



Non-financial Performance Statement

Altice France Group 2023



Editorial

In 2023, Altice France rigorously pursued its essential missions of providing connectivity and information to the French people. As a major player in the digital and information sectors, we have a special responsibility. This is illustrated by the many solidarity initiatives we have undertaken in France and internationally, the expansion of our actions in favour of the ecological transition, digital inclusion and information literacy. Our teams are mobilised on these initiatives on a daily basis. This is one of the strengths of the Altice France Group, and one of which we are particularly proud.

The year 2023 was also marked by a series of events, including one in July 2023 concerning Altice's subsidiary in Portugal. This led to an internal investigation within Altice France. This investigation confirmed the robustness of the existing control mechanisms within the Group. However, we must take into account the risks raised by this case and continually develop our processes. This is why the Altice France Group has taken the initiative to strengthen certain controls in order to effectively prevent, detect and minimise any potential risk.

In 2023, the Altice France Group consolidated its significant position in the French media landscape with its BFM and RMC brands and their powerful offshoots. Our commitment to the French people has continued to grow, with the production of a wide range of high-quality content and major innovations, particularly in digital technology, to support new uses. 3rd private media group in France, Altice Media has once again confirmed its performance this year. In 2023, 100% of French people tuned in to one of its channels, which attract 50 million viewers every month around its news, sports and documentary offerings.

Aware of our responsibility as a media outlet and France's leading private newsroom with more than 800 journalists, we have strengthened our commitment with the launch in 2023 of a new action programme, "l'Info en Vrai", dedicated to information education. More than 1,600 people have already benefited from this programme since it was launched, including more than 550 young people⁽¹⁾, through workshops and meetings with media professionals aimed at giving people the keys to understanding information so that they can inform themselves critically and use social networks with discernment and rigour.

In the telecommunications sector, the Altice France Group, through SFR, is the second largest operator with 27 million individual, business and local authority customers. In 2023, our Group stepped up its efforts to provide access to very high-speed networks for all. Progress is being made, with more than 700,000 Fibre sockets deployed in a year, 74% of the population covered by 5G at the end of December and the first live 5G SA Slicing service launched at the LOSC - Lille - Kí Klaksvík match. This is a concrete technological advance that opens up new development prospects for the companies we support on a daily basis.

Our teams' ongoing efforts to improve the customer experience have paid off. SFR tied for 1st or 2nd place in more than 80% of the indicators in ARCEP's annual survey of mobile service quality. For the second year running, SFR was voted Customer Service of the Year in the Communicating Solutions for Individuals category.

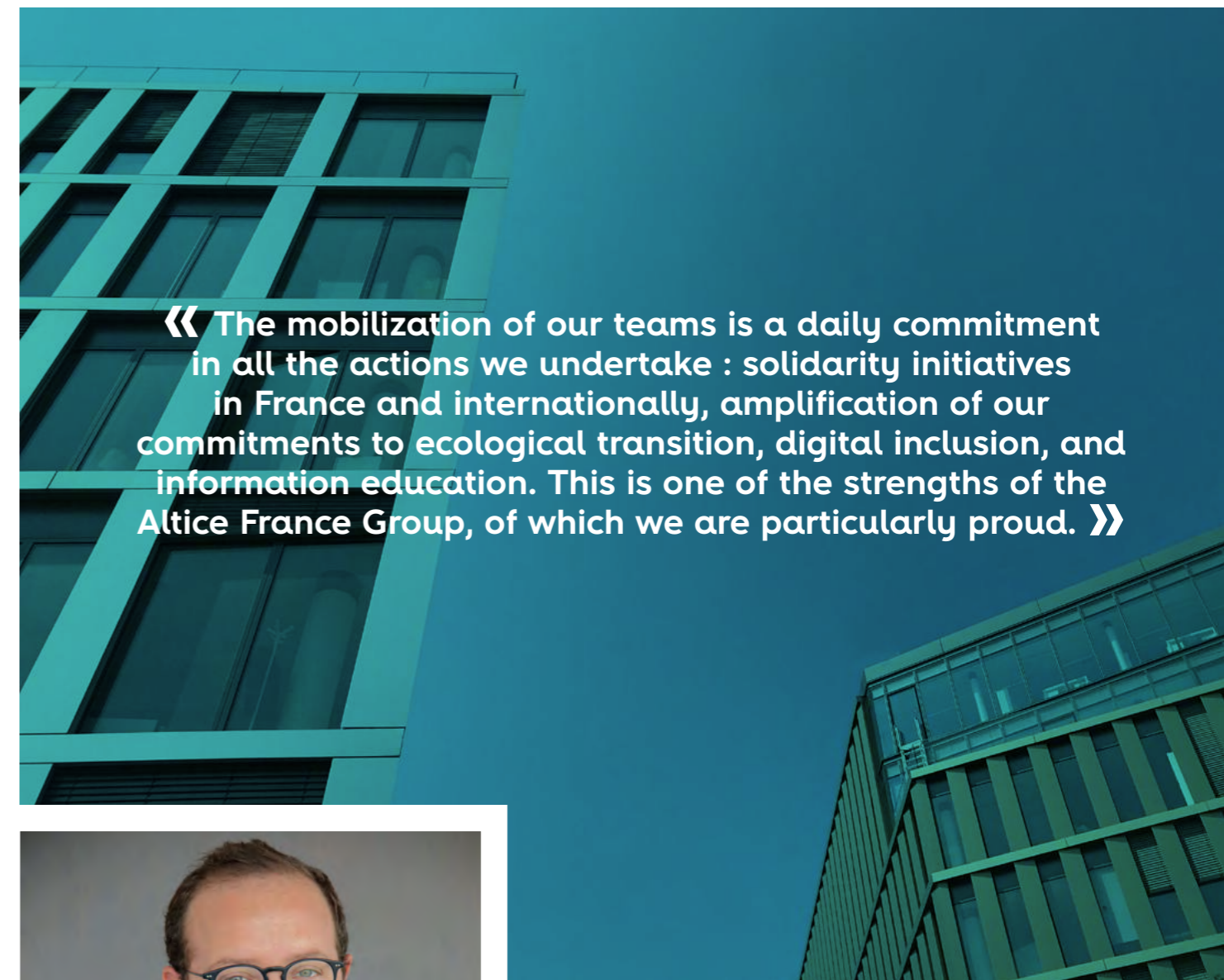
To achieve this, our telecom and media divisions have been able to draw on cross-functional initiatives in the areas of human resources, ethics and commitments.

The Group's recruitment drive, with over 1,000 permanent contracts in 2023, has gone hand in hand with our ambitious apprenticeship policy. 1,000 work-study students are supported every year, with the aim of training them in our businesses and passing on highly specific expertise and know-how. These talented young people come from a wide range of backgrounds, enabling us to introduce a high level of diversity into our teams. This is also the purpose of the "Carrières au féminin" programme, which aims to recruit, develop and promote female employees, and of the "Charte pour une plus grande égalité femmes-hommes dans les rédactions sportives" (Charter for greater gender equality in sports newsrooms), which we signed in 2023 with the aim of representing and embodying parity on our airwaves.

As part of the "J'avance avec Altice" plan to promote the ecological transition, our Group stepped up its commitments in 2023. An initial climate risk map has been drawn up to provide a better understanding of the impact on our business. Altice France has also produced its first comprehensive calculations of indirect carbon emissions, which will form the basis of its low-carbon policy in line with the objectives of the Paris Agreement. In order to fully involve our employees in this collective approach, we have offered numerous training and awareness-raising initiatives, including the Fresque du Climat workshops, with the ambitious aim of training 1,000 employees in one year.

As pioneers in the fight for digital inclusion of vulnerable groups, we are convinced of the importance of guaranteeing equal access to digital technology and the potential it offers. The year 2023 was an opportunity to celebrate 10 years of action by Emmaüs Connect, of which the SFR Foundation is a founding partner, and to reiterate our commitment. The SFR Foundation also extended the scope of its activities by entering into three new partnerships with the aim of increasing its impact on all audiences. With Restos du Cœur, we are expanding the structures dedicated to digital inclusion in France for the most disadvantaged. With Génération Numérique, we are supporting teenagers in their use of digital technology. With EllesBougent, we are contributing to the feminisation of the scientific, technical and technological professions.

The year 2024 will be a continuation of what we have already undertaken: consolidating our fundamentals, enhancing the experiences of all our stakeholders with energy and determination, strengthening our responsible approach and business ethics processes, developing our balanced and virtuous value creation model, inviting everyone to become more involved in shaping a fairer and more sustainable world.



Arthur DREYFUSS
Altice France Chairman and CEO

(1) Young people: between 15 and 25 years old

Contents

Business model	04
CSR Risks and Issues	08
Governance of the Altice France Group	11
Our Commitments	13
Quality of Service, Innovation and Accessibility	13
The Altice France Group, a committed player on a daily basis	17
The Altice France Group, committed to the environment	28
The Altice France Group, committed to its employees	43
The Altice France Group, committed to shared business and data ethics	57
SFR Réunion, working for environmental and social issues in the overseas territories	63
SFR Business	64
<i>Focus : Performance and commitment to customers</i>	
Index	66
Reporting methodology for non-financial indicators	67
Summary of key performance indicators by business unit	73
Report by one of the Statutory Auditors, appointed as Independent third party, on the consolidated non-financial performance statement	82

Business model

As a key player in the telecom, media and outsourcing sectors, the Altice France group⁽¹⁾ (hereafter the "Altice France Group" or "the Group") provides everyone with a comprehensive range of telecommunications services, content and customer relationship outsourcing solutions. Through the synergy of its activities, it participates in the creation of collective value for the benefit of its stakeholders and society as a whole.

Its strategy is based on several development axes:

- ◆ continued convergence between telecom, media, content and advertising;
- ◆ investments to deploy ever more efficient high-speed communication networks and to offer differentiating content;
- ◆ innovation and support for audiences with technical expertise (deployment, information, cybersecurity, customer service, etc.);
- ◆ improving the multi-channel customer experience to better meet customer needs.

The Group's Corporate Social Responsibility ("CSR") strategy is based on the United Nations Sustainable Development Goals ("SDGs"), adopted in 2015 by the United Nations ("UN"), which were defined to support and act in accordance with the 10 principles of the UN Global Compact in the areas of human rights, labour practices, anti-corruption and environmental protection. Thanks to its proactive policies, the Group is contributing to the achievement of the most important SDGs in terms of its areas of action and expertise. The Group is committed to analysing the impact of its activities on these objectives, taking into account the nature, scale and scope of its business.



Telecom Division

Through SFR, the second largest French operator, the Altice France Group is a key player in the telecommunications sector serving 27 million customers. It is present in various markets, whether for individuals, businesses, operators or local authorities. With a high-speed Fixed and Mobile network throughout France, SFR enables everyone to take advantage of all the possibilities offered by digital technology. These potentialities give high-speed infrastructures their full effect in accelerating economic development and modernising society.

Media Division

With its flagship brands RMC and BFM, Altice Media is the third largest private French media group⁽²⁾. The channels of the Altice France Group offer a range of editorial content that combines quality national and regional information with a wealth of entertainment. This content is produced and broadcast on television, radio and digital. Thanks to convergence, everyone can access the best content anywhere, any time, on any fixed or mobile screen.

Expertise Division - Intelcia⁽³⁾ and ERT Technologies

With the overall aim of constantly improving the customer experience, the Altice France Group is developing unique expertise through its subsidiaries, enabling it to better control its production chain.

Intelcia is a major player in customer relations, offering its customers a complete range of outsourcing services based on digital solutions and artificial intelligence in particular.

ERT Technologies specialises in the design, construction and maintenance of network infrastructures. This expertise is used to develop and maintain a high-quality telecommunications network for the Altice France Group.

(1) The perimeter of Altice France Group is defined in the section "Reporting methodology for non-financial indicators" of the document (see 3. Reporting Perimeter).

(2) Sources : Médiamétrie Médiamat / Sondage Harris Interactive Déc. 2023 / 4 Ecrans / ACPM classement visites sites et apps / Vidéos vues sur RMC BFM Play : Sources internes /*Hors chaînes privées

(3) Only Intelcia's business segments operating in French-speaking market are included in the Altice France Group



Human challenges

The human challenges to which the Altice France Group responds are varied. Through its diversified geographical presence, the Group participates in the economic development of many regions by promoting local partnerships for recruitment and the development of its activities; by the very nature of its activities and in a context of increasing digitalisation of society, the Altice France Group is aware of its central role in the fight against the digital divide. This is why the Group has identified investment in local communities and digital inclusion among its main challenges.



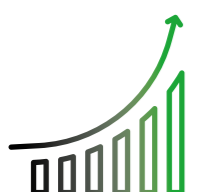
Environmental challenges

Climate change, energy consumption, the circular economy and waste management are all key issues in responding to climate change. Making digital technology more responsible is therefore a permanent challenge for the Altice France Group so that it can fully act as a lever for the ecological transition.



Technological challenges

The rollout of 5G and Fibre, investments in new technologies, advances in artificial intelligence, the provision of innovative services and data protection are all technological challenges that the Altice France Group is working to meet.



Economic challenges

The main economic challenges facing the Altice France Group are the profitability of investments, the rollout of 5G, the economic sustainability of media activities, the network coverage of regions with the provision of broadband everywhere in France and for everyone, the growth and geographical expansion of its outsourcing activities.

From creating to sharing value

In order to report on its growth and shared value creation strategy, the Altice France Group has formalised its business model in accordance with the guidelines of the International Integrated Reporting Council (IIRC). It thus takes as input the capital which is used in the form of resources and then converted by the activities into outputs (products, services, etc.) and into value for the Group and all of its stakeholders.

INDUSTRIAL AND COMMERCIAL CAPITAL

<p>Our resources</p> <ul style="list-style-type: none"> ◆ 34.6 million Fibre-optic connections ("FTTH" / "FTTB")⁽¹⁾ ◆ almost 9,000 municipalities covered by 5G ◆ 19 television/radio channels including 10 regional channels ◆ More than 20 call centres across Europe and Africa 	<p>Our challenges</p> <ul style="list-style-type: none"> ◆ Customer satisfaction and quality of products and services ◆ Accessibility of services to as many people as possible ◆ Economic and social development of the regions ◆ Data protection, security and confidentiality ◆ Product innovation ◆ Responsible purchasing
--	---

Telecom Division 95.4% of turnover

- ◆ Deployment, design and operation of electronic communications networks
- ◆ Provision of electronic communications services
- ◆ Sales of mobile terminals, accessories and connected objects
- ◆ Support for digitalisation and new technologies such as the Internet of Things or Industry 4.0

SOCIAL CAPITAL

<p>Our resources</p> <ul style="list-style-type: none"> ◆ Nearly 500 employees with disabilities⁽²⁾ ◆ €3,135.9 million in purchases and subcontracting ◆ 1 corporate foundation (SFR Foundation) ◆ 33% of people who are excluded from the labour market among Intelcia hires <p><small>(2) Scope: Telecom, Media and Intelcia sites in France</small></p>	<p>Our challenges</p> <ul style="list-style-type: none"> ◆ Respect for human rights throughout the value chain ◆ Diversity, equal opportunities and non-discrimination ◆ Economic and social development of the regions ◆ Support for solidarity and digital inclusion initiatives
--	---

INTELLECTUAL CAPITAL

<p>Our resources</p> <ul style="list-style-type: none"> ◆ Production of audiovisual content ◆ Partnerships with government institutions ("ANSSI")⁽¹⁾ ◆ "IT"⁽¹⁾ and cybersecurity expertise 	<p>Our challenges</p> <ul style="list-style-type: none"> ◆ Data protection, security and confidentiality ◆ Product innovation
--	--

Media Division 3.1% of turnover

- ◆ Creation and production of original content (TV, radio, digital)
- ◆ Broadcasting of audiovisual programmes made accessible to all types of audiences
- ◆ Development of an increasingly digital offer
- ◆ Advertising network

Expertise Division 1.5% of turnover

<p>Intelcia</p> <ul style="list-style-type: none"> Customer Relations Business Process Outsourcing ("BPO") IT consulting and digital solutions 	<p>ERT Technologies</p> <ul style="list-style-type: none"> Deployment and maintenance of communication networks Technical studies: design and engineering
--	--

HUMAN CAPITAL

<p>Our resources</p> <ul style="list-style-type: none"> ◆ €1,168.5 million in personnel costs ◆ 12,485 Telecom employees⁽³⁾ ◆ 1,531 Media employees⁽³⁾ ◆ 23,970 Expertise employees⁽³⁾ ◆ 508 employees on work-study contracts⁽⁴⁾ <p><small>(3) Average annual workforce (4) Scope: Telecom and Media</small></p>	<p>Our challenges</p> <ul style="list-style-type: none"> ◆ Career, jobs and skills management ◆ Creation of permanent jobs ◆ Quality of life and well-being at work ◆ Social dialogue ◆ Health and safety of employees ◆ Fair and transparent remuneration system
---	--

ENVIRONMENTAL CAPITAL

<p>Our resources</p> <ul style="list-style-type: none"> ◆ 1,074 GWh of electricity consumed ◆ 8% of renewable energies 	<p>Our challenges</p> <ul style="list-style-type: none"> ◆ Climate change mitigation ◆ Climate change adaptation ◆ Resource consumption and digital sobriety ◆ Limiting waste and pollutants ◆ Ecodesign and circular economy ◆ Biodiversity and ecosystems
---	--

(1) See Index

Sharing value with stakeholders

The Altice France Group is committed to and alongside its stakeholders. They are an integral part of the Group's business model so that each initiative launched can be of benefit to as many people as possible, thereby creating shared value. The Altice France Group ensures the regularity, transparency and quality of its exchanges with each of them through dedicated bodies and recurring meetings, but also through its participation in multi-stakeholder working groups on themes such as the environmental impact of digital technology.

Creating value for our employees

The Altice France Group is committed to creating and in maintaining optimal working conditions for its employees (employees, trainees, work-study students, works councils, etc.) over time. The Group is committed to enabling everyone to develop their skills and employability by offering continuous training. The employees of the various business units are also encouraged to get involved through skill-based sponsorship schemes or support for associations and their actions.

