

# The Telenet Sustainability Framework 2021-2025

## Our Purpose: Staying Ahead

Staying ahead in the digital age, connecting people and creating experiences. For a better quality of life.

## Our Belief: Technology for Human Progress

Technology is the driving force behind societal progress. It powers the engine of innovation, boosts economic growth, and strengthens social inclusion and cohesion. As a technology company, we are committed to push the boundaries of digital technology by providing our customers and society with solutions that address the issues of tomorrow. We enable our stakeholders to get the most out of technology, so they can progress in the digital age.



### PROGRESS

### EMPOWERMENT

### RESPONSIBILITY

## Our long-term commitment

Accelerate 150,000 people and businesses in the digital age by 2030

Be recognized internally and externally as an inclusive and purpose-driven organization

Improve our climate performance by becoming net zero by 2030

## Our 2025 targets

- Reach Brand Tracker score for 'Makes the customer experience improvement of products & services': to be defined\*
- Reach Brand Tracker score for 'Cares for making digital accessible to all': to be defined\*
- Reach 25,000 children and youngsters annually through digital inclusion programs
- Onboard 50,000 Telenet Essential Internet customers
- Activate 30% of SOHO entrepreneurs through the Digital Acceleration program
- Reach people engagement score of 80%
- Reach 2,500 hours of employee volunteering/year
- Have 33% women in board and 35% women in management positions
- No incidents of sexual harassment and discrimination
- Reach 18 training hours per FTE/year
- Improve the electricity efficiency with 15% annually till 2030
- Reduce carbon emissions from mobile combustion with 60% by 2030, using 2017 as the base year
- Increase green electricity use to 100% by 2030
- Science-based-targets submitted and approved by 2023
- Annually refurbish 55% of collected CPE

## Our programs and initiatives ...

- **Build innovative, next-generation networks, platforms and solutions** that boost the Belgian society and the economy in the post-COVID era
- **Build entertainment platforms and solutions** that boost the local media ecosystem and stimulate people in their studies, professional lives and personal fulfillment
- **Enable access through connectivity and digital inclusion solutions for all**
- **Develop skills** through digital literacy and 21<sup>st</sup>-century skills programs for individuals and businesses
- **Transform Telenet into an agile and future-proof organization**, adopting New Ways of Working (NWOW) and a culture of learning agility, resilience and servant leadership
- **Work with purpose**, empowering our employees to do what really matters for customers and society, in order to boost intrinsic motivation and engagement
- **Build an inclusive workplace** where everyone feels included, regardless of gender, race, age or personal background
- **Cut back emissions** from network operations, fleet and third-party transport by switching to 100% renewable energy, by adopting innovative network and mobility solutions and by offsetting unavoidable emissions
- **Develop sustainable products by design** and extend their lifecycle by **adopting circular economy solutions**
- **Increase environmental responsibility along the entire value chain**

## Our commitment is underpinned by

### Business ethics and transparency

- Maintain Gold EcoVadis rating in the full period 2021-2025
- Reach annual completion rate of 97% on all company-wide mandatory compliance trainings
- Ensure 100% of strategic suppliers have signed the Supplier Code of Conduct

### Privacy and data security

- No privacy complaints and breaches
- No data protection breaches

\* The new Brand Tracker has been launched in January 2021. The target will be set early 2022 after one year of brand measurement.