

# TELENET SUSTAINABILITY FRAMEWORK 2017-2020

## Our 2020 Vision

- To be the leading converged connected entertainment and business solution provider in Belgium.

## Guiding principles

- pioneering - digital - nearby - sparkling - friendly - sincere, honest and transparent - inclusive - pleasure

## Our business priorities

- Build a leading integrated network
- Lead in inspiring entertainment
- Unlock the potential in business solutions
- Create memorable customer experiences

## With pleasure!

We live in exciting times. In the digital era, the way we live together, work together, play together has changed. We have now more tools than ever to make of every moment a meaningful moment, and to love every one of them. At Telenet, we believe people should feel good about the way digital can play a part in their lives. 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. 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.

### Digital Society

### Amazing Customer Experience

### Great Workplace

### Responsible Business Practices

#### Our commitment

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.

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, inspire and enable our employees to flourish.

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

#### 2020 Objective

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

Net Promoter Score of -5

Zoom employee score of 61%, with a clear ambition to reach a score in the top quartile

RepTrak scores on Governance & Citizenship +3% percentage points (compared to base RepTrak 2016Q4 Flanders & Brussels)

#### We'll do this by

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

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

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

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