KEY FIGURES

7,969 permanent hires

More than 1.7 million hours of training

Happy Trainees since 2018
on its Telecom and Media activities

3 associations selected by employees
received a grant from the SFR Foundation



Creating value for our consumer and business customers

The deployment of 5G and very high-speed networks, the development of local information channels and support for the digital transition are all contributing to the modernisation of the economy and the attractiveness of the regions, for the benefit of all economic players.

KEY FIGURES

2nd largest French telecom operator

3rd largest private media group in France⁽¹⁾
Top 5 largest outsourcers on the French market

More than 27 million Telecom customers

Almost 9,000 municipalities covered by 5G

4 Intelcia customers voted Customer Service of the Year 2024



Creating value for our investors

The Group ensures economic growth that benefits its investors through the definition of a financial and non-financial business model and the construction of an investment strategy in high-speed networks, 5G and new technologies.

KEY FIGURES

€11,144.9 million in turnover

€985.3 million in Network Investments



(1) Médiamétrie Médiamat / Harris Interactive Poll Dec. 2023

Creating value for our suppliers and partners, particularly associations

The Altice France Group establishes a continuous and responsible dialogue with its suppliers to promote sustainable development throughout the value chain. The Group, notably through the SFR Foundation and Intelcia's strong local presence, invests in its associative partners through support systems, donations and sponsorship of local actions.

KEY FIGURES

401 CSR supplier assessments

88 projects supported by the SFR Foundation in 2023

1€m donated to partner associations by the SFR Foundation in 2023

28 Intelcia sites located across Europe and Africa



Preserving the value and richness of our ecosystems

Global warming, energy transition, ecosystem pollution, the circular economy and the increasing scarcity of resources are major issues for which the Altice France Group is fully mobilised, particularly through its "J'avance avec Altice" plan, which is supported by its Telecom and Media divisions, and the Intelcia Eco-responsibility Charter.

KEY FIGURES

2.8 tonnes of CO₂ scopes 1 and 2 per employee

68 tonnes of CO₂ all scopes⁽³⁾ per employee

Over 93% of the Group's energy consumption is ISO 50001 certified



Creating value for institutions

"Arcep", "CNIL", "ANSSI", "ADEME", "ARCOM", "AFA", etc⁽¹⁾. The Altice France Group is in contact with many French and European institutions. The Group responds to their requests and to its legal obligations, notably by participating in working groups. For example, SFR is working alongside ADEME and other French operators to establish tools for calculating the digital carbon footprint.

KEY FIGURES

"AGEC"⁽²⁾ law working group

Member of the "Fédération Française des Télécoms"



(1) Regulatory Authority for Electronic Communications, Postal Services and Press Distribution ("Arcep"), French Data Protection Agency ("CNIL"), National Agency for Information Systems Security ("ANSSI"), Environment and Energy Management Agency ("ADEME"), Authority for the Regulation of Audiovisual and Digital Communication ("ARCOM"), French Anti-Corruption Agency ("AFA")

(2) This French anti-waste law for a circular economy ("AGEC") - <https://www.legifrance.gouv.fr/dossierlegislatif/JORFDOLE000038746653/>

(3) Telecom, Media and ERT

An analysis of the issues at stake, to promote sustainable performance

The Altice France Group built a materiality matrix in 2022, an essential tool for managing its performance. The basis of the Altice France Group's strategy, it includes several levels of analysis, including the essential level of CSR risks. Throughout this study, the Altice France Group, accompanied by the specialist firm Goodwill Management, carried out consultations with its managers, directors, employees and external stakeholders, such as its customers, partners and suppliers. These discussions helped to highlight the most significant issues for the Group's activity as well as the expectations and concerns of internal and external stakeholders. Through the results of this study, the Group was able to analyse 30 issues arising from the ISO 26000 standard and define its priorities for action.

ISO 26000 PRINCIPLES	RISKS	PARAGRAPHS OF THE NFPS DETAILING THE POLICIES AND PROJECTS IMPLEMENTED, RESULTS AND PERFORMANCE INDICATORS	KEY ISSUES OF THE MATRIX	PRIORITIES RESULTING FROM THE MATERIALITY MATRIX
Responsible and sustainable governance	Business continuity	Business model An analysis of the Group's challenges, to promote sustainable performance Ensuring first-class Internet access and customer service for all	Risk management and business continuity Transparency and respect for commitments to customers	2
	Responsible strategy & Stakeholder relations	Business model A pragmatic social dialogue Business ethics	Responsible strategy Dialogue with stakeholders	2
Environmental protection	Climate change	The fight against climate change and in favour of the ecological transition The Altice France Group's action in favour of sobriety and energy transition	Mitigating climate change	1
	Biodiversity	Complementary environmental issues	Biodiversity and ecosystems	3
	Circular economy	Promotion of responsible consumption: raising awareness of environmental issues among employees, partners and customers	Ecodesign and the circular economy Consumption of resources and digital sobriety Responsible consumption and raising customer awareness Limiting waste and pollutants (air, soil, water, etc.)	2
Human rights	Information Security and Data Ethics	Information security within the Altice France Group	Data protection, security and confidentiality Customer health, safety and security	1
	Human rights and fundamental freedoms	Business model Attract talent and integrate young people into the Group Professional equality: ensuring equality between women and men Supporting the employment of people with disabilities Business ethics	Respect for people's rights in the value chain Diversity, equal opportunities and non-discrimination	2
Customer interests	Product and service quality & Innovation	Ensuring first-class Internet access for all Developing innovative services for customers Making services accessible to all	Customer satisfaction and quality of products and services Product innovation	1
	Digital inclusion	Using digital technology as an opportunity for everybody in the service of inclusion	Accessibility of offers to as many people as possible	4
Responsible working relationships and conditions	Employability & stability	Developing employees skills to drive the innovations of today and tomorrow A pragmatic social dialogue	Creation of sustainable jobs Social dialogue	3
	Talent management	Attracting talent and integrating young people into the Group Living well together Work organisation and remuneration within the Altice France Group	Fair and transparent remuneration system Quality of life and well-being at work Employee health and safety Career, jobs and skills management	2
Local development and investment in local communities	Investment in local communities and creating shared value	The Altice France Group, a committed player on a daily basis	Economic and social development of the territories where it operates Support for social, solidarity or environmental projects of general interest	3
Business ethics and fair practices	Business ethics	Business ethics	Responsible purchasing Sustainable supplier relations Fair competition and intellectual property Prevention of corruption	2

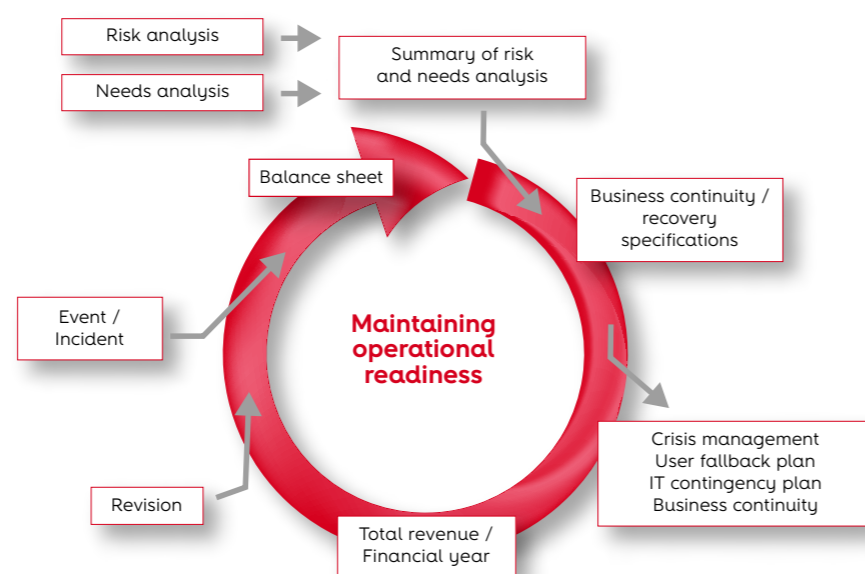
Business continuity is a priority for the Altice France Group

In order to ensure the continuity of its essential Telecom and media activities, the Altice France Group has developed and is implementing the necessary resilience measures and strategies. These initiatives are designed to ensure that, in the face of various crisis scenarios, the provision of its services is maintained at an optimum level.

The Altice France Group's business continuity policy aims to safeguard its essential activities, protect its staff, protect the interests of its customers and partners, preserve its reputation and comply with its legal and regulatory obligations. Closely linked to the risk management strategy, this policy sets out the governance rules, principles and objectives to be achieved to ensure efficient continuity management.

In accordance with the recommendations of the ISO 22301 standard, the Altice France Group has set up a Business Continuity Management System ("BCMS"). This system applies the Plan, Do, Check and Act ("PDCA") cycle to ensure the implementation, maintenance and continuous improvement of its effectiveness.

The Business Continuity Plan ("BCP") has been drawn up to deal with various scenarios, such as the unavailability of staff, essential service providers, premises or information systems, with a view to enabling a coordinated and rapid resumption of activity. The potential threats identified encompass a variety of situations and may affect different activities or critical resources.



Planning a comprehensive and appropriate response strategy

The Telecom and Media divisions have set up a crisis management and business continuity system to deal with risks that could affect the operation of their businesses to the point of threatening their continuity. In particular, it includes a BCP coordination unit responsible for steering and coordinating the system within the most sensitive departments. This unit coordinates a network of business line, subsidiary and support function BCP managers.

The decision to spread the Group's activities and infrastructures over several geographically distant sites in France helps to create an organisation that is intrinsically more resilient. Business continuity strategies and procedures are implemented within the most critical departments, as well as IT continuity plans for the Group's infrastructures.

The BCP is considered a major imperative and is reviewed annually to ensure its immediate effectiveness in the event of a crisis, as well as to enable it to be adjusted in line with the Group's guidelines and to respond to the annual assessment of the mapping of business continuity risks.

Deploying operational solutions

Operational solutions are ready to be implemented to limit the impact on business of the various downtime scenarios. These include the IT continuity plan, fallback arrangements, the use of remote working, monitoring the continuity of critical activity providers and business continuity procedures.

Evaluating the crisis management systems put in place to ensuring continuous improvement

A number of exercises to prepare for different crisis scenarios were carried out in 2023:

- ◆ internal and governmental exercises were organised to prepare and test responsiveness and the ability to be part of the chain of command for the national load shedding plan;
- ◆ the "Paris 50°C" exercise organised by the City of Paris, where SFR tested the adaptability of its heatwave plan and the coordination between the various players involved in internal and external crisis management;
- ◆ a crisis test in the event of flooding of the Seine, to prepare for the IT continuity plan;
- ◆ an alert test to assess the ability to communicate to all stakeholders in the event of a crisis;
- ◆ in addition, the Altice France Group Security Department organised a cyber crisis exercise in 2023.

Capitalising on feedback from the Covid-19 crisis

The Covid-19 health crisis and its successive waves have demonstrated the Group's resilience and confirmed the operational nature of the existing pandemic plan. Thanks to reinforced monitoring and regular adaptation of protocols and instructions in line with government directives, appropriate measures have been taken to protect employee safety. The multi-year action plan has therefore taken into account feedback from Covid-19, while continuing the continuous improvement approach of the BCMS.

Preparing for new challenges

To cope with the RTE/ENEDIS⁽¹⁾ national winter load shedding plan for 2022 and 2023 and prepare for the 2024 Olympic and Paralympic Games, the Altice France Group has activated its anticipation and vigilance unit. As part of the business continuity plan, a weekly Group steering committee coordinates actions to prepare for and react to these events, in order to guarantee the continuity of its activities, including event coverage, ensuring the protection of its staff, Telecom sites and information systems, and anticipating the impact on business continuity. Reporting to the Executive Committee, this Group steering committee includes the BCP managers from the various entities in the Telecom and Media divisions.

(1) RTE/ENEDIS is the French electricity network manager

Anticipating the risks of climate change now

Aware that adapting to climate change will be a major challenge in the years to come, the Altice France Group is taking action to anticipate the climate risks that could have an impact on its activities.

Analysis and mapping of major climate risks

A science-based approach

In 2023, the Altice France Group undertook an in-depth analysis to identify the most significant risks for its business sectors and to develop appropriate adaptation solutions. To this end, a risk map has been drawn up using several climate projection scenarios based on the scientific work of the Intergovernmental Panel on Climate Change ("IPCC"):

- ◆ Scenario SSP5-8.5, also known as "business as usual": no additional effort has been made to limit greenhouse gas ("GHG") emissions, which would lead to a rise in global temperatures of more than 4.4°C by the end of the century;
- ◆ Scenario SPP1-2.6, or ecological transition: measures have been put in place to reduce GHG emissions and keep global warming below 2°C by 2100.

This methodology has made it possible to project both the global and local consequences of changes in weather conditions over the medium and long term on the activities of the Altice France Group.

Business as Usual Scenario: Preponderance of physical risks

The physical risks associated with climate change represent a significant threat to all sectors of activity in the medium and long term. In particular, the occurrence of extreme weather events (floods, forest fires, storms, etc.) can damage telecommunications infrastructures. In addition, warmer temperatures and longer, more intense heatwaves could lead to more frequent equipment breakdowns and failures, particularly in air conditioning systems at technical sites. Lastly, longer periods of heatwave and an increase in climatic hazards represent a health risk for all employees, particularly maintenance technicians and field journalists.

Ecological Transition Scenario: Anticipating the societal changes of the transition

Transition risks stem from the anticipated consequences of transforming economic models to enable compliance with the Paris Agreement. With this in mind, the Altice France Group is anticipating the likelihood of new, more stringent environmental regulatory standards, changes in demand and developments linked to a market less dependent on fossil fuels. These risks are likely to have an impact on the activities of the Altice France Group, in particular through an increase in energy costs which may require investments to improve the energy efficiency of installations, more difficult access to certain materials or risks of non-compliance with new non-financial requirements.

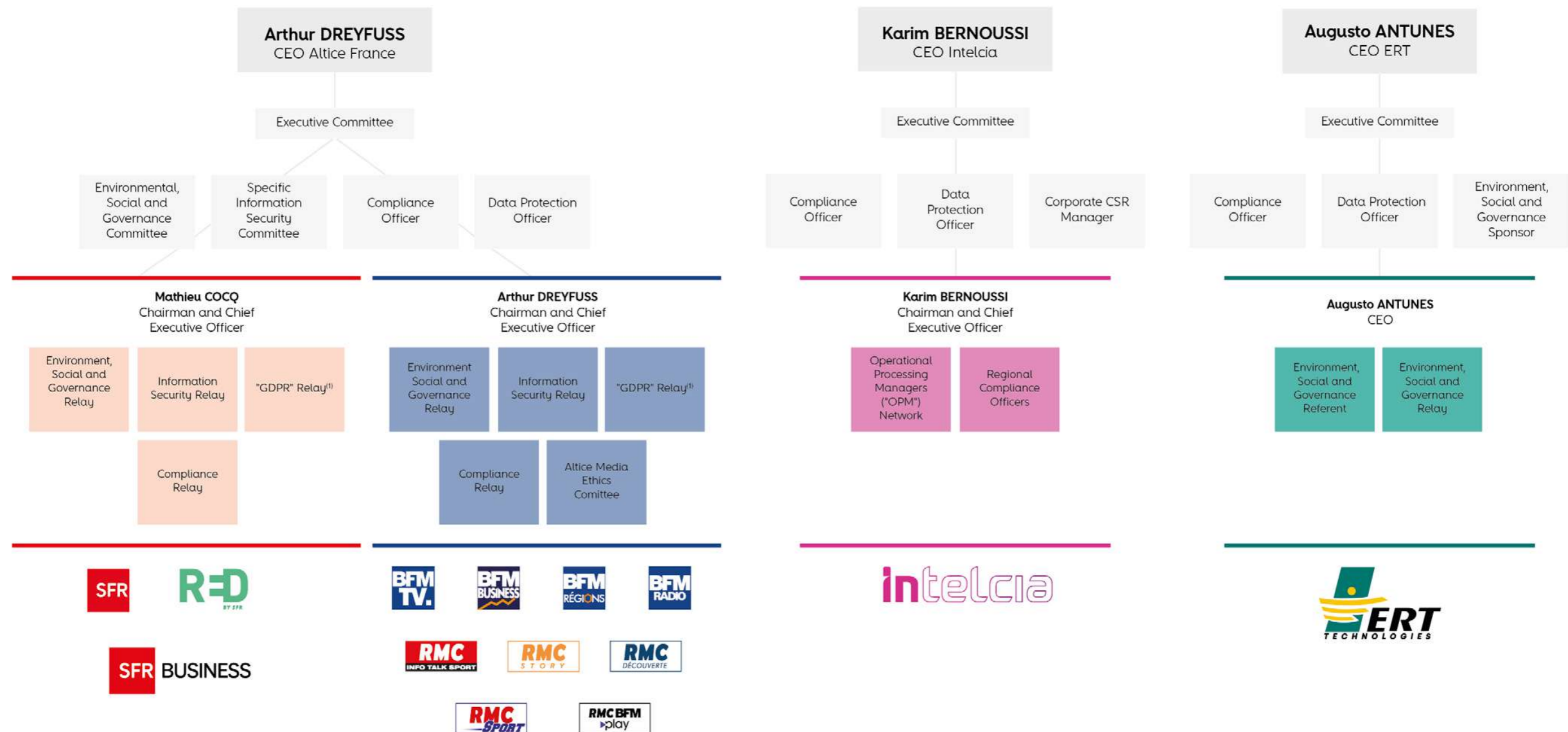
SCENARIO SSP5-8.5 TEMPERATURE RISE OF +4.4°C	2100 CLIMATE SCENARIOS	SCENARIO SSP1-2.6 TEMPERATURE LIMITED TO +2°C
Physical Risks	Risk Typology	Transition Risks
Extraction of mineral resources made difficult due to water issues: flooding or insufficient water resources	Resource extraction	Rising demand for the metals needed for a low-carbon transition and for digital technology, with a significant impact on their price and availability
Impact of extreme weather events on the production chain of suppliers and subcontractors and deterioration in working conditions for their employees as a result of rising temperatures Sea freight threatened by rising sea levels and flooding of port areas	Sourcing	Additional operating costs and higher raw material prices due to new environmental regulations, standards and taxes Reconfiguration towards a less globalised market economy, profoundly transforming supply options
More frequent business interruptions or damage to infrastructure as a result of rising temperatures and extreme weather events Higher operating costs, particularly for air conditioning, due to more intense and frequent heat waves	Infrastructure operation	Depletion of fossil fuels, leading to a sharp rise in energy costs and therefore operating costs
Decrease in the overall quality of life for populations and of purchasing power due to the consequences associated with climate change	Customer demand	Changes in consumption patterns, to achieve the objectives of sustainable degrowth, leading to a reduction in the purchase of new products and a switch to an economy of use

A process of adaptation and resilience

This mapping of climate risks is an essential first step in the definition by the Altice France Group of a short, medium and long-term adaptation plan. This analysis has also enriched our thinking about a sustainable business model and risk management systems that are resilient to different climate scenarios. Continuous improvement in the diagnosis of infrastructure vulnerabilities, strengthening the resilience of installations through renovation work and adapting the business model through a low-carbon policy are some of the levers that the Altice France Group is using to respond to the challenges posed by climate change.

