equality				
2020 Objective	Employee engagement: Zoom employee score of 61%, with a clear ambition to reach a score in the top quartile	60%	58%	No Zoom survey	78%
	Bi-annual E-NPS survey with a clear ambition to reach a +13 score	N/A	N/A	+13	+3
KPIs	# newly hired employees	336	354	409	510
	Refer a friend program: # new hires based on employee recommendation	18	24	32	52
	Telenet Young Graduate Program (two-year training program for recently graduated master students)	15	20	27	36
	Voluntary employee turnover	5.0%	9.5%	8.0%	7.0%
	# employees who completed training	2,400	2,510	3,015	2,483
	Training hours per FTE	24.4	12.1	17.3	17.6
	% female employees	35.4%	35%	36%	36%
	% female senior managers (Senior Leadership Team)	50%	50%	42%	36%
	# women in the Board of Directors	3	3	3	3
	Absentee rate (% of total days scheduled)	7.0%	7.2%	7.2%	7.8%

Note: The Net Promoter Score (NPS) measures customer experience on a quarterly basis based on a series of standard questions related to a company's products, customer service and reputational issues. Residential and business customers are asked to what extent they would recommend the company, its products and services, yielding a score on a scale of 0-10. Respondents with a 9-10 score are 'promoters' who are highly loyal. 'Passives' are customers with a 7-8 score. They are satisfied but vulnerable to competitive offerings. Customers with a score between 0 and 6 are called 'detractors'. They are unhappy customers who might negatively impact the company's reputation. Subtracting the percentage of detractors from the percentage of promoters yields the Net Promoter Score, which can range from a low score of -100 to a high score of +100. Learn more about the NPS methodology [here](#). The Employee Net Promoter Score (E-NPS) applies the same methodology to measure employee engagement.

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DIGITAL SOCIETY

Material issues covered	Digital inclusion and skills development				
2020 Objective	Unlock the potential of digital for all through at least 3 digital skills programs	2 programs in place	3 programs in place	3 programs in place	3 programs in place
	Accelerate 25,000 young people in the digital age	21,150 people reached	41,000 people reached	28,290 people reached	22,706 people reached
KPIs	Investments in network growth	€250.6 million	€295.7 million	€220.2 million	€109.1 million
	Investments in media & entertainment	€12 million	€8.4 million	€4.8 million	€9.7 million
	Total number of youngsters empowered through coding & entrepreneurship initiatives	450 (YouthStart)	450 (YouthStart), 50 (BeCode)	750 (YouthStart), 270 (BeCode)	806 (YouthStart), 400 (BeCode)
	Total number of children reached through digital skills training	20,700 (CoderDojo)	25,500 (CoderDojo), 15,000 (Digitale Duik)	22,700 (CoderDojo Belgium), 5,470 (other community initiatives)	20,000 (CoderDojo Belgium), 1,500 (other community initiatives)
	Total number of start-ups accelerated with Telenet investments	88	86	791	935
	Total number of SMEs accelerated through Digitale Versnelling	N/A	1,400	1,100	3,372



RESPONSIBLE BUSINESS PRACTICES

Material issues covered	Business ethics and transparency Carbon and energy efficiency Electronic waste reduction Privacy and data security Supply chain risk management Responsibility of media				
2020 Objective	NPS rating of -5 for reputation item 'Enough efforts towards good causes'	N/A	-5.8	-7.1	-8.8
	NPS rating of -10 for reputation item 'Honest & fair business practices'	N/A	-13	-14.1	-17.8
KPIs	Carbon efficiency ratio: Total scope 1 + 2 CO ₂ -emissions including compensation per terabyte of data usage	0.009	0.007	0.005	0.005
	% renewable energy consumption	91%	80%	92%	90%
	% refurbishment of collected customer premise equipment	44%	45%	55%	46%
	% recycling of hazardous waste	100%	100%	100%	100%
	Reverse Logistics: % avoided waste through the recycling and revaluation of used set-top boxes and modems	329 tons	330 tons	375 tons	378 tons
	Waste recycling rate	71%	75%	71%	58%
	# suppliers monitored on ESG issues (EcoVadis)	46	100	68	57
Telenet EcoVadis CSR rating in points (Gold EcoVadis CSR Rating)	64	64	65	69	