



Stakeholder Engagement Charter (2020)

At Telenet we are fully committed to being a responsible company that takes into account the broader impact of its business activities and corporate decision making on the community we are operating in. We therefore systematically collect viewpoints and insights of our most important stakeholders and actively address their perspectives and needs in order to improve our decision-making processes, to strengthen our license to operate and to build trust.

We are establishing relationships with stakeholders through consultation and dialogue, with a key focus on the following stakeholder groups: our employees, our customers, the shareholders, social groups, government officials and regulators, labor unions, suppliers, experts and society at large. A detailed overview of the stakeholder groups can be found on [our corporate website](#).

The present charter outlines our company's approach to stakeholder engagement and sets a few principles to ensure contacts with stakeholders are built in an open and transparent way.

It should allow us as a company to develop lasting and trusted relationships with our stakeholders.

I. Why we actively engage with stakeholders

By systematically seeking stakeholders' perspectives and expertise, we are able to:

- **Manage our corporate reputation**
 - Better respond to socio-economic and environmental challenges
 - Establish corporate programs that meet the community needs
 - Foster a value-oriented and transparent corporate culture
- **Contribute to an efficient policy and government environment to operate in**
- **Sharpen our business strategy**
 - Better understand the business context and policy framework
 - Proactively address business issues and risks
 - Identify emerging trends and new business opportunities
- **Explore partnership opportunities**
 - Seek support and establish cooperation for business projects and corporate programs

In return, stakeholders do also benefit from open and transparent lines of communication with Telenet:

- Understand our business strategy and the company's position on material issues
- Understand the business and market/sector context in which we operate
- Become familiar with the company's position on policies and regulations



II. How we engage with stakeholders

We use multiple platforms to engage with stakeholders, to share business/corporate viewpoints and to gather internal/external insights. The appropriate level of engagement is defined based on the business objectives, the scope of the engagement and the type of stakeholders involved. An overview of the most important stakeholder engagement platforms is given below.

<i>Level of engagement</i>	<i>Stakeholder Engagement Platforms</i>	<i>Examples (non-exhaustive list)</i>
Inform	Publications Social Media channels Speaking engagements at external conferences	Telenet corporate website, brochures, press releases, press conferences, annual report, sustainability report
Gather & Exchange	1:1 Stakeholder meetings Corporate Memberships in sector/ industry associations Networking events	‘Telenet Mix & Mingle’ that gathers up to 100 key corporate stakeholders in an informal way
Involve	Employee Engagement Survey Expert Round table sessions Stakeholder Panels , a formal sounding board to the CEO and SLT on the company’s business strategy, key corporate issues or specific competence areas like R&D, Marketing, CSR and Sustainability	Zoom, a yearly survey that measures the employee engagement ‘Telenet Talks’ round table sessions organized twice per year to establish an open discussion with 10-15 key stakeholders on corporate, business and regulatory topics The Executive Circle, a stakeholder exchange session organized on a regular basis with captains of industry and senior business and academic leaders on a variety of topics
Collaborate	Joint projects and structural partnerships , often established in the areas of Strategy & New Business activities, CSR and Sustainability issues.	



III. Golden principles for stakeholder engagement

At Telenet we apply a strict code of conduct as it comes to stakeholder engagement in general and contacts with public stakeholders in particular as outlined in the present charter. The following principles must ensure all stakeholder engagements are established in an open and transparent way and respond to the highest standards of corporate governance:

<p>Employee Engagement</p>	<ul style="list-style-type: none"> ▪ We are driving a yearly employee engagement survey ‘Zoom’ to capture our employees’ viewpoint on a variety of HR, business and corporate issues ▪ Measurement results are shared in an open and transparent way with the employee base ▪ If and when needed, corrective actions are defined on both company and team level, in close alignment with the broad employee community
<p>Stakeholder Panels</p>	<ul style="list-style-type: none"> ▪ Panels are acting as a sounding board to the CEO and Senior Management and focus on our business strategy, key corporate issues, and/or specific competence areas like Trends/R&D, Marketing, CSR and Sustainability ▪ Panels are formed by senior business leaders and subject-matter experts out of the business, academic or corporate environment. Political representatives with an active political mandate are excluded from panels ▪ Participation in stakeholder panels is not subject to remuneration. An expenses fee might be granted, based on a clear expense note. Any reimbursement of expenses will be publicly reported ▪ Panel mission, scope, governance and member composition are reviewed on an annual basis
<p>Engagements with Public Authorities</p>	<ul style="list-style-type: none"> ▪ We do not give any advantage to, or remunerate public authorities to influence any decision favorable to the business interest of Telenet ▪ Invitations of public authorities to hospitality events can be offered, provided that the ticket value is reasonable and in line with common business practice



Sponsoring	<ul style="list-style-type: none">▪ Sponsoring activities can have a business or a social responsibility purpose▪ Sponsoring requests are reviewed by the Marketing team or the Corporate Responsibility team, depending on the nature of the requests▪ Sponsoring requests should respond to strict marketing or social responsibility criteria▪ Sponsorships can be granted if they are justified, appropriate and comply with all applicable laws and regulations
Stakeholder Engagement Reporting	<ul style="list-style-type: none">• <u>Internal Reporting:</u> The Telenet CEO and Senior Management report on an annual basis to the Audit Committee on the stakeholder engagement practices and on the public affairs function to ensure open, transparent and responsible business practices. The Audit Committee will supervise whether its feedback has been taken into account• <u>External Reporting:</u> We publicly report in an open and transparent way on the status of stakeholder engagement in general and the scope, mission, composition and progress made of Stakeholder Panels in particular in the annual Telenet Sustainability Report. More information on stakeholder engagements can be found here

The charter has been developed by the Telenet Corporate Affairs team, discussed and reviewed by the Telenet Audit Committee and endorsed and approved by the Telenet Board of Directors.

The Telenet Corporate Affairs team
(first edition June 2017 – updated June 2019 – reviewed June 2020)