Governance of the Altice France Group

The Altice France Group has set up governance systems at the highest level, including committees that meet regularly. This organisation ensures performance, compliance with national, European and international regulations and data protection in each of its activities. This governance set-up aims to ensure that principles of accountability and transparency are respected and the interests of internal and external stakeholders are taken into account, while guaranteeing respect for human rights and the environment.



(1) General Data Protection Regulation

Sustainable Development Strategy

Altice France, a committed actor



AMBITION #1

Make digital technology an ally of the ecological transition

Reduce the environmental impact of the Group's activities and work towards a digital environment that serves the ecological transition.

- ◆ Reduce greenhouse gas emissions by 40% by 2023 compared to 2022.
- ◆ Achieve Net Zero Carbon by 2050.
- ◆ Develop products and services that help reduce energy consumption and preserve ecosystems.
- ◆ Become a player in the circular economy through repair, reuse, reconditioning and recycling.

AMBITION #3

Make digital an accelerator for talent

Make diversity a vector of performance, motivation and development for the company and its employees and thus act in favour of equal opportunities.

- ◆ Promote the employment of young people and support them in building their professional future: recruitment of 1,000 work-study students/year and 1,000 young people by 2025.
- ◆ Promote gender equality (recruitment, career development etc.); work-life balance and fight against gender stereotypes.
- ◆ Support the integration and retention of people with disabilities.
- ◆ Maintain the employability of the Group's employees and their professional development.

AMBITION #2

Make digital an opportunity for all as a factor of inclusion

Act in favour of digital inclusion and equal opportunities and make employee engagement an accelerator for solidarity initiatives.

- ◆ Develop digital inclusion in the regions by equipping, connecting or training 100,000 people by 2025.
- ◆ Support the professional integration of 8,000 young people per year from working-class backgrounds, with the partner associations of the SFR Foundation.
- ◆ Conduct solidarity initiatives throughout the country ("Pièces Jaunes", "Sidaction", etc.).

AMBITION #4

Make information a means of opening up and understanding the world

Provide the keys to understanding information so that everyone can be informed, use social networks with discernment and rigour and sharpen their critical thinking.

- ◆ Provide the keys to a better understanding of the work of journalists and maintain a relationship of trust with the public.
- ◆ Fight against misinformation, particularly among young people.
- ◆ Increase exchanges between information professionals and different audiences through tailor-made workshops.

Quality of Service, Innovation and Accessibility



Through its subsidiaries, the Altice France Group provides numerous services to its customers: internet access, fixed and mobile telephony, access to information and entertainment via its TV and radio channels and its digital platforms, but also customer relations and cybersecurity services. The Altice France Group strives to offer all of its customers the best quality and accessibility for each of its services and to enable everyone to benefit from the latest innovations. In 2023, for the second year, SFR was voted “Customer Service of the Year” in the “Communicating Solutions for Individuals” category. This victory rewards the in-depth work carried out over the past few years by the Customer Service teams in terms of training, tools and work organisation.

Ensuring first-class Internet access and customer service for everyone

I. Via a mobile network

Rollout of a high-performance 5G network

Through the rollout of its 5G network throughout France, the Telecom division is responding to users' demands for speed and efficiency, as well as the uses of the future in the fields of the Internet of Things, Industry 4.0 and telemedicine.

The 5th generation mobile network complements 4G. Owners of a 5G-compatible phone and plan benefit from improved speed and responsiveness in covered areas. The rollout of 5G will also considerably improve the 4G network, avoiding saturation in the densest areas.

The Telecom division is gradually rolling out its latest-generation core network to provide the best possible services to its customers, such as the 5G Stand Alone (“SA”), an evolution of the 5G network, making it totally independent of the 4G network and including new functionalities such as Network Slicing⁽¹⁾. In this new phase, SFR is being supported by Nokia, a leader in cutting-edge communications technologies. After being the first operator to experiment with a Slicing 5G SA service a year ago at the Group's headquarters, SFR carried out this service for the first time in real conditions, for Altice Media (RMC Sport and BFM Grand Lille), during the broadcast of the UEFA Europa Conference League match at the Stade Pierre Mauroy in Lille. Slicing makes it possible to optimise the use of bandwidth for sensitive uses, for example during peak periods.

At the end of 2023, three years after its launch, 74% of the population was covered by 5G, with more than 8,900 municipalities benefiting. SFR continues to provide everyone with equal access to the latest technologies and the most innovative services.

The results of the annual survey⁽²⁾ conducted by the French regulatory authority for electronic communications, postal services and press distribution (“Arcep”) confirm the ambition of the Altice France Group to offer its customers the best network quality. These results attest to the performance of the network, which continues to make progress on most of the indicators monitored by Arcep. Thanks to its strategic choices, SFR has made significant progress on 4G/5G Internet compared to 2022, and is tied No. 1 or No. 2 on 85% of data-related criteria. These advances are illustrated in particular by a tied 2nd place for video streaming and web browsing in less than 10 seconds throughout the country. SFR is also performing well in new voice uses, ranking 2nd in terms of the quality of calls made via Whatsapp.

(1) Virtual division of the network enabling the provision of differentiated services according to user needs

(2) <https://en.arcep.fr/news/press-releases/view/n/mobile-quality-of-service-in-metropolitan-france-261023.html>

Continued involvement of SFR in the implementation of the New Deal

In January 2018, all telecom operators, the Government and Arcep reached a historic agreement, the mobile "New Deal", aimed at generalising quality mobile coverage for all French people. The following commitments were made:

- ◆ widespread roll-out of 4G on all mobile networks: equip all mobile sites with 4G;
- ◆ targeted coverage: improve coverage in a localised manner to meet the needs identified by public authorities;
- ◆ coverage of transport routes: cover the main road and rail routes to enable everyone to communicate while travelling;
- ◆ progressive improvement of the quality of mobile networks: raise the standard of requirements for mobile coverage obligations and bring transparency to sites that are down or under maintenance;
- ◆ indoor coverage: provide additional solutions to enable everyone to communicate inside buildings;
- ◆ development of fixed 4G: provide a fixed service thanks to 4G to provide additional coverage to fixed networks.

With regard to the targeted coverage mechanism, roll-outs continue to progress: 2,797 new multi-operator 4G masts were built and commissioned by the end of 2023.

As for the roll-out of 4G, SFR achieved its overall objective of upgrading its customer base to 4G by the end of 2020 (including 99.28% of 4G shared sites in white areas).

Concerning the coverage of Priority Roads ("ARP"), the aim was to obtain 4G coverage by the end of 2020 in outdoor⁽¹⁾ mode and by January 2022 in-car⁽²⁾ mode. These objectives have been achieved and SFR continues to extend its coverage beyond the initial objectives, always with the aim of offering the best quality of service to its customers.

II. Via a fixed network

Fibre for everyone

The Altice France Group continues to invest in fixed networks, particularly very high speed via its "FTTH"⁽³⁾ infrastructures, in order to offer a quality service to all citizens, regardless of their geographical location. The Group is particularly committed to deploying fibre in less densely populated areas, through XpFibre, in order to offer all French residents the best possible access to services and to fight against digital exclusion.



Nearly 5.2 million new FTTH/"FTTB"⁽⁴⁾ connections marketable (at the end of December 2023)

Nearly 7,200 new municipalities eligible for fibre (i.e. more than 28,800 municipalities in total at the end of December 2023)



(1) Outdoor: Coverage in pedestrian configuration outside buildings

(2) In car : Coverage in pedestrian configuration outside buildings

(3) FTTH: Fiber to the home

(4) FTTB: Fiber to the building

SFR and XpFibre fully committed to the deployment of fibre in the regions

Thanks to the massive investments made by SFR and XpFibre, as well as the mobilisation of their subcontractors, an exceptional level of fibre deployment was achieved in 2023. With more than 2.5 million homes and business premises made eligible over the last three years, XpFibre has been working hard on the ground to achieve an exceptional year in terms of deployment volume.

These rollouts have made a major contribution to improving the country's very high-speed coverage, and meet the growing needs of the French, who have made massive use of teleworking since the health crisis.

In 2021, the Altice France Group supported the Government in implementing its "very high-speed broadband for all" action plan, in particular by working alongside local authorities to roll out very high-speed fixed broadband throughout the country.

In Public Initiative Zones ("ZIP"), SFR and XpFibre continue to be the preferred partners of local authorities being present in all departments of metropolitan France via Public Service Delegations ("DSP") or Calls for Local Commitments ("AMEL").



In total, more than 34.6 million eligible connections (FTTH/FTTB) in France (at the end of December 2023)

III. Via the mobilisation of Intelcia teams to build quality customer relationships

SFR, EdenRed France, Orange Maroc, Marjane, Electroplanet and Décathlon Maroc Elus Customer Service of the Year 2024

Intelcia's employees, and in particular its customer advisers, work hard every day to provide a quality service both to the consumers who contact them and to the corporate customers on whose behalf they act. This quality of service is achieved through a number of mechanisms:

- ◆ initial and ongoing training of advisers;
- ◆ setting up test areas on Intelcia sites that reproduce the environments of certain corporate customers such as SFR (TVs, boxes, smartphones, tablets, etc.);
- ◆ mobilising the latest technologies (particularly those linked to artificial intelligence) to improve interactions with consumers and internal processes;
- ◆ regular reporting and exchanges with our corporate customers, so that we can work together to deliver the best possible experience for consumers.

In 2023, the mobilisation of Intelcia teams during several weeks of mystery tests enabled several Intelcia corporate customers to be elected Customer Service of the Year 2024 in their respective categories: SFR, EdenRed France, Orange Maroc, Marjane, Electroplanet and Décathlon Maroc. For SFR, this election rewards the joint efforts of the Intelcia and SFR teams. They have worked on implementing a transformation plan based on overhauling the recruitment and training of advisers, and developing tools to help customers and simplify and optimise the organisation of Customer Services.



Developing innovative services for customers

I. E-volucionaria by Intelcia: innovation to enhance the customer experience



With almost 20 years' experience in customer relations and customer experience, Intelcia has developed strong expertise and a recognised quality of service. Intelcia's approach and its implementation are the subject of a combined ISO 9001 / ISO 18295-1 certification⁽¹⁾, which attests to the quality of the solutions offered by Intelcia to its partners to improve the customer experience. In recent years, these solutions have relied increasingly on digital innovation, with the development of automation tools and real-time data monitoring, for example.

In 2022, Intelcia capitalised on this expertise by launching E-volucionaria by Intelcia on the French market, a Customer Experience and Transformation consulting service coupled with innovative technological solutions: Artificial Intelligence ("AI"), speech analytics, Robotic Process Automation ("RPA"), smart predictive, virtual reality, etc. For example, E-volucionaria offers its customer organisations

the opportunity to use the AVI chatbot, developed in-house, or to mobilise Generative AI to improve customer relations. The customer relations sector offers a major field of application for AI, particularly in terms of the amount of data produced. By using AI to analyse the interactions between a brand and its customers, it is possible to gain a better understanding of irritants so as to offer a better customer experience. Low value-added interactions can also be automated, reducing the average time taken to process customer requests and freeing up customer advisers to focus on more complex, higher value-added tasks.

By the end of 2023, one year after its launch on the French market, E-volucionaria by Intelcia had supported around twenty international companies in various sectors in France, such as banking, retail, telecommunications, insurance and automotive.

II. Self-diagnosis on SFR&MOI and RED&MOI applications: an enhanced quality of service

In a spirit of continuous improvement, the customer service department, in collaboration with the digital and IS teams, is offering SFR and RED by SFR customers a new diagnostic and contact channel, available on the SFR&MOI and RED&MOI applications. This application uses an intelligent robot ("bot") to guide users in their self-diagnosis, facilitating the rapid and efficient resolution of network problems within their homes. Available since September 2022, this system provides step-by-step assistance, offering real-time information and solutions tailored to individual problems.

The digitalisation of this customer service has also reduced the number of calls handled by the fixed technical customer service. In fact, only 16% of customers who used the self-diagnosis tool called customer service again after using the bot.

This year, the digital and IS teams are working on a second version of this application. Scheduled for release in May 2024, it will include new functions such as making an appointment with a technician, creating a customer service follow-up file, reserving a pocket box for the duration of the incident or recharging the SFR 200Go mobile phone for the duration of the incident. Thanks to this technical incident resolution tool, SFR and RED by SFR are committed to providing optimum and rapid assistance to users of their networks, while continually improving their services.

III. Unprecedented partnership between RMC, RMC Sport and a channel on the Twitch platform: adapting to current digital uses

In line with current digital trends, this year the RMC and RMC Sport television channels are offering their viewers a new format of interactive content, thanks to an original collaboration with the influencer Domingo.

For example, during the Europa League match between FC Barcelona and Manchester United last February, spectators were able to follow the event on the RMC Sport and RMC Story channels, as well as on the influencer's Twitch channel.

By allowing such an event to be broadcast on the platform, the Group's channels are adapting to offer an innovative format and a more participative viewing experience, thanks to the platform's functionalities. The unprecedented event was a success, attracting 580,000 viewers on RMC channels and 1.6 million views on the Twitch platform.

(1) ISO 9001 standard specifies quality management systems requirements, and ISO 18295-1 standard specifies service requirements for customer contact centres in order to guarantee customer satisfaction.

Making services accessible to all

As a committed player, the Altice France Group acts every day to promote an inclusive quality of service, particularly for its customers with disabilities, by keeping pace with technological advances.

I. A dedicated After-Sales Service for the deaf and hard of hearing with Samsung Electronics Morocco

This service has been available since 2021 through video calls and is accessible from any location. It extends the sign language support service to deaf and hard of hearing people who encounter difficulties offline, in-store or at a repair service centre.

This joint initiative by Samsung and Intelcia is part of their respective strategies for the inclusion of people with disabilities.

II. Accessibility of digital services

A pioneer in the accessibility of digital services, SFR has made its customer relations accessible to the deaf and hard of hearing since 2010 through its partnership with Deafi.

Deaf video advisers provide a relationship with customers and customers in writing using a chat facility or in French sign language via webcam. In 2023, Deafi handled 10,621 calls.

Since 1997, Handicapzéro has been working with SFR to develop devices adapted to the needs of blind or visually impaired subscribers by publishing documents in Braille or enlarged characters. In 2023, "Handicapzéro" published more than 15,900 documents in Braille or enlarged invoices.

III. The extension of the accessibility features of the Telecom Division

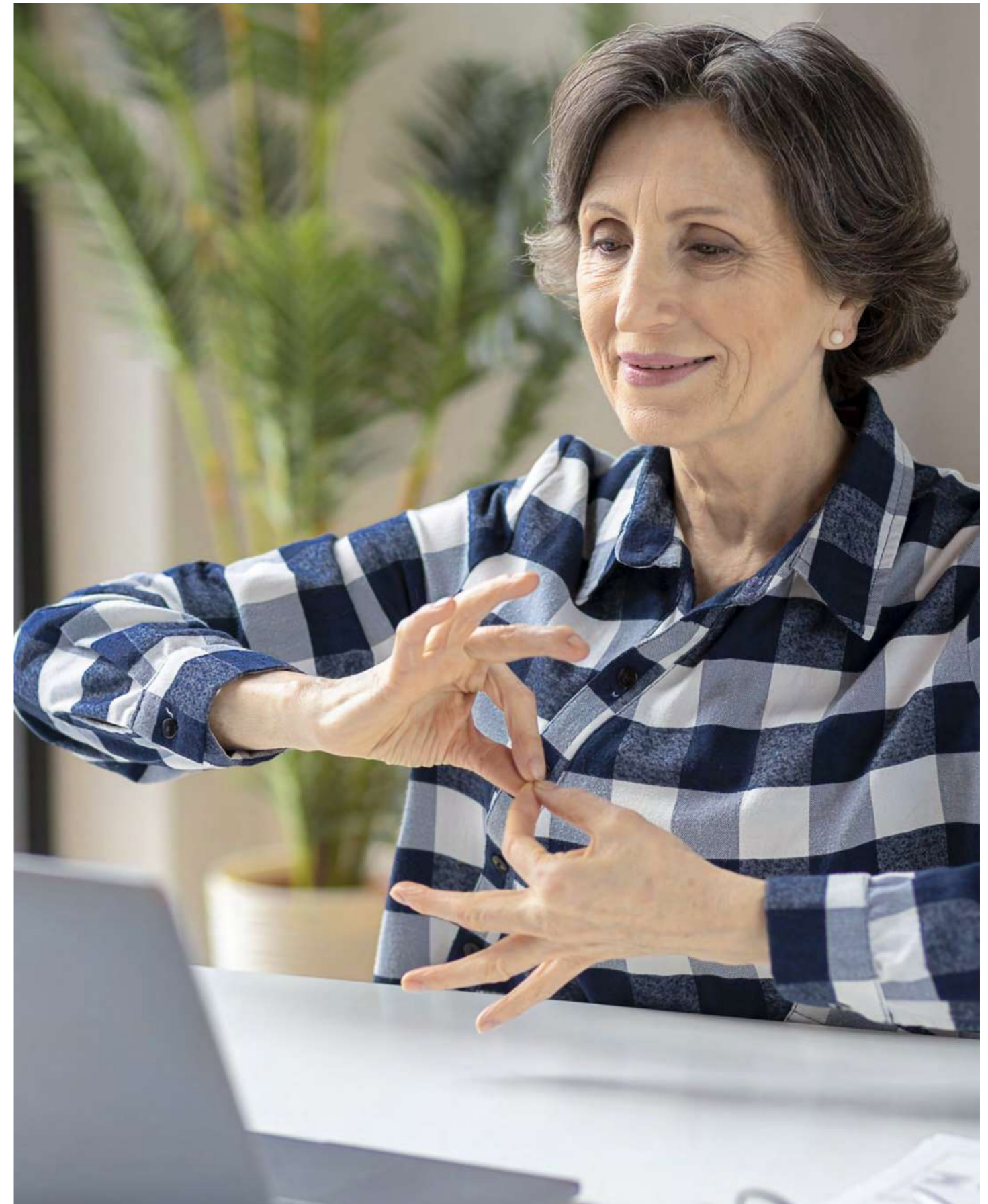
Since October 2018, deaf and hard of hearing customers can use the adapted Telephone Relay Centre for their interpersonal calls. This service, operated by the French start-up Rogervoice, is based on an innovative application. Since autumn 2021, an additional Braille-based communication modality has been made available to deafblind people. Similarly, the plan offered for making interpersonal calls via Rogervoice has been extended from 1h to 3h per month and over extended hours. In addition to this novelty, the opening hours of the Telephone Relay Centre have been extended to evenings and Saturdays.

