

TELENET'S MANAGEMENT APPROACH TO ITS CORE MATERIAL ISSUES



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1 Business ethics and transparency

Material issue

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

Business risks and 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, thus requiring a proper attention of 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, which is in line with international regulations and Belgian legislation.
- Striving for transparent pricing communications on our commercial websites and in our press communications, commercial promotions and advertisements.
- Engage in an open and constructive dialogue with all our stakeholders.

2 Responsible employer

Material issue

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

Business risks and opportunities

Being a responsible employer is both an important risk given the talent scarcity on 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

- Continuously investing in learning and development, diversity and equality, health and well-being.
- Generating an open and transparent company culture through internal communications and social dialogue. Due diligence is guaranteed through the continuous dialogue and consultation with platforms such as the Works Council.
- Attracting and retaining the best talent (1) by investing in employer branding initiatives and talent recruitment and retention programs and (2) by establishing a structural cooperation with higher education schools and universities, and NGO that train untapped talent.
- Stimulating diversity and inclusion by building a working environment that nourishes talent and stimulates employee engagement.

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Digital inclusion and skills development

Material issue

Offering training and educational programs to promote the development of STEM (Science, Technology, Engineering and Mathematics) competencies and 21st century skills

Business risks and opportunities

The material issue of digital inclusion and skills development is crucial to the successful execution of Telenet's corporate strategy. In a market with a growing digitalization, we need access to a digital-savvy workforce so it is in our best interest to contribute to developing the talent pool and to invest in employment initiatives.

Management approach

- Investing in life-long learning and development initiatives that create a digital-savvy workforce.
- Supporting and sponsoring third-party driven digital skills training programs for children, youngsters and young adults alike by establishing structural partnerships with content partners and educational experts.

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Privacy and data security

Material issue

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

Business risks and opportunities

The material issue of privacy and data security is core to Telenet's business activities. Major financial and reputational implications may arise for Telenet in the case we do not properly manage the issue or breach applicable legislation.

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 EU General Data Protection Regulation (GDPR).
- 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 informing and activating employees on privacy and security through training and regular information sharing.

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Product sustainability

Material issue

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

Business risks and opportunities

This material issue reflects our stakeholders' expectations to get access to products that are innovative, have a low environmental, health and safety impact and long lifespan. Product sustainability clearly offers opportunities to Telenet to stand out from its peers.

Management approach

- Developing innovative products, services and customer propositions: the Telenet Innovation Center offers our technology experts a platform to collaborate up with external industry partners, academic institutions and startups to develop and test new products, services, applications and prototypes.
- 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.

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Supply chain risk management

Material issue

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

Business risks and 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.

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Carbon and energy efficiency

Material issue

Reducing CO₂ emissions and increasing energy efficiency by switching to renewable energy sources, and by carrying out energy efficiency initiatives for Telenet's buildings, network infrastructure and data centers and mobility solutions.

Business risks and opportunities

With the increasing threat of global warming, the material issue of carbon and energy efficiency has become a very material topic for Telenet. Although there are risks associated to non-compliance with climate regulations, carbon and energy efficiency is considered as an important opportunity for Telenet to (1) lower its environmental footprint, (2) increase employee engagement, and (3) 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 renewable resources, as certified according to the relevant regional and federal Belgian and European standards.
- Developing and rolling out operational reduction actions to improve our energy and carbon efficiency, in line with our 2025 targets.

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Customer health and safety

Material issue

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

Business risks and 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. 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.

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Employee diversity and equality

Material issue

Working environment, providing equal opportunities to all employees and prohibiting any form of discrimination.

Business risks and opportunities

As a responsible employer, Telenet should actively invest in the material issue of diversity and equality in order to attract and retain the best talent. It properly managed, this material issue can be a key differentiator from other market players and help improve the company's overall reputation.

Management approach

- Advocating and championing gender diversity across the organization and at management level.
- Being open to and welcoming people regardless of their origins, age, religions or cultures.
- Giving opportunities to people with disadvantages on the labor market or who are re-entering after a long-term illness.
- Continuously investing in talent management: recruitment, training and education, as well as career planning.

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Electronic waste reduction

Material issue

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

Business risks and opportunities

With the increasing scarcity of certain natural resources, the material issue of electronic waste reduction offers Telenet the opportunity to (1) reduce costs and (2) further develop product innovation and quality. 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.

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Responsibility of media

Material issue

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

Business risks and 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.