IV. Evolution of media accessibility

Altice Media has continued to improve the accessibility of its programmes (news, documentaries, magazines, fiction) in subtitling and French sign language.

In 2023, RMC Story inaugurated its first weekly programme translated into French sign language.

The RMC Story and RMC Découverte channels continue to offer programmes in audio description every year.



The Altice France Group, a committed player on a daily basis



« Altice France is convinced that companies are the primary actors in the transformation of society, which is why strong commitments have been made for more than 20 years already. Today, Altice France is more than ever mobilised to carry out local actions and help meet the many challenges we must collectively face. Promoting equal opportunities, fostering diversity, making the digital world a tool for inclusion for all, innovating so that new technologies serve the environment, these are the commitments that condition the Group's decisions and shape the way we work. It is essential for a group such as Altice France to set an example and show determination in order to encourage other players to follow our example. »




MARIE LHERMELIN
Deputy General Secretary Altice France and Director of group Engagement


« Intelcia's CSR policy is gaining in maturity every year. This has been made possible by the continuation or launch of key projects, such as "Intelcia IntegrityCounts", the Group's whistleblowing platform, and the calculation of carbon emissions. And to ensure that our CSR takes root internally, we are aware of the role of awareness-raising, training and team commitment. To this end, we introduced a number of training initiatives for our employees in 2023. Because of their importance and cross-functional nature, some training courses were made available to everyone. This was the case, for example, with the e-learning modules on non-discrimination and non-harassment, and anti-corruption. Other training courses, more specific to certain professions, were rolled out on a targeted basis, such as responsible purchasing training for buyers. At the same time, our community initiatives, both in terms of solidarity and the environment, continue to mobilise our employees. For them, this represents an opportunity to forge links around Intelcia's identity and its values "We Dream, We Care, We Do", and also to take part in putting our CSR commitments into practice. Finally, we included a materiality matrix within our published CSR Report, which has re-launched the dialogue with our stakeholders and reinforced our areas of commitment. We have therefore adopted what we believe to be a sincere CSR approach: CSR that communicates its results and reports on its efforts. »



NADIA BEN BAHTANE
Intelcia Brand and Engagement Officer




Mobilizing Altice France's employees to the Group's commitments




Digital technology: an ally of the ecological transition

At the heart of French people's digital lives, Altice France is taking action to reduce its environmental impact and is working to promote the ecological transition, while amplifying the media resonance of this issue, which is more fundamental than ever, among its audiences, partners and suppliers.




Digital technology: an opportunity for all as a factor of inclusion

Altice France believes in the need to give everyone the means to emancipate themselves and flourish. This fight for equal opportunities, which it leads in a concrete way, focuses on digital inclusion, the professional integration of young people and solidarity.



Digital technology: an accelerator for talent

The policies put in place by Altice France in favour of work-linked training, gender equality, disability in the workplace and the fight against stereotypes create a diverse and open environment in which everyone can develop their full potential.



Information, a means of opening up and understanding the world

Altice France's media have a responsibility to share their experience and provide the keys to understanding information, so that everyone can be informed, use social networks with discernment and rigour, sharpen their critical thinking and be an enlightened citizen.

SFR RMC BFM

Telecom and Media

Each year, the Telecom and Media divisions of the Altice France Group increasingly work towards ecological transition, equal opportunities, digital inclusion, talent acceleration, and media literacy – the four pillars of their commitment. Employees from SFR, RMC, and BFM actively engage in supporting high-impact solidarity projects.

Intelcia

The issues related to local presence are essential for Intelcia, due to its rapid growth and its deployment in different countries. Therefore, Intelcia bases its entire commitment policy on the following three objectives:

- ◆ commitment to local communities, whether through inclusion through employment, or participation in the territorial dynamic, in particular through the promotion of entrepreneurship;
- ◆ solidarity with communities, with three major causes: education of children and young people, health, and support for all forms of vulnerability;
- ◆ sponsoring local actions, aiming to involve Intelcia in the life of the territories.

Key performance indicators

RISKS	TELECOM	MEDIA	INTELCIA	ERT TECHNOLOGIES	KEY PERFORMANCE INDICATORS	2022	2023
Investment in local communities and creating shared value	X	N/A	N/A	N/A	Amount paid by the SFR Foundation as financial sponsorship	€1m	€1m
	N/A	N/A	X	N/A	Amount of sponsorship and local sponsoring actions by Intelcia	€19,031	€10,728
	X	X	N/A	N/A	Number of young people helped to achieve professional success through the support of associations	M/C	7,853
	X	N/A	X	N/A	Number of projects supported by the SFR Foundation or Intelcia during the year	M/C	88
	X	N/A	N/A	N/A	Number of employees involved in skills sponsorship during the year	NEW	39
Digital inclusion	X	N/A	N/A	N/A	Number of prepaid top-ups donated by SFR to Emmaüs Connect during the year	M/C	12,000

N/A: Not applicable; M/C: Methodological change; NEW: New indicator

Telecom and Media

The Telecom and Media divisions have placed societal issues at the heart of their engagement strategy since the SFR Foundation was established in 2006.

Each year, the Group's commitment strengthens through robust partnerships with recognized associations. In 2023, the SFR Foundation expanded its scope by supporting new projects led by "Génération Numérique", "Les Restos du Cœur", and "Elles Bougent", aiming to continue making digital technology a tool for inclusion and empowerment for all. The Media division launched the information education programme 'L'info en Vrai' to raise awareness about responsible use of various information channels and combat misinformation. Through the various actions of the programme, nearly 1,600 people were sensitized throughout France in 2023.

Finally, the employees of the Telecom and Media divisions were fully involved throughout the year in large-scale solidarity operations such as sponsoring associations as part of the Citizen Support Fund financed by the SFR Foundation, taking part as jurors in pitch sessions for the "Call for Digital Solidarity Projects" or mentoring, with many employees helping young people from disadvantaged backgrounds to find employment.

Intelcia

Intelcia works in partnership with its territorial stakeholders to achieve the 3 objectives of its commitment policy, in particular with local authorities and agencies in the region. Intelcia also collaborates with local associations, start-ups and social enterprises working in many fields such as health, education and vulnerabilities.

Its commitments range from one-off actions requiring emergency sponsorship to long-term partnerships. Intelcia makes it a point of honour to involve its employees or to encourage initiatives that they promote. As a result, more than 2,100 Intelcia employees were involved in 2023 across all sites in the various countries.

The objectives of the Altice France Group

RISKS	TELECOM	MEDIA	INTELCIA	ERT TECHNOLOGIES	OBJECTIVES	2022	2023
Investment in local communities and creating shared value	X	X	N/A	N/A	Help 8,000 young people a year in their professional success through the support of associations	7,000	7,853
Digital inclusion	X	N/A	N/A	N/A	Open 16 Emmaüs Connect digital solidarity spaces between 2021 and 2025	25%	44%
	X	X	N/A	N/A	Equip, connect and train + 100,000 people by 2025 with Emmaüs Connect	87%	98%

N/A: Not applicable



Using digital technology as an opportunity for everybody in the service of inclusion

As a major player in the French Telecom sector, SFR is convinced that all citizens should have equal access to digital services. The use of mobile telephony and the Internet is a major lever for social and professional integration for people in precarious or excluded situations. Digital inclusion is therefore a core issue for the company.



CORINNE PONCEY COURTOIS
Managing Director of the SFR Foundation
Head of Engagement Telecom and Media

« By choosing digital inclusion as a key area of engagement over 10 years ago and supporting Emmaüs Connect's work, SFR made a pioneering choice at a time when digital poverty had not yet been identified as a social emergency. Today, our actions continue to meet a strong need and are part of the Group's overall commitment to equip, connect and support. »

Fondation **SFR**



MARIE COHEN-SKALLI
Co-director of Emmaüs Connect
ARTHUR DREYFUSS
Altice France Chairman and CEO
CHARLOTTE BOUGENEAUX
Co-director of Emmaüs Connect



Access and use of digital technology made easy for everybody

SFR has been involved in digital inclusion for 10 years and in particular participated in the creation of "Emmaüs Connect", which is now the leading association in this area. Thanks to the support of SFR and its Foundation, Emmaüs Connect makes solidarity equipment available in its 18 solidarity spaces. The association also provides support for the acquisition of essential digital skills.

For 10 years, SFR's support for Emmaüs Connect has represented:

- ◆ more than 135,000 people equipped and supported;
- ◆ 800,000 GB donated to Emmaüs Connect every year;
- ◆ more than 1 million prepaid top-ups distributed to the most disadvantaged at solidarity prices.

In 2023 :

- ◆ more than 17,000 people in precarious situations benefited from SFR connection kits;
- ◆ 10,000 laptops and smartphones were donated to Emmaüs Connect.



Actions at the heart of the regions



"WeTechCare", supported by the SFR Foundation since its creation, fights to reduce the digital divide by enabling everyone to support people in difficulty. Through its platform "LesBonsClics", the association provides information on the challenges of digital inclusion and provides caregivers with content to train themselves on the essential skills to be passed on.

SFR and WeTechCare have been supporting public service operators, local authorities and social inclusion players in their digital inclusion strategy for the past 6 years.

In 2023, SFR and its partner organised two web conferences to help local authorities take digital inclusion into account in their public policies. Through a debate and a series of personal accounts, the audience discovered challenges of digital inclusion and solutions for accelerating projects in local areas.

Strengthening of the SFR Foundation's scope of action with three new partner associations

In 2023, the SFR Foundation decided to extend the scope of its involvement by forging partnerships with three new associations: Les Restos du Cœur, with the aim of spreading structures dedicated to digital inclusion in France; Génération Numérique, with the aim of raising digital awareness among children and teenagers; and EllesBougent, with the aim of contributing to the feminisation of scientific, technical and technological professions.



Launch of the 6th Call for Digital Solidarity Projects



The SFR Foundation launched a new Call for Digital Solidarity Projects in September 2023 to support associations working on the ground to facilitate the integration of people in digital poverty. This Call for Digital Solidarity Projects is designed to boost the SFR Foundation's efforts to work more closely with local communities. The 5 winning projects, selected by a panel of SFR employees following pitch sessions, were awarded €25,000 to develop their projects.

Training and assisting the most vulnerable in digital literacy with Les Restos du Cœur

In 2023, Altice Media forged a partnership with Les Restos du Cœur to combat extreme poverty by relaying fund-raising campaigns on the Group's radio stations and offering SFR customers a solidarity operation, the proceeds of which were entirely donated to the charity.

Beyond food assisting, Les Restos du Cœur provide assistance to people in precarious situations by helping them to become self-sufficient regarding digital uses. A digital support phase put in place in 2022, conducted in conjunction with Emmaüs Connect and WeTechCare, made it possible to build a tailored learning pathway:

- ◆ a network of 60 volunteers was trained in digital learning;
- ◆ 560 people were helped to acquire the digital skills they need to develop their integration pathway;
- ◆ support was provided to 11 associations in the department, including 5 with the "digital inclusion" label.



The SFR Corporate Foundation supports and works alongside the Restos du cœur in rolling out this model across the country, with the aim of doubling the number of departmental associations with the "digital inclusion" label within its network.

This support will also make it possible to increase the number of different types of drop-in centres and to train 80 new volunteers.

Raising awareness of digital uses among young people with Génération Numérique



Génération Numérique's priority mission is to act as a complementary resource to the French national education system and family education by offering prevention, information and outreach activities on the use of digital technology for children and teenagers. Génération Numérique works closely with the CNIL, ARCOM, the "Défenseur des Droits", and the Ministries of Education, Culture, Children and the Interior. 30 employees, including 24 trained and specialised facilitators, work in 2,200 secondary schools, teaching 400,000 pupils about digital technology every year. A new awareness-raising module on digital uses and the fight against disinformation, specifically designed for young people in priority urban neighbourhoods, was tested in 2022 at the Cité éducative in Sarcelles. The support of the SFR Foundation enables Génération Numérique to roll out this pilot project aimed at secondary school pupils in a number of priority urban neighbourhoods from 2023, giving this first module a practical dimension with the implementation of concrete projects. Thanks to this funding, almost 4,500 pupils in 150 secondary school classes will benefit from a prevention day.

Supporting equal opportunities and the professional integration of young people

Commitment is at the heart of Altice France's identity. For more than 15 years, the Group has been working daily with vulnerable groups to restore equal opportunities, focusing its actions on young people. Intelcia takes action as close as possible to the areas where it operates, by mobilising its employees and supporting local associations working on these issues. For its part, the SFR Foundation is the patron of numerous associations working to promote professional integration. In 2023, nearly 8,000 young people were supported thanks to the support of the SFR Foundation to its partner associations "Article 1", "Sport dans la ville", "Rêv'Elles", "La Cravate Solidaire", "Le Décllic", "Mozaïk RH", "Time2Start" and "Eden School".



I. Making it easier for young people to find their bearings and enter the world of work

Fostering an entrepreneurial spirit among young people with Les Idéateurs

Created in 2015, the "Collectif pour l'Emploi" brings together 6 foundations, including the SFR Foundation. The "Parcours Créa Ecole-Entreprise", initiated by Le Collectif pour l'Emploi and supported by the association "Les Idéateurs", aims to develop an entrepreneurial spirit among young secondary school students by offering them an immersive one-day or one-week entrepreneurial experience involving the creation and management of a small business. This programme is offered to secondary school pupils who have dropped out or are experiencing serious difficulties at school in 28 schools in Seine Saint-Denis. From November 2023, the SFR Foundation decided to support the Idéateurs in developing this project in the Ile-de-France region, in line with its priority areas of action.



Nos Quartiers ont du Talent: a professional mentoring programme for young graduates

Since 2016, Altice Media has been a partner of the association "Nos Quartiers ont du Talent", which offers an employment support scheme for young graduates from modest backgrounds. In this context, the 3rd edition of the Hub Entrepreneurs took place on 4 July 2023 at the Altice Campus for the second year running. During this day dedicated to entrepreneurship, 21 young people with a project and supported by the association were able to take part in workshops and 9 of them benefited from personalised coaching sessions.



Supporting inclusion through sport with Sport dans la Ville

Sport dans la Ville is the main association for integration through sport in France. For more than 20 years, all the programmes set up by Sport dans la Ville have helped to promote the social and professional integration of 9,500 children and young people aged between 6 and 25. The SFR Foundation renewed its support in 2023 to promote equal opportunities through sport and to encourage the professional integration of 3,200 girls through the "L Dans La Ville" programme.

The closing ceremony of the 2023 'Job dans la Ville' promotion, an integration programme by Sport dans la Ville, for which Arthur Dreyfuss was the sponsor this year, took place at the Altice Campus on July 5, 2023.



Promoting professional integration with La Cravate Solidaire



La Cravate Solidaire, a partner association of the SFR Foundation for the past four years, has the mission of facilitating access to employment for people who are being integrated or reintegrated into the workforce by fighting against discrimination based on appearance. It offers free business attire to job seekers, image advice and mock interviews. In 2023, for two weeks, a national collection of business clothing was organised at nine SFR sites: in the Paris region, Aix-en-Provence, Bordeaux, Lille, Lyon, Nantes and Rouen.

National collection with La Cravate Solidaire : 680kg of professional clothing collected

Mentoring with Article 1

Since its creation in 2004, Article 1 has been supporting talented young people from modest backgrounds in their academic and professional success, in particular through mentoring and the "Tous Entrepreneurs" pre-incubation programme.

In 2023, Article 1 continued the development of its "DEMA1N.org" platform, which democratizes mentoring so that employees or self-employed volunteers can support students in their academic and professional

success. Through the SFR Foundation, the Altice France Group is taking action by relaying on BFM Business, as well as internally, the advertising campaign intended to promote this platform dedicated to mentoring.



Promoting diversity in recruitment with Mozaïk RH



Convinced that diversity is a factor of social dynamism, innovation and performance, SFR has been a partner for 10 years of Mozaïk RH and its Foundation, which work to combat discrimination in employment.

Since its launch in 2018, the SFR Foundation has been supporting the inclusive platform "Mozaïkstalents.com". Its aim is to increase the number of contacts between companies and candidates who are assessed not only on their CV but also on their potential and personality. In addition to the financial support of the SFR Foundation, the Media division's channels regularly highlight the initiatives developed by Mozaïk RH: participation in broadcasts, relaying major annual public awareness campaigns, etc.

Lastly, the Altice France Group has been a partner in the economic inclusion movement initiated by the Mozaik Foundation since 2022. The Group participated in the Economic Inclusion Summit held on 28 November 2023 at the Ministry of Economy and Finance. This involvement included hosting a workshop to present the professions in the Telecoms and Media divisions, meeting with young talents, and participating in the jury for the Sens Fund aimed at young entrepreneurs.

II. Promoting equal opportunities

The empowerment of young girls from working-class neighbourhoods



The Rêv'Elles association has been committed to equal opportunities since 2013. It works to improve the professional orientation of young girls aged 14 to 20 from working-class backgrounds. Its action involves setting up a nine-month support system consisting of group and individual coaching, as well as workshops enabling them to work on their professional project.

In 2023, the association Rêv'Elles supported 234 new beneficiaries, and 368 young girls are actively involved in the Alumnae community. Through this partnership initiated 6 years ago, the SFR Foundation regularly organises meetings between these young girls and employees of companies in the Altice France Group (SFR, BFMTV, BFM Business, RMC Story and RMC Découverte). In 2023, as part of the "Rêv'elles Moi Ton Potentiel" programme, two immersion days at SFR were organized, both at the Altice France campus and the Lyon Bron site. In total, 33 employees committed themselves throughout the year to share their professional journeys, inspire these young girls, and guide them in turn.

Promoting inspiring career paths with L'Ascenseur



An incubator bringing together 20 associations and social entrepreneurs committed to equal opportunities, the Ascenseur opened its doors in June 2019. SFR participated in the creation of this unique facility in Europe alongside BNP Paribas, Astra Zeneca and PwC. The Group contributed its expertise to the creation of this incubator by providing fibre, WiFi, networks, connectivity and technologies, thus becoming its digital partner.

In addition to the financial support of the SFR Foundation, the Altice France Group is working alongside L'Ascenseur and its resident associations to make equal opportunities a reality through concrete actions.

A new key partnership with the Elles Bougent association to deconstruct gender stereotypes

Elles Bougent is a network of 9,330 female mentors throughout France who take part in awareness-raising activities for 40,000 secondary school and university girls every year. The aim of these initiatives is to break down gender stereotypes, introduce young girls to engineering and technical professions and enable them to see themselves in the future through the testimonies of "Role Models".



In 2021, the association launched the "Elles bougent en primaire" programme, aimed specifically at pupils from CE2 to CM2. The aim of the programme, which has been rolled out in 17 schools, is to raise awareness among pupils, boys and girls alike, of the gender mix in careers and of scientific and technical subjects from an early age. Elles Bougent en primaire is a three-part module: a presentation by a mentor in class, a visit to a company or an engineering school and then a presentation by the students in class.

Since 2023, the SFR Corporate Foundation has been supporting the Elles Bougent association in rolling out this awareness-raising programme aimed at primary school pupils in 15 schools located in priority urban policy neighbourhoods.

III. Promoting diversity on the Media Division's channels

Convinced that diversity is a factor of social dynamism, innovation and economic efficiency, the Altice France Group has placed it at the heart of its corporate social responsibility policy. Altice Media strives to promote people from all backgrounds within its media. This desire to reflect the plurality of opinions and the diversity of French society is reflected in the editorial choices made by the various editorial departments and channels of the Media division.

RMC Story is committed to promoting the associative ecosystem

Launched in 2018, RMC Story engages each year with a hundred or so associations through the production and distribution of a short weekly programme called "Engagez-vous" in favour of social cohesion and diversity on French territory.

As part of the partnership between "L'Ascenseur" and the SFR Foundation, BFM Business and RMC Story have been co-broadcasting the programme 'Exemplaire' since 2021, which highlights inspiring career paths. The idea behind the Exemplaires programme is to showcase, through a series of testimonials, various life journeys of young individuals who were previously supported by

the associations within this coalition and who are now confidently advancing in their professional paths. The broadcast of the third season of Exemplaires, focusing on women's entrepreneurship, concluded at the end of June. The last highlighted profile was Sarah Ourahmoune, a renowned French boxer and founder of Boxer Inside, who agreed to share her professional journey to support this solidarity initiative. The goal of this programme is to convey a message of hope and optimism to the new generation, as well as to raise awareness among economic and political decision-makers about the importance of trusting talents that better reflect the diversity of our society.

BFMTV and Vu des Quartiers: for more balanced media coverage

BFMTV co-founded "Vu des Quartiers", an association that aims to create a directory of inhabitants and actors in priority neighbourhoods for journalists. The aim is to create a direct link between the press and the neighbourhoods for a fairer, more balanced media coverage, closer to the ground and to everyday life. The tool, supported by the Ministry of Territorial Cohesion and Relations with Local Communities and the National Agency for Territorial Cohesion, was launched in 2021.



The contribution of the Vu des Quartiers association was acknowledged on 18 October 2023 at the 40th anniversary of the "Ville & Banlieue" association at the Métropole de Lyon.

IV. Mobilising employees to promote equal opportunities

Sponsorship of an association

The involvement of employees is the key to the success of the Altice France Group's commitment. They can become involved through sponsorship of an association.

As part of its responsible and civic-minded approach, SFR, via its Foundation, has set up various employee commitment mechanisms, including the Citizen Support Fund, which allows employees to sponsor an association project.

Each year, the SFR Foundation selects associations whose common objective is to promote professional, sporting or cultural integration, digital inclusion, support for young people from disadvantaged backgrounds, support for people with disabilities, or the fight against all forms of discrimination.



Skills sponsorship

SFR is the first French company to have negotiated, in 2006, a company agreement on skills sponsorship allowing employees to get involved in an association during their working hours. All employees of the SFR Social Economic Unit ("SEU") can devote between 2 and 8 days a year to one or more community projects. For employees at the end of their careers, they can devote 20% of their working time to an association.

A solidarity commitment platform was launched in April 2020 to enable them to carry out a solidarity action with an association that needs volunteers. It has more than 4,000 missions available. In 2023, more than 2,400 employees were registered on this platform to take part in solidarity actions, including around 300 new registrations compared with 2022.



More than 4,000 missions available

More than 2,400 employees registered

Intelcia: Company immersion days and training workshop with Graines de Bitume

Intelcia and its employees regularly support associations working to promote equal opportunities and professional integration. In 2023, specific actions were carried out in France and Madagascar.

A number of immersion days were organised for people who are excluded from the labour market. In Lyon, 25 job-seekers and 12 young people who had dropped out of school were given an insight into the day-to-day work of Intelcia employees. In Madagascar, in collaboration with several associations such as "Grandir Dignement" and "ATD Quart Monde", two Intelcia employees showed 25 young people around the company.

A training workshop was also organised in Madagascar in partnership with the "Graines de Bitume" association. Madagascar's recruitment teams offered personalised support to 11 young people to help them write their CVs and cover letters and adopt the right posture for a recruitment interview.



Conducting solidarity and public interest initiatives

The Altice France Group's commitment is also reflected in its efforts to raise awareness among external stakeholders, such as customers and viewers, and in its regular support for solidarity initiatives. By committing to Sidaction and the "Fondation des Hôpitaux", the Telecom and Media divisions are working to ensure that everyone has the opportunity to access to essential services. For its part, Intelcia set up an exceptional support scheme in 2023 to help people affected by the earthquake in Morocco at the end of the year.

I. Mobilising customers and audiences

Customer involvement in SFR and RED's commitment

Since 2013, SFR has offered its customers the opportunity to support partner associations by subscribing to a "solidarity option". Thanks to this non-binding option, €1 per month is invoiced to the customer and is entirely donated to the association of their choice. At the end of 2020, SFR also launched a new option for SFR and RED subscribers. They can now donate €1 per month to the Fondation des Hôpitaux to improve the daily lives of patients, carers and assistants in hospitals.



The Media division, a relay for general interest causes

Keen to act as a relay for general interest causes to the general public, Altice Media's stations broadcast campaigns throughout the year to promote the diversity of the army's professions and support engagement in the reserves.

In 2023, more than 33 different campaigns were proposed by the channels, at the initiative of the Human Resources Departments of the French Army, Navy, Air Force and Space Force, National Gendarmerie, as well as inter-army organisations, for a total of over 2,200 broadcasts on various channels within the Group.

France's Bastille Day on 14 July 2023 was an opportunity for the Group's channels, and BFMTV in particular, to provide extensive coverage highlighting the various branches of our armed forces. Several reports involving the channel's personalities were broadcast around the event: Christophe Delay aboard a Rafale at the 113 air base in Saint-Dizier (Haute-Marne), Clémence Dibout aboard the Charles de Gaulle aircraft carrier and Isabelle Gollentz at the heart of commando training in Collioure (Pyrénées-Orientales).

By showcasing the different professions, backed up by powerful testimonials, BFMTV is helping to strengthen the link between the nation and the army. This educational approach gives viewers and listeners a better understanding of the day-to-day actions taken by our armed forces to ensure the security of our territory, and also supports and encourages the transmission of memory, particularly to young people.

Solidarity operations to mobilise the public

Aware of the difficult situation faced by Les Restos du Cœur and the warning issued by their president in September 2023, the Telecom and Media divisions have mobilised their brands and channels to respond to the association's financial difficulties. A number of concrete initiatives have been launched:

- ◆ a mobilisation of Altice Media's channels for exceptional editorial relay;
- ◆ a free campaign on the Group's radio stations;
- ◆ support from the SFR Foundation for the development of departmental associations with the "digital inclusion" label;
- ◆ a special appeal to SFR customers for donations. SFR supported and amplified the Restos du Cœur appeal for donations by sending it to its entire customer base and has undertaken to double the amount collected by paying Restos du Cœur €1 for every euro donated by its customers.



II. The Altice France Group supports solidarity

Actions for health with the Fondation des Hôpitaux and the Pièces Jaunes (small change) operation



For the past 35 years, the Pièces Jaunes operation organised by the Fondation des Hôpitaux has supported a wide range of projects in paediatric health establishments, to improve the day-to-day lives and comfort of children and adolescents in hospital. The Telecom and Media divisions support this operation every year.

On the one hand, SFR raises funds for the operation through an SMS campaign sent to its subscribers, who can make a donation by SMS debited from their phone

bill. In addition, the Telecom division relays the donation campaign in all its shops, on its websites, its applications and among its employees. The TV and radio campaign for the Pièces Jaunes is also broadcast on the media channels of the Altice France Group, particularly on BFMTV and RMC, with the digital campaign being promoted on the Group's websites. €124,000 was raised in 2023 through donations from SFR customers and the Group's commitment to the Pièces Jaunes initiative led by the Hospitals Foundation.

Pasteurdon.fr

Altice Media's channels are partners of the "Institut Pasteur". Every year, they support the Pasteurdon campaign by broadcasting fundraising campaigns to defend medical research.

For this 17th edition, a number of journalists from the Media division joined forces as sponsors to raise public awareness of these issues.

More than 20 years of engagement alongside Sidaction

The Telecom and Media divisions are engaged alongside Sidaction. For the past 23 years, SFR has been providing Sidaction with telecom infrastructure and services to route donors' calls to the various telephone reception centres set up for the operation. This service allows Sidaction to be autonomous and to better manage the arrival of donor calls and their distribution to partner call centres. Thanks to this infrastructure, Sidaction is also able to consult traffic statistics and the times when calls are made. For the third consecutive year, 62 volunteers from the Altice France Group took calls from home, from 8pm to midnight. The BFMTV, RMC, RMC Découverte and RMC Story channels took action by broadcasting the appeal for donations and the advert featuring the sponsors of the 2023 edition free of charge.



Intelcia's commitment to health

Every year, Intelcia strives to mobilise its employees and support associations in tackling health issues in the regions where it operates.

In 2023, Intelcia made a special effort to help the people affected by the earthquake in Morocco on 8 September. Through the "Solidarity Fund for the victims of the El Haouz earthquake" operation, employees at Intelcia sites in Morocco were offered the opportunity to make donations in cash or in the form of days off. The amount donated by employees was doubled by Intelcia Maroc. Subsidiaries in other countries where Intelcia operates also wanted to take part in this operation. In accordance with the legislation in force in each territory, the donations collected internally were paid in full to the Special Fund set up by the Moroccan government to manage the impact of the earthquake in Morocco.



In France, Intelcia provided in 2023 its support for "Courir en Ardenne" for the second year running. This cultural association organises the annual "Foulées Roses du Sedan-Charleville" solidarity race which aims to support the fight against breast cancer. Part of the collections is donated to the Departmental Committee of the League Against Cancer for the benefit of the screening awareness campaign. In 2023, 23 employees took part in this race.

A commitment at the heart of the regions and in favour of communities

Intelcia is unique in that it is present in nearly twenty countries, particularly in Africa and the Indian Ocean. Local presence is therefore essential, so that its activities can be organised in accordance with the realities of each region.

In order to develop with the local communities, Intelcia is involved in many actions to support their structures in various fields: health, education, vulnerabilities, etc. Intelcia supports both one-off measures requiring emergency sponsorship and long-term partnerships. The distinctive feature of its approach lies in the fact that it involves its employees in its actions, and encourages the initiatives they put forward.



Support for local associations

Intelcia is particularly committed to helping the most disadvantaged sections of the population by offering its employees the opportunity to support associations such as:

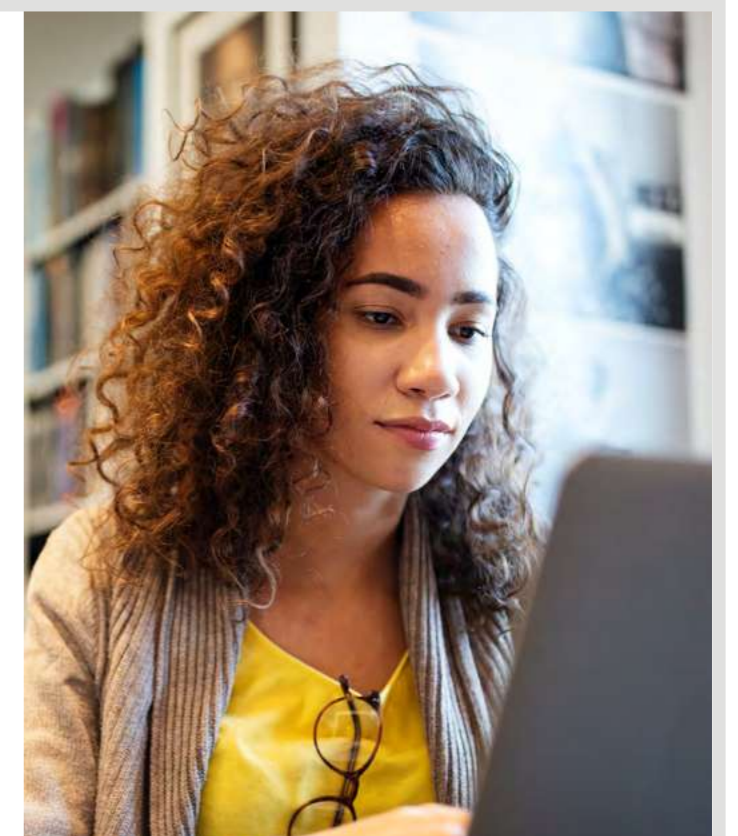
- ◆ **the Tsimoka centre in Madagascar.** Two collections were organised in 2023 among Intelcia employees to collect clothes and toys and donate them to orphans at the Tsimoka centre;

- ◆ **the Iبنى association in Morocco,** which supports and accompanies children in precarious situations. A partnership was set up with the association, and in 2023, thanks to a fund-raising campaign among Intelcia employees, clothes were given to 60 children for Eid. A special day and activities were organised with the help of 14 volunteers;



- ◆ **the Dar Moussinine Ennassim retirement home in Morocco.** Intelcia has been supporting this retirement home for almost 10 years, in particular by organising an annual ftour (meal taken at the breaking of the fast during Ramadan) for the residents. In 2023, Intelcia employees were able to sponsor the residents of Dar Moussinine Ennassim to take part in a solidarity ftour in a Casablanca restaurant. 80 Intelcia employees and residents of Dar Moussinine Ennassim enjoyed the dinner, with music performed by the Intelcia LiveBand, a volunteer orchestra made up of Intelcia employees.

On the education front, in 2023, for the second year running, Intelcia Maroc paid for the premium subscription of 100 baccalaureate students with "KEZAKOO", which in return offered 100 additional subscriptions. KEZAKOO is a social enterprise operating in the field of education throughout Morocco, via a platform of support courses and video capsules for secondary school students. In total, these 200 students spent more than 10,000 hours on the platform. By consulting videos, course sheets and doing exercises, they were able to prepare for their baccalaureate in addition to the traditional school curriculum. At national level, 2 of the 5 students with the best marks in the 2023 baccalaureate had a premium subscription to KEZAKOO, testifying to the impact of this social enterprise on its beneficiaries.



Boosting the local fabric

In Morocco, Intelcia encourages the involvement of its employees and supports start-ups and social enterprises whose mission is in line with the Group's CSR guidelines. This engagement strengthens the local fabric and creates indirect employment.

For example, Intelcia has been working with "Moroccan Magic" for 3 years. This association is the umbrella organisation for some sixty cooperatives and artisans in different regions of Morocco, helping them with their digital marketing strategy. In 2023, Moroccan Magic worked with Intelcia Digital Advertising ("IDA") to develop a marketing strategy. A communication campaign was developed and broadcast on social networks for 3 months to raise awareness of Moroccan Magic and increase its profile. This is in addition to the e-commerce site developed the previous year by Moroccan Magic with the support of Intelcia's teams. In doing so, Intelcia is contributing to efforts to increase the economic independence of these cooperatives, many of which are made up of women.



Information literacy

Media and information literacy is one of the societal issues at the heart of Altice Media's activities. In 2023, the introduction of the "L'Info en Vrai" programme added a new dimension to this commitment.

L'Info en Vrai: a comprehensive information literacy programme

Launched in March 2023, the L'Info en Vrai information literacy programme is designed to provide a behind-the-scenes look at the news and combat misinformation. This new programme reached nearly 1,600 people in 2023 and took a variety of forms in order to reach out to all audiences across the country:

- ◆ tailor-made workshops run in collaboration with schools and associations ("Les Minis-Journalistes", Sport dans la Ville, etc.), giving 550 young people the opportunity to find out about the work of journalists through specific workshops. Initiated to the identification of reliable information;
- ◆ a public event on the first Wednesday of each month, giving 20 viewers and listeners of BFMTV or RMC the chance to go behind the scenes of the news on the Altice Campus. On the programme: meeting with journalists, studio visits and raising awareness of disinformation based on a concrete example;
- ◆ a partnership with the Group's local channels to enable BFMTV journalists to meet the public throughout France. Eight events took place in 2023 to give the public the opportunity to discuss a wide range of subjects with journalists;
- ◆ a series of short immersive videos published on the BFMTV and RMC social networks to explain how Altice Media's channels work and raise awareness among several thousand people of the challenges of information literacy.



Making journalism schools more accessible

BFM and RMC are partners of "La Chance", preparatory classes for journalism school competitions. This free 8-month training course is reserved for students with scholarships, often from working-class neighbourhoods or isolated rural areas. The aim is to promote diversity within journalism schools. Each year, 80 students are supported by the association.



The Altice France Group, actor committed to the environment



Economic and social actors are more than ever faced with the challenges of preserving the environment and combating climate change. The publication of the Intergovernmental Panel on Climate Change ("IPCC") in March 2023, the various "COP"⁽¹⁾ and the increase in the frequency of extreme climatic events in 2023, are all factors that will increase global awareness of these issues.

Due to its extensive geographical presence and its status as a major digital player in France, the Altice France Group strengthened its environmental commitments in 2023. To this end, it has developed its environmental policy across all its business lines, through 3 strategic challenges:



(1) COP : Conférence des Parties (Conferences of the Parties)

Key performance indicators

RISKS	TELECOM	MEDIA	INTELCIA	ERT TECHNOLOGIES	KEY PERFORMANCE INDICATORS	2022 ⁽¹⁾	2023
Climate change	X	X	X	X	GHG emissions ⁽²⁾ Scope 1 ⁽³⁾ (tonnes eq.CO ₂)	15,743	23,283
	X	X	X	X	GHG emissions ⁽²⁾ Scope 2 ⁽³⁾ (tonnes eq.CO ₂)	60,167	60,554
	X	X	N/D	X	GHG emissions ⁽²⁾ Scope 3 ⁽³⁾ (tonnes eq.CO ₂)	647,001	734,429
	X	X	X	X	Share of renewable energy in building electricity consumption	8%	8%
Circular economy	X	X	N/D	N/D	"EEE" ⁽⁴⁾ reuse rate	NEW	47%
	X	X	N/D	N/D	Recovery rate for waste "EEE" ⁽⁴⁾	M/C	46%
	X	N/A	N/A	N/A	Share of refurbished boxes in the active range	M/C	85%
	X	N/A	N/A	N/A	Share of refurbished boxes out of all boxes collected	NEW	67%
	X	N/A	N/A	N/A	Share of sales resulting in recovery of a mobile phone	M/C	20%

N/A : Not applicable; N/D: Not disclosed; M/C: Methodological change; NEW: New indicator

(1) Data for 2022 does not include ERT Technologies, which joined the Group's reporting format in 2023
 (2) Greenhouse gases
 (3) The GHG assessment has been revised to calculate all Scope 3 emissions for the Telecom and Media scopes. Marginal corrections have been made to the 2022 figures
 (4) Electrical and electronic equipment

J'avance avec Altice, a global and concrete plan for the ecological transition

Since 2020, the Telecoms and Media divisions of the Altice France Group have been involved in an integrated and global environmental approach, through the "J'avance avec Altice" plan. This plan has three main components: improving the environmental performance of products and services; mobilising employees, customers and the general public to face the environmental challenge; developing environmentally friendly telecom infrastructures and audiovisual production. Ambitious objectives have been defined for all of Altice France's strategic areas and new actions have been launched to improve its environmental performance.

In 2021, SFR signed the charter of voluntary commitments of the member operators of the Fédération Française des Télécoms in favour of sustainable digital technology. This charter includes the objective to achieve carbon neutrality on scopes 1 and 2 by 2040, commitments to limit the impact on natural resources and the ambition to enable digital technology to serve the environment.

The objectives of the Altice France Group

RISKS	TELECOM	MEDIA	INTELCIA	ERT TECH-NOLOGIES	OBJECTIVES	2022	2023
Climate change	X	X	N/A	N/A	Reduce overall GHG emissions by 40% by 2030 compared to 2022	N/A	+3.47%
	X	X	N/A	N/A	Reduce Scope 1 and 2 GHG emissions by 100% by 2040	M/C	-0.94%
	X	X	N/A	N/A	Reduce all GHG emissions by 100% by 2050	NEW	+3.47%
	X	X	N/A	N/A	Achieve 20% renewable electricity by 2024 and 50% by 2030	8%	8%

N/A : Not applicable; M/C: Methodological change; NEW: New indicator

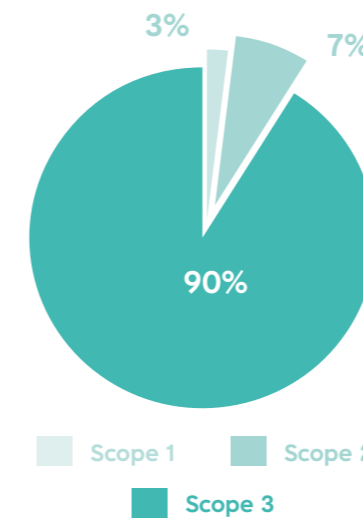
Intelcia's environmental policy

Intelcia's environmental policy has been gaining momentum over the last few years. Adopted in 2021, the Eco-responsibility Charter has helped to structure Intelcia's ambitions and actions, in particular through the complete overhaul of the General Resources department and the introduction, in 2022, of a generalised reporting process to monitor environmental performance. In 2023, the climate aspect has been prioritised. Greenhouse gas emissions directly linked to Intelcia's activities (scopes 1 and 2) were already monitored, and a project to calculate indirect emissions (scope 3) has been initiated during 2023. To achieve this, Intelcia equipped itself with a platform for calculating greenhouse gas emissions and tracking its climate trajectory, which will enable it to manage its performance over time. The results of Intelcia's full greenhouse gas emissions assessment are expected in 2024, and will make it possible to design targeted reduction actions based on the areas of greatest impact.

The fight against climate change and in favour of the ecological transition

I. Altice France Group's greenhouse gas emissions

Group's Scope 1, 2, 3 breakdown



The year 2023 saw the launch of a major project aimed at extending the Group's carbon footprint calculations to all its core businesses and making them more reliable. The Telecom and Media divisions and ERT Technologies have completed the process of calculating their Scope 3 emissions more reliably, and Intelcia has initiated the project, which will continue in 2024. To ensure the quality of its carbon footprint, the Group has adopted "Sweep", a market-renowned tool for measuring and managing carbon emissions. It has also benefited from the support of expert firms, with EcoAct working for the Telecoms and Media divisions in mainland France, Intelcia and ERT Technologies, and Carbone Ingénierie for SFR Réunion. These measures form the basis of Altice France's transition plan, which is currently being revised to bring it into line with the Group's ambitions, particularly in light of the updated carbon footprint.



Details of the Altice France Group's greenhouse gas emissions

In 2023, emissions from the Telecom and Media divisions slightly increased (+3.5%). In detail, it is worth noting that energy efficiency measures and the purchase of renewable energy helped stabilize scope 2 emissions in the ongoing deployment of new 5G and Fiber installations. The increase in GHG emissions is primarily associated with the rise in indirect emissions of the Group (Scope 3) related to purchases of goods and services. This increase is explained by more substantial network and external services and performance purchases in the Telecom sector in 2023, as well as improvements in the accounting of emissions tracked through the balance sheet.

	YEAR	SCOPE 1 (t. eq. CO ₂)	SCOPE 2 (t. eq. CO ₂)	SCOPE 3 (t. eq. CO ₂)		
				TRANSPORTS	PRODUCTS PURCHASED	PRODUCTS SOLD ⁽¹⁾
Altice France	2022	15,743	60,167	13,420	588,808	6,634
	2023	23,283	60,554	20,843	675,180	38,406
Telecom	2022	14,580	53,750	11,038	500,850	44,773
	2023	14,831	52,906	14,419	538,099	38,339
Media	2022	641	404	2,382	87,958	N/D
	2023	585	403	4,515	77,122	N/D
Intelcia	2022	522	6,014	N/D	N/D	N/D
	2023	637	7,183	N/D	N/D	N/D
ERT Technologies	2022	N/D	N/D	N/D	N/D	N/D
	2023	7,230	61	1,909	59,959	67

N/D: Not disclosed

(1) Emissions linked to downstream franchises, which concern in particular the Telecom division in respect of franchised Espace SFR stores, are excluded from the French regulatory GHG assessment methodology.

(1) https://www.ecologie.gouv.fr/sites/default/files/methodo_BEGES_decli_07.pdf

Intelcia's Eco-Responsibility Charter

The charter is based on 3 priority objectives:

- ◆ minimise all direct and indirect greenhouse gas emissions;
- ◆ reduce the environmental impact of purchases and consumption, in particular by adopting a circular approach to the life cycle of products;
- ◆ educate and raise awareness among employees and all stakeholders; initiate and support voluntary actions.

These 3 objectives are broken down into 6 themes: water, energy, waste and circularity, sustainable procurement, promotion of virtuous practices and governance.



II. Ambitions and action plans of the Altice France Group

The Altice France Group's low-carbon strategy is based on ambitious objectives set out in action plans that evolve each year to better integrate scientific advances on sector practices, while taking into account the reality of the Group and the specificities of its impact.



- Reduce by 40%** its direct and indirect emissions by 2030 compared to 2022⁽¹⁾
- Avoid, reduce or compensate for all CO₂ emissions** by 2040 on Scopes 1 and 2, and by 2050 on all Scopes⁽¹⁾
- Extend the Scope 3 calculation** to reduce emissions throughout the value chain
- Develop products and services** to help reduce energy consumption and preserve ecosystems

Energy action plans

◆ Vehicle fleet policy

In order to reduce direct Scope 1 emissions, the Telecoms and Media divisions are taking action to limit the impact of their vehicle fleets, and have set themselves the target of having 50% of their fleets constituted by low-emission vehicles⁽²⁾ by 2027.

Intelcia is limiting the expansion of its existing vehicle fleet and has introduced a systematic study of CO₂ emissions from company vehicles, with a ban on vehicles emitting more than 125g eq. CO₂/km.

◆ Electricity policy

The Altice France Group has a specific energy policy for electricity, given the strategic importance of this issue, described in the "Energy Policy" section.

Convinced of the importance of contributing to the energy transition, the Telecoms and Media divisions have set themselves the target of achieving 20% renewable energy by 2024 and 50% by 2030 for all their electricity consumption.

(1) As of now, only the Telecom and Media divisions have validated reduction targets.

(2) Decree no. 2017-24 of 11 January 2017 specifies that a passenger car or van is a low-emission vehicle if its greenhouse gas and air pollutant emissions are less than or equal to 60 grams per kilometre for carbon dioxide emissions.

Transport action plans

◆ Freight-related transport

In early 2023, SFR validated its commitment to the FRET21 scheme, initiated by the Association of Freight Transport Users ("AUTF") and ADEME. In this context, SFR has set itself the target of reducing its emissions linked to logistics transport by 5% between 2022 and 2025, from its suppliers to its end customers. Within this framework, SFR has defined actions, in partnership with its suppliers and service providers, to optimise transport and move towards less carbon-intensive solutions.



◆ Business travel-related transport

The Altice France Group has travel policies for each of its business units. All these policies encourage people to use trains rather than planes.

In the Telecom and Media sectors, people are asked to give priority to using public transport whenever possible.

At Intelcia, business travel has been severely restricted and has become the exception rather than the rule. Air travel is only permitted outside the country, and only if train travel is a less economical option.

◆ Transport linked to commuting

The Altice France Group has developed teleworking facilities across all its business units, enabling employees to travel less whenever possible.

Intelcia makes public transport available to its employees in order to share journeys. In France, sustainable mobility plans have been introduced to encourage employees to favour soft mobility.

The Telecom and Media divisions offer 90% reimbursement for public transport tickets or 50% reimbursement for the purchase of a bicycle (electric or otherwise) up to a maximum of €700.

Policy to promote the circular economy

◆ Actions linked to product purchases

The Altice France Group has a responsible purchasing policy described in the Business Ethics section.

◆ Actions linked to products sold

The Altice France Group has action plans relating to eco-design and the circular economy described in the eponymous section.

The Altice France Group's action in favour of sobriety and energy transition

I. Energy policy

In a sensitive international energy context, the Altice France Group is committed to demonstrating its role as a responsible actor through its energy policy, which aims for the best energy performance and efficiency of its activities. To this end, the Altice France Group is committed to optimising the electricity consumption of its infrastructure, in particular by putting some of its frequencies on standby and by regulating the heating and air conditioning at all its sites. The Altice France Group is also working to increase the proportion of renewable energy in its consumption and is also raising awareness among its employees of the principles of responsible digital technology and soft mobility.

By adopting these practices, the Group affirms its concrete commitment to responsible energy management, thereby actively contributing to the preservation of resources and the reduction of its environmental footprint.

	YEAR	ELECTRICITY (MWH)	PETROL (L)	DIESEL (L)	"NRD" ⁽¹⁾ OR DOMESTIC FUEL (L)
Altice France	2023	1,074,024	3,110,605	3,281,027	293,692
Telecom	2023	1,046,467	2,733,963	346,827	211,410
Media	2023	10,617	249,174	14,172	600
Intelcia	2023	15,127	46,727	118,952	81,682
ERT Technologies	2023	1,812	80,740	2,801,077	N/A

N/A : Not applicable

(1) NRD: Non-Road Diesel used to power generators.



The objectives

Support the achievement of the objectives of the Altice France Group's low-carbon policy (see p. 30) in particular through actions intended to:



Discover the network energy Policy

Achieve 20% renewable electricity by 2024 and 50% by 2030 by maximising the share of Power Purchase Agreements ("PPAs");

Take energy and environmental aspects into account in the design of the network and in the choice of equipment;

Promote the use of more efficient refrigerants with a lower Global Warming Potential ("GWP").

Telecoms

A network energy strategy defined at the highest level



OLIVIER TAILFER
Executive Director Network and Services
Altice France

« 2023 was an important year, rich and structuring in the development of new practices to push for more sobriety.

SFR has been experimenting with a number of ways to make the network more efficient. No less than 30 GWh will be saved by 2023 thanks to these innovative projects. Energy management is at the heart of the system, both upstream in the selection of equipment and downstream in the deployment and management of our network. In addition, the Altice France Group is surrounded by partners who are committed to an environmental approach, and who work on a daily basis to find more sober and responsible solutions. »



(1) NRD: Non-Road Diesel used to power generators

An energy efficiency plan for tertiary buildings

Despite tertiary buildings representing a small proportion of energy consumption, SFR is taking measures for frugality and efficiency in its shops. This includes extending the operating hours for turning off storefronts from 10:00 PM to 8:30 AM, as well as implementing actions in the offices of the Telecom and Media divisions. On its main geographical locations, precise control is carried out using sensors, tailored to the specificities of each site, to optimize energy expenses. Through investments in new "Building Management Systems" or improving their precision, lighting and heating are regularly optimized. Following a reorganization of working times and locations, 4,000m² of offices have been closed to reduce areas requiring heating and lighting.

Intelcia

Intelcia's strategy for reducing energy consumption

Intelcia's energy strategy has two main pillars. Firstly, the reduction of energy consumption at Intelcia sites, which is reflected in a number of actions:

- ◆ **Lighting:** widespread use of LED bulbs, installation of presence detectors, raising awareness among security guards of the need to switch off lights, programming the general switch-off of lighting at the end of working hours on certain pilot sites.
- ◆ **Air-conditioning:** optimisation of consumption launched at several sites. In Senegal, the various sites have been equipped with a controller to switch the air conditioning on and off so that its cycles can be programmed according to the presence of employees on site, and to generalise its switching off at the end of the day. In France, the air conditioning system in Dreux was also renovated in 2022 to improve performance.
- ◆ **Equipment consumption:** light terminals are preferred to standard PCs in order to reduce power consumption per workstation; scripts have also been programmed to automatically shut down hundreds of workstations every evening.

The second pillar of Intelcia's strategy is the reduction of energy consumption linked to employee travel, which is described in the "Transport Action Plans" section.

Sustainable procurement at the heart of reducing energy consumption

Intelcia has adopted energy efficiency criteria in its choice of IT equipment, with a priority focus on efficiency and sobriety. Thus, the computer and monitor ranges are Energy Star and EPEAT (Gold or Silver) labelled and the renewal of the server and storage bay ranges has also been carried out with Energy Star labelled models since 2012.



II. Energy projects

The Altice France Group affirms its commitment to the energy efficiency of its network infrastructure, which accounts for almost 94% of its overall building electricity consumption. Energy needs are mainly linked to technical sites and require the implementation of innovative and more responsible energy projects.



More than 146 energy efficiency actions undertaken in 2023

30,000 MWh saved
i.e. the annual consumption of almost 6,412 French people⁽³⁾



« As we know, customer usage increases considerably every year. We must continue to mobilise all our operational teams and our management so that our network can meet these new needs while improving its energy performance. This is our daily mission. »



JACQUELINE KASAS
Technical site manager

Purchase of renewable energy

Since January 2021, the Altice France Group has established partnerships with various energy suppliers to supply part of its telecom sites with entirely renewable energy. This electricity, which comes from hydroelectric dams, wind turbines or solar panels, enables Altice France to reduce its carbon emissions.

More than 83 GWh energy, i.e. 8% of the Group's electricity consumption

(3) <https://selectra.info/energie/guides/conso/consommation-moyenne-electricite>

Development of solar projects



The Telecom division is experimenting with new technologies to reduce its environmental footprint.

The network department successfully deployed 3 antennas for 2G/3G/4G and 3 steerable-beam antennas for self-consumption 5G thanks to the installation of photovoltaic panels in the Bordeaux region. These solar panels provide more than 18% of the antenna's annual electricity consumption.

Following this success, two other projects were launched in 2023 in the Auvergne-Rhône-Alpes and Provence-Alpes-Côte d'Azur regions. The Telecom division continues to study projects on various sites with the aim of developing solar energy on its infrastructure.

In addition, SFR continues to guarantee the service of its "off-grid" mobile transmission relay, powered entirely by photovoltaic panels. This eco-friendly solution makes it possible to bring ultra high-speed broadband to isolated areas. The photovoltaic panels provide all the energy needed for the relay to function properly, i.e. approximately 500 Watts.



JEAN-FRANÇOIS GOUALIER
Network engineer

« Our operational businesses are constantly evolving and we are committed to making our network more responsible and efficient. »

Use of waste heat from Data centres

In order to make its network ever more efficient and to be fully integrated into a responsible digital approach, the Telecom Division is innovating and launching the recovery of the waste heat from its installations.

For example, the Telecom Division wishes to use the heat produced by its Strasbourg datacentre to help heat the municipal swimming pool "Local". Thanks to this waste heat recovery project, more than 12,000,000 kWh per year will be injected, which is equivalent to the consumption of more than 2,500 households⁽⁴⁾.

At a time when reducing energy consumption is a necessity, these initiatives demonstrate the commitment of all the Group's teams to the circular economy and to improving the Group's energy performance.

Actions and projects to promote the energy transition: frequencies on standby

Against a backdrop of constant growth in mobile usage and traffic, the Altice France Group is committed to raising its customers' awareness of the environmental impact of their usage, while using new technologies to promote energy efficiency. Following an in-depth analysis of its mobile equipment throughout France, the Telecom Division has taken the initiative of putting some of the 4G frequencies on standby at more than 1,000 sites during off-peak periods of the day. This approach, without compromising service quality, resulted in an energy reduction of around 6% compared with the previous year, the equivalent of 30,000 kWh, i.e. 6,412 households. On the strength of this success, the Telecom Division plans to extend this project and extend the scope of this functionality to more sites in order to intensify the benefits in terms of energy efficiency.



(4) <https://selectra.info/energie/guides/conso/consommation-moyenne-electricite>

Towards a circular economy: eco-design and waste minimisation

I. The Greener Altice programme

At the end of 2020, the Telecom Division of the Altice France Group launched its Greener Altice programme. Global and responsible.

It concerns all Altice brand equipment and is divided into 3 action plans: fixed equipment, smartphones and accessories.



ELODIE BETRON
Head of the Greener Altice Programme and SFR Transversal Terminal Purchasing

« The "Greener Altice" programme, launched in November 2020, illustrates the Altice France Group's desire to strengthen its environmental commitment. Constantly evolving, it is extending its influence by impacting more products and strengthening our environmental criteria. Our teams are mobilised to make eco-design a reality throughout the life cycle of our new products, without compromising on quality or performance. »



A few actions resulting from the eco-design approach

Eco-designed boxes

The manufacturing of boxes is an important factor in reducing the environmental footprint of the Altice France Group, which is why the Group is committed to the eco-design of its products. Since 2021, the Telecoms Division has been developing specific specifications for the eco-design of its boxes and has made it compulsory for all new products to comply with these specifications. Over the years, the criteria have become increasingly demanding, in line with best eco-design practices and recognised environmental certifications.

Eco-design charter for Internet boxes and TV decoders

The specifications impose numerous environmental criteria, such as:

- ◆ optimisation of weights and volumes to reduce the amount of material needed for production and optimisation of transport;
- ◆ the obligation to incorporate a minimum of 70% of recycled material in plastic casings;
- ◆ optimisation of the lifespan of boxes, thanks to long-life components (minimum lifespan: 10 years);
- ◆ search for ways to reduce the energy consumption of equipment, by implementing specific software modes;
- ◆ pursuit of excellence in ease of reconditioning, so that the boxes can be repaired and dismantled as simply as possible, while also ensuring that spare parts are easily replaceable;
- ◆ strict compliance with the eco-design charter for packaging (e.g. use of labelled recycled materials, vegetable-based inks, elimination of single-use plastics). The use of paper, in particular, has been reduced to a minimum by printing the installation instructions directly on the cardboard.

At least 70% recycled plastic



Reducing standby power consumption

To contribute to the national effort to reduce energy consumption, the power consumption of the last three decoder ranges has been optimised with the integration of a deep standby mode that reduces consumption to less than 2 Watts, or even less than 1 Watt for the most recent reference, when these devices are switched off.

Deployed using appropriate software, this "deep sleep" mode deactivates electronic components that are not required, but which could potentially consume energy. Combining energy savings and performance, a device "wake-up time" of less than 15 seconds has been retained so as not to penalise the experience for customers and to enable them to very quickly get back to their TV programmes.

Eco-designed mobiles



The Altice France Group is regularly working on expanding its range of responsible mobiles by including in its catalogue the latest models from several eco-responsible brands, whose smartphones are thought out and designed to have the least possible impact on the environment and are manufactured in the most socially equitable conditions possible. Hence, the Altice France Group has designed and offered its customers responsible smartphones since November 2021: the Altice E54 and E25 will be joined in 2024 by the Altice E55. This latest eco-designed and economical model illustrates the Group's ambition to provide digital access for all, while seeking to minimise its impact on the environment.

Altice E55 features:



Reducing the replacement of remote controls while improving their eco-design

Decoder remote controls, which are used by SFR customers on a daily basis, are among the items that generate a high rate of change during the refurbishment phase.

To reduce the environmental impact of this accessory, the range of remote controls has been redesigned to encourage the use of recycled plastic, while preserving the strength of the plastic and the repairability of the object.

Since the 4th quarter of 2023, 100% of the remote controls produced for the latest 3 decoder models have boxes made with over 90% recycled plastic.

A new range of Altice accessories

In 2023, the Altice France Group revised its entire range of accessories to comply with eco-design criteria and reinforce its environmental commitment.

From now on, all new products in the range (chargers, cables, wireless headphones, audio speakers or smartphone protectors) meet the following criteria:

- ◆ **eco-design:** All products are designed using recycled materials, with the proportion varying from 30% to 100% depending on the type of product. The materials are certified by the GRS Global Recycled Standard label;
- ◆ **extended lifespan:** In collaboration with suppliers, product quality has been improved. For example, the new charging cables are certified by an independent laboratory to withstand 25,000 torsions, eight times more than a standard quality cable;
- ◆ **extended warranty:** SFR offers a 3-year warranty on all new products in the range, one year longer than the minimum legal guarantee;
- ◆ **universal compatibility:** In anticipation of the latest European regulations⁽⁵⁾, Altice chargers and cables are now universal, helping to reduce electronic waste;
- ◆ **eco-designed packaging:** The packaging uses 100% recycled FSC-certified cardboard, printed with vegetable-based inks. For the energy range (chargers and cables), the volume of packaging has been reduced by up to 50% compared with the previous range;
- ◆ **maritime transport:** All products in the range, with the exception of protective cases, are shipped by sea to minimise the environmental impact of their transport.



- ✓ 3-year warranty
- ✓ Up to 100% recycled plastic
- ✓ Global Recycled Standard certified materials

(5) Directive 2022/2380/UE du 23 novembre 2022 relative à l'harmonisation des législations des États membres sur le chargeur universel.

La Factory

With the aim of reducing plastic waste, the Altice France Group has a tailor-made smartphone protection offer, "La Factory". Screen protectors significantly extend the life of smartphones, helping to reduce their impact on the environment. The printer-sized Factory machines are installed in SFR stores and allow sales staff to cut out customised smartphone screen protectors in seconds, as requested by customers. This innovative process makes it possible to protect any smartphone available on the market with a single format of protective film, thus considerably limiting the pollution linked to the production, transport and storage of this type of product. They are cut to order, which reduces obsolescence and facilitates stock management. This flexibility also makes it possible to guarantee a total elimination of the use of the plane and the supply is carried out by ship only.

90% reduction in greenhouse gas emissions linked to packaging and transport compared to the previous generation of Altice film

Since their launch in 2021, La Factory protections have convinced more and more customers and represented, in 2023, 85% of SFR's screen protector sales. Since 2023, these protectors have also been offered to business customers. This year, the Group's teams, in partnership with their suppliers, worked on improving the resistance of protective films. From 2024, the integration of new materials will enable:

- ◆ increased impact resistance and durability, thanks to the self-regenerating property of the films, since any scratches from use disappear in just 48 hours;
- ◆ greater adaptability: these new films are suitable for all smartphones, including foldable smartphones and tablets.

SFR is stepping up its partnership with its ISO 14001-certified film supplier. This certification guarantees the quality of the films supplied to La Factory, as well as environmentally-friendly practices on the part of the supplier.

II. The second life of equipment

Extending the life of equipment

In order to give a second life to its products, the Altice France Group has set up for several years a reconditioning system for TV boxes and decoders of its brands SFR and RED by SFR. These products are designed to have a maximum lifespan and are repaired and refurbished as long as the technology is not outdated.

To go even further, the Altice France Group is also working to reduce the environmental impact of the refurbishment of its products, for example by using regenerated plastic to change the covers on the boxes or by optimising the journeys made to refurbish the products by stacking the pallets.

85% of active range boxes are refurbished
67% of total collected boxes are refurbished

Optimising transport for repackaging

Pallet stacking is a process that allows several load units to be stacked on top of each other, without having to use shelves. The space savings made make it possible to optimise journeys by doubling the number of pallets transported per journey. In 2023, nearly 90% of lorries travelling between SFR's remanufacturing centres and logistics centres used this process. The optimisation of the palletisation of the fibre boxes has also made it possible to increase the number of boxes loaded on a lorry by almost 40%, thus further improving the efficiency of the journeys made.

New refurbishment techniques

Since the end of 2022, damaged front panels of generation 7 decoders have undergone a flaming operation, a thermal process that removes scratches from the plastic and thus avoids the need for a new one.

In 2023, the implementation of a new solution for testing and renovating optical cables made it possible to avoid the manufacture and routing of more than 100,000 new optical cables at the end of 2023.



Use of recycled materials

Since June 2021, the damaged covers of the "generation 7" boxes have been replaced by new covers made of regenerated plastic from the old covers of this range: the damaged plastic parts are extracted, crushed and "recast" to obtain a new "as new" cover. Less than 1% of the plastic is lost during the regeneration process, making it a real asset to the Altice France Group's circular economy approach.

Streamlining of equipment shipments

In 2023, the process for sending out refurbished 7th generation boxes to customers, compatible with both fibre and ADSL technologies, was redesigned to adapt deliveries according to the plan purchased by the customer. As a result, the shipment of more than 500,000 ADSL kits was avoided. ADSL kits, which used to be automatically included in shipments, contain cables that are not used when subscribing to a fibre offer.

Optimising the number of refurbishment operations

The aesthetic criteria that must be met before equipment can be put back on the market are also regularly reassessed: in 2022, the level of requirements was lowered, reducing the number of refurbishment operations carried out and thus saving energy and raw materials.

A second life for mobile phones

20% of sales result in the recovery of a mobile phone

To encourage consumers to give their phones a second life, SFR proposes two advantageous offers:

- ◆ **mobile trade-in:** the old phone is recovered by SFR in store or online, in exchange for a discount to be deducted from a purchase or paid directly into a bank account;
- ◆ **the trade-in bonus:** this is an additional discount on the purchase of a new phone, available on a selection of phones after SFR has taken back the old mobile.

III. Waste recovery and management

Giving a second life to electrical and electronic equipment

The actions of the Telecoms and Media divisions

Directly in their offices or on the sites that enable the SFR network to operate, the Telecom and Media divisions use electrical and electronic equipment. When this equipment breaks down or its technology becomes obsolete, the question of re-employment or recovery systematically arises. Over 95% of equipment was recovered in 2023.



In addition, all the IT equipment (PCs, screens and printers) from the Telecoms and Media divisions that needed replacing is systematically donated to Emmaüs Connect since 2020 to equip individuals in need.



More than 550 tonnes of CO₂ avoided in 2023 thanks to the re-use and recovery partnership with Shields, a player committed to the refurbishment and recycling of EEs.

Intelcia's actions

The issue of the circular economy and waste management represents a particular challenge for Intelcia. In order to improve the recovery of its waste and to fight against pollution, Intelcia has increased its local partnerships to promote reuse, reconditioning and recycling, in a geographical context of weak structuring of these channels.

For example, in 2023, as part of its partnership with the Tifaouine association, Intelcia equipped a computer room in a village in the Tioute region of Morocco. Using old, refurbished internal computers and new furniture, the room has been designed for pupils from the village, and in particular young people from disadvantaged families. Two Intelcia employees and volunteers from the Tifaouine association went on site to set up the room and introduce around thirty pupils to the use of IT tools.



According to ADEME⁽¹⁾, more than 54 million phones are stored in drawers, when they could be reused, either as is or to repair other phones.

Faced with this situation, the Group is working to raise awareness by offering its customers the opportunity to donate their old phones:

- ◆ thanks to a stamped delivery slip available free of charge online, on the RED by SFR website;
- ◆ by dropping off their phone in a dedicated area of the store.



For the most part, the phones are refurbished and join the global refurbished market. Phones that are not recycled via this first circuit are sent to "Ateliers du Bocage", a member of the Emmaüs movement⁽²⁾, where they are repaired to give them a new life. Ateliers du Bocage sell these phones in their shops at solidarity prices or donate them to charities. Terminals that cannot be repaired are recycled in order to recover their materials.

The Altice France Group also offers a wide range of refurbished mobile phones, which are displayed in dedicated presentation areas in most SFR shops and are the subject of specific commercial operations.

A certified equipment recovery service for businesses



An important issue for its business customers, SFR Business is committed to the circular economy, in particular through ISO 14001 certification of its environmental management of recovery, reuse and recycling of customer equipment (fixed, service and mobile). This validation of the Group's approach by an independent third party is a recognised sign of confidence and encourages continuous improvement in environmental performance.

A platform for reselling to brokers, and/or donating mobile fleets in partnership with Ateliers du Bocage, is also available to encourage companies to recycle phones they no longer use.

(1) La face cachée du numérique, ADEME (2019)

(2) Emmaüs movement is a secular and solidarity movement that fights against exclusion, present in 37 countries across 4 continents. The various actors of the Emmaüs movement come together around shared values.

Non-hazardous waste: limit its production, recycle it more effectively

Although the infrastructure and recycling channels for this type of waste are not very well structured, Intelcia has nevertheless undertaken various initiatives in the countries where it operates to encourage the reduction of the environmental impact of its waste.

Paper and plastic

Intelcia has now introduced extensive dematerialisation of administrative documents, reducing the use of paper and thus the generation of waste. In addition, awareness campaigns are regularly deployed to encourage people to limit printing.

In addition, partnerships have been created in various countries with sorting and recycling experts:

- ◆ in Cameroon, Intelcia has been working since 2018 with Red-Plast, a specialist in the collection and recycling of industrial and household plastic waste;
- ◆ in France, Intelcia has joined forces with various partners such as PAPREC, ELISE, LemonTri, but also Cy-Clope, which collects cigarette butts in bins installed specifically on Intelcia sites for recycling;
- ◆ in Morocco, Intelcia has partnered with the KOUN association since 2021 to sort and recycle 100% of plastic bottles and paper. Specific collection bins for plastic waste and paper and cardboard waste have been installed at almost all the Moroccan sites, and a waste collection process has been set up with KOUN. More than 80 ambassadors have been trained to support and promote this initiative. In 2023, over 4.5 tonnes of plastics and over 4 tonnes of paper were sorted at Intelcia sites and collected by KOUN for upcycling.



Promotion of responsible consumption: raising awareness of environmental issues among employees, partners and customers

I. Stakeholder engagement

According to ADEME, each French person emits an average of 9 tonnes of CO₂ per year⁽¹⁾, whereas only an average of 2 tonnes per year per person would enable the Paris Agreement's + 1.5°C trajectory to be met.

Responsible consumption and individual investment are therefore important levers in the fight against global warming. Ecogestures and "realistic" investments could reduce individual carbon footprints by up to 25%⁽²⁾.

It is with this in mind that the Altice France Group is raising awareness among its stakeholders, particularly by informing them about socio-environmental issues, by encouraging responsible consumption and by reinventing its offer to make its customers "consumer actors".

In order to involve consumers in this dynamic of more responsible consumption, the Altice France Group communicates and raises awareness. A page dedicated to ecodesign actions and digital ecogestures is available on the SFR⁽³⁾ and RED by SFR⁽⁴⁾ websites. Consumers are advised to keep their smartphones for as long as possible, to opt for reconditioned products where possible, and to switch off their internet boxes and/or decoder when not in use. In addition, since 2022, fixed and mobile customers have had access to the impact of their carbon data consumption, directly on the SFR and RED by SFR applications. Based on the model of environmental labelling, this impact is converted into everyday actions, such as the number of kilometres travelled by car or the number of hours a 60W light bulb is used.

An educational campaign to raise awareness of digital eco-actions was also distributed to SFR and RED by SFR customers during the year to encourage them to adopt more frugal and responsible digital practices.



In addition, the Altice France Group, through its telecommunications business, is taking part in various inter-operator working groups to improve the calculation of the digital footprint and awareness-raising among its subscribers, and to define the sector's priority decarbonisation actions.

(1) <https://agirpourlatransition.ademe.fr/particuliers/testez-vos-connaissances/connaissiez-empreinte-climat>

(2) « Faire sa part » - Carbone 4 (2019)

(3) <https://www.sfr.fr/engagements-rse/environnement/eco-geste.html>

(4) <https://www.red-by-sfr.fr/redspensible/>

Employee engagement and dissemination of a sustainable development culture

Telecoms and Media

To support their commitment, the Telecom and Media divisions have stepped up training and awareness-raising initiatives for their employees, to give them the keys to understanding the challenges of sustainable development in their sector of activity.

◆ Training

A number of initiatives have been taken this year to strengthen the training offer. Firstly, as part of the new CSR training programme, the range of courses on offer has been expanded to include new topics related to environmental issues, such as sustainable finance and responsible communication.

At the same time, certain departments and functions considered to be priorities have benefited from specific training, in line with changes in their businesses.

◆ Raising awareness

Various workshops and conferences have been organised to raise awareness in 2023. Following on from the 2022 events, large-scale "Paroles d'Experts" conferences were organised to raise awareness among employees. See below three examples:

- ◆ researcher Aurélien Bigo held an audience on the subjects of energy transition and mobility, with a particular focus on the electric car;
- ◆ Monique Axelos, Director of Research at the French National Institute for Agricultural and Environmental Research ("INRAE"), spoke on the subject of food and in particular meat consumption over the coming decades;
- ◆ journalist Paloma Moritz and lecturer Yasmina Auburtin set out the issues surrounding past and future collective imaginations, which shape the perception of climate issues through the cultural and media industries, in their "Imagine 2050" conference.



In addition, since April 2023, the Telecoms and Media Divisions have deployed a series of Climate Frescoes. Based on the IPCC's scientific reports, the Climate Fresco is a fun way for employees to get to grips with the complex issue of climate change in just 3 hours. The system is based on the recruitment and training of in-house facilitators, who encourage the dissemination of this information to all departments and sites through workshops open to all and teambuilding activities.

By the end of 2023, 677 people had already been "frescoed" through this scheme, coming close to the target of 1,000 set for the scheme's first year, in April 2024.

Intelcia

Intelcia runs various campaigns to raise awareness of environmental issues. They aim to ensure that all employees adopt best practices and eco-actions in the workplace and in their private lives.

In Senegal and Côte d'Ivoire, a poster and awareness-raising campaign invite people to use water wisely, sharing positive actions to reduce its consumption.

In Morocco, a number of measures have been put in place to raise employees' awareness of the importance of sorting and recycling waste in the workplace:

- ◆ the "Go Green" awareness campaign: every year, awareness-raising campaigns are organised at every site with KOUN collection bins, focusing on waste sorting and recycling. The campaign includes a quiz with rewards for employees who achieve the best score;
- ◆ in 2023, an e-learning module on waste sorting and recycling was developed and integrated into the induction programme for new arrivals. This 15-minute module is taken by all new employees at an Intelcia site in Morocco.

In addition, a number of voluntary actions take place on a regular basis to enable employees to take part in initiatives such as the clean-up of the banks of the river La Vence in France in partnership with the "Ardennes Rivières Propres" association. With the participation of around ten Intelcia employees, 500 kg of waste was collected and reinjected into the appropriate treatment channels in 2023.

This type of action is not only encouraged among employees in all the countries where Intelcia operates, but also allows us to invite families to participate, thus promoting a wider awareness, especially among children, who are the actors of tomorrow's eco-responsibility.

Cycle Risques Climatiques

A series of round tables to raise awareness of climate risks was organised on the Altice campus with experts from the Ministry of Ecological Transition and the Home Office. A total of 6 conferences were organized to provide in-depth knowledge to journalists from the Group's stations on topics such as forest and vegetation fires, heatwaves, droughts, floods, Cevennes rain, coastal erosion, and climate change adaptation.

Major information networks: raising awareness among the French population

In September 2023, Altice Media stepped up its commitment to the ecological transition by adopting an ambitious editorial charter to provide better coverage of environmental issues, particularly climate change. The entire media network of the Group is committed to providing insights to drive both collective and individual behavior change. The environmental issue is approached in an educational manner, enlightened by the expertise of recognized specialists in their field, and transparent about the sources used.

In addition, training tools are available on the intranet and through the Group training programme to help all teams develop their skills in climate and environmental issues (see Promotion of responsible consumption section).



Increased media coverage of environmental issues

BFMTV has introduced an innovative format to raise public awareness of environmental challenges with the launch of a new segment, the 'Wildfire Weather,' broadcasted both on air and online. Using detailed infographics based on information from Météo France, viewers were able to visualize the summer's fire risk forecasts in a clear and concise manner.

More than 700 environmental issues covered in 2023 by Altice Media channels

In 2023, Altice Media has been committed on a daily basis to supporting local and national actors and initiatives in favor of sustainable development. Local channels have collaborated with events such as the Eco-Citizen Living Autonomous Expo in Paris, the Lyon Zero Waste Festival, the Bionazur Expos in Nice and Antibes, as well as the Soft Mobility Meetings in Marseille, to give them visibility. They have also supported independent and socially engaged music festivals such as the Green River Valley Festival, "Les Nuits Secrètes", "Plein Air" Festival, Woodstower, Cooksound Festival, and Delta Festival.

On a national level, BFMTV also launched the "#LeRetourDesHirondelles" campaign at the beginning of the year in partnership with the "Ligue de Protection des Oiseaux" (#TheReturnofTheSwallows with the French League for Protection of Birds). This initiative allows the French audience to track the arrival of migratory birds in France while reporting their own observations. Every Friday morning, the progress of their return was featured in the channel's weather reports, accompanied by videos and information about their biology and behavior.

Programmes dedicated to CSR

BFM Business is France's leading channel dedicated to the economy and has an essential mission to broadcast environmental issues. Every day, CSR issues are at the heart of the channel's various programmes, with the spotlight on players from all sectors and of all sizes, all committed to adapting their businesses to environmental challenges.

The channel also offers off-site programmes to showcase ambitious initiatives, such as the "Impact PME" trade fair held on 30 November 2023 in Paris, where BFM Business helped to organise the event entitled "Talents, AI, ecological transition : how to succeed in 2024?"

In December 2023, BFM Business also launched the "Impact by Tcherkoff" programme, where journalist Audrey Tcherkoff welcomes guests who are committed to social and environmental issues and determined to make a positive impact.



AUDREY TCHERKOFF
Presenter Impact by Tcherkoff
BFM Business

« This new programme allows me to take an engaged and proactive look at current events. My objective is clear: to tackle current affairs from a human perspective, with the firm intention of combating the feeling of powerlessness felt by citizens and leaders in the face of the major challenges of our time. »

Each of the 10 regional channels of BFM also has its own programme devoted to environmental topics and initiatives. Planète Locale is a weekly programme dedicated to ecology, with inspiring reports and guests from each of its territories.

A unique partnership with the Ministry of Ecological Transition

Since 1 January 2023, Altice Media and the French Ministry for Ecological Transition have formed a partnership to raise public awareness of climate issues. This collaboration focuses on communicating the right reflexes in the face of climatic events and covering environmental events.

As part of this partnership:

- ◆ BFM Business and BFM TV covered COP 28;
- ◆ BFM Régions covered the national day "Tous résilients face aux risques" with:
 - ◆ an earthquake preparedness exercise broadcast on BFM Alsace;
 - ◆ the presence of BFM Grand Lille and BFM Grand Littoral at a flood preparedness exhibition;
 - ◆ the broadcast on BFM Normandie of a report on a large-scale safety exercise organised in the industrial port area of Le Havre;
- ◆ 37 educational and explanatory subjects on climate risks were broadcast on the Group's radio stations;
- ◆ Round tables with experts from the Ministry of Ecological Transition and the Home Office were also organised as part of the partnership.



II. European Sustainable Development Week: a unique opportunity to raise awareness among employees and customers

In 2023, the Altice France Group took advantage of the European Sustainable Development Week to step up its awareness-raising initiatives. Aimed at deepening knowledge of environmental issues on the one hand, and passing on practical ways of taking action on the other, this event mobilised...

...Its customers...

To mark European Sustainable Development Week ("ESDW"), SFR and RED by SFR offered their customers an immediate discount on a selection of refurbished mobiles. To increase the visibility of this offer, a competition was organised on social networks.

In addition, to mark the 10th anniversary of Emmaüs Connect, celebrated during the ESDW, SFR launched a solidarity operation: For every purchase of a refurbished phone, SFR donated a connection kit to Emmaüs Connect to equip people in digital poverty. More than 3,000 connection kits were donated.

...and its employees!

"4R" stand

According to a joint study by ADEME and Arcep⁽¹⁾ on the environmental footprint of the digital sector, this sector accounts for 2.5% of total greenhouse gas emissions in France. Three quarters of these emissions are due to the manufacture and use of consumer equipment such as smartphones and televisions. Aware of these impacts, the Telecoms and Media divisions have raised awareness of the issue of extending the lifespan of terminals and the virtues of the circular economy among their employees, with initiatives based on the 4Rs: Repair, Reuse, Refurbishment and Recycling.

- ◆ the "Samsung Repair Express" service offered employees a diagnosis of their Samsung mobiles and repairs during the day;
- ◆ the La Factory by Altice service was also highlighted: 200 employees were able to enjoy the innovative experience of tailor-made smartphone protection, which is also available in SFR shops;
- ◆ in partnership with Emmaüs Connect, a collection of used mobile phones was organised on the Altice Campus;
- ◆ finally, the refurbished offer was also highlighted on the campus, with flagship models on display at the stands and competitions to win refurbished models.

The Climate Fresco

To mark European Sustainable Development Week, a giant Climate Fresco was also organised on the Altice campus, bringing together 50 participants.



The Ma Petite Planète challenge

In 2023, the Telecoms and Media divisions took part in the Ma Petite Planète competition for the first time. Ecological challenges covering a wide range of topics, such as food, energy and finance, encouraged employees to take responsibility for their personal carbon footprint, and to show initiative as a team. A closing ceremony was organised on the Altice Campus and on Teams, during which the top-ranked participants received eco-designed prizes.

The participating employees were particularly committed, with the best team going so far as to reach second place on the national podium of the event.



(1) ADEME-Arcep, Digital environmental impact assessment and prospective analysis, 2022.

Complementary environmental issues

In addition to the environmental issues identified as high priority in the Altice France Group's materiality matrix, the Group is taking action on issues assessed as less critical in relation to its activities in order to reduce its overall ecological impact and contribute to the collective effort.

I. Water management

For many years, the Altice France Group has been implementing measures to reduce water consumption at its tertiary sites, such as the installation of pressure reducers and dual-flush toilets. In addition, the new buildings comply with the best practice rules and recommendations for the optimisation of water resources.

The technical sites also receive special attention with regard to their water consumption. All new sites or facilities meet the environmental criteria required for more sustainable water consumption. This means that it is no longer necessary to cool down the equipment with water in case of high temperatures.

A heatwave system is also in place to limit the amount of water withdrawn. These actions require coordination between the Altice France Group and its partners, who organise checks and controls of all cooling equipment before the summer period to ensure optimum efficiency. A review of available mobile resources such as generators, air conditioning or extractors is carried out. This thorough assessment helps to avoid overheating of cooling equipment and consequently the potential use of water.

Finally, the water circuits of the strategic sites are all equipped with a closed loop system. This means that the water used for cooling the technical rooms is charged only when the equipment is installed and requires little or no top-up.

	YEAR	ALTICE FRANCE	TELECOM	MEDIA	INTELICIA	ERT TECHNOLOGIES
Water consumption (m ³)	2022	159,339	42,108	11,271	105,960	N/D
	2023	157,457	46,540	12,092	95,570	3,255

N/D: Not disclosed

II. Preservation of biodiversity

Helping to preserve and restore ecosystems

Telecom and Media

Aware of the importance of preserving forests for biodiversity, the RED by SFR brand teams launched the "#REDsponsible" programme at the end of 2020. In partnership with the A Tree for You association, this year the programme financed two projects aimed at:

- ◆ rehabilitation of the Montmorency forest, classified as in a state of health crisis since 2018;
- ◆ the reforestation of the Meudon national forest, affected by the chestnut ink disease.

In total, over €80,000 was raised and reinvested in reforestation projects since 2021 through donations from RED customers, matched 100% by the Group.

Intelcia

In partnership with the High Atlas Foundation ("HAF"), which works to restore Moroccan ecosystems through reforestation, Intelcia financed the planting of 550 fruit trees in 2022. This action was taken on behalf of Intelcia Maroc's customers, to thank them for their trust and, through the symbolism of the tree, to place the partnership under the seal of sustainability. The local impact of this action is twofold: this is not only an environmental issue, but also a social one, as these trees have to be maintained and cultivated by a family of local farmers, in a context where increasingly frequent droughts have weakened Moroccan farming systems. Around ten Intelcia employees travelled to the Ouarzazate region to take part in the planting of these trees, alongside members of HAF and the farmer who owns the land.

Given the success of this operation, in 2023 Intelcia signed a partnership agreement with the HAF association to prepare for the planting of one tree per Intelcia Morocco employee between 2023 and 2024 - a total of several thousand trees.



Limiting its impacts

Aware of its responsibility, the Altice France Group ensures reinforced control of its Facilities Classified for the Protection of the Environment ("ICPE"). ICPEs are the Group's infrastructures that represent the most significant - albeit minor - risk to the environment and biodiversity.

The Altice France Group network comprises more than 163 sites concerned by 4 ICPE sections, relating to the storage of batteries and fuel oil, and the presence of extinguishing agents, refrigeration units and generators. These sections lead to regular and precise controls on these sites, in order to avoid any pollution of the environment.

For its part, Intelcia has included the use of environmentally certified products in its responsible purchasing requirements. In France, for example, Intelcia has been encouraging its cleaning contractors to use environmentally friendly products for several years in order to combat chemical pollution. In 2021, a full review was carried out, with a requirement to replace non-labelled products with certified substitutes.

In countries where these labelled products are not widely available, alternative measures are nevertheless being put in place. For example, in Madagascar, tenders stipulate that products must be non-hazardous and have the lowest possible impact on the environment.

The Altice France Group, committed to its employees



To support employees in their day-to-day work, the Telecom and Media divisions are continuing to roll out a wide range of measures designed to enhance operational excellence and team performance. These include the introduction of demanding training programmes, a proactive apprenticeship policy and effective management of employee mobility and careers. The Telecom and Media divisions are also pursuing their action in favour of inclusion, aware that diversity is a vector of innovation, creativity, motivation and performance for the company.

Intelcia, for its part, has been focused on job creation, employability and inclusion from the outset. With 18,361 employees in 2023 for the French-speaking region, Intelcia is one of the leading private employers in several employment areas in France and internationally. Intelcia's recruitment policy reflects its commitment to inclusion: 74% of the employees recruited in 2023 are aged 30 or below, and 33% are people excluded from the labour market, recruited under schemes such as "Préparation Opérationnelle à l'Emploi" ("POE") in France. To promote the employability of its employees, Intelcia relies on two internal training academies and the regular deployment of e-learnings. Finally, Intelcia implements a number of measures to improve the well-being of its employees at work, including the "In The Move" programme, which is deployed in all countries and brings together all employees around a wide range of services and events.

Indicateurs clés de performance

RISKS	TELECOM 2023	MEDIA 2023	INTELCIA 2023	ERT TECHNOLOGIES 2023	KEY PERFORMANCE INDICATORS	2022 ⁽¹⁾	2023
Employability & stability	66%	50%	120% ⁽²⁾	61%	Percentage of employees who attended at least one training course during the year	N/C	98%
	23.1	15.7	71.5	19.9	Average number of hours of training per employee who attended at least one training course during the year	N/C	58.9
Talent management	971	196	6,802	N/D	Number of permanent hires	8,253	7,969
	N/D	N/D	33%	N/D	Share of people who are excluded from the labour market among new hires	24%	33%
	410	98	N/D	N/D	Number of work-study students recruited	488	508
	15%	7%	33%	N/D	Voluntary departure rate	22%	26%
Human rights and fundamental freedoms	33%	39%	54%	21%	Share of promotions awarded to women on permanent contracts	41%	41%
	39%	44%	54%	28%	Share of women among hires	51%	49%
	UES SFR : 87% SFR Distribution : 93%	UES Next : 76%	98%	N/D	Professional equality index ⁽³⁾	N/C	N/C
	341	15	143 ⁽⁴⁾	N/D	Number of employees with disabilities	476	499
	4%	1.8%	13%	N/D	Absenteeism rate	8.5%	12%
	6%	2%	N/D	11%	Frequency rate of occupational accidents	5.5%	6.1%

N/D: Not disclosed; N/C: Non-consolidated

- (1) Data for 2022 does not include ERT Technologies, which joined the group's reporting format in 2023
- (2) Intelcia trains a higher number of people each year than its workforce at the end of the year, testifying to the training effort on the population of customer advisers, the population mainly responsible for the turnover.
- (3) Index published in 2023 for the year 2022. France for Intelcia scope
- (4) Intelcia France scope

The objectives of the Altice France Group

RISKS	TELECOM	MEDIA	INTELCIA	ERT TECHNOLOGIES	OBJECTIVES	2022	2023
Human rights and fundamental freedoms	X	N/A	N/A	N/A	Increase in the representation of women in: - the workforce - management - promotions	36% 30% 38%	35% 30% 33%
	X	N/A	N/A	N/A	Reduce the gender pay gap, with a dedicated budget ⁽¹⁾	1.8%	2.6%
	X	N/A	N/A	N/A	Increase the employment rate of people with disabilities	3.8%	3.9%
	X	X	N/A	N/A	Hire a minimum of ⁽²⁾ : - 20 employees with disabilities per year between 2023 and 2025 in the Telecom division - 15 employees with disabilities between 2021 and 2023, including at least 2 permanent positions in the Media division	NEW 5 ⁽³⁾	9 8 ⁽³⁾

N/A : Not applicable; NEW: New indicator

- (1) Gender pay gap based on the professional equality index published in 2023 for the year 2022. Scope: SFR SEU.
- (2) Includes all contracts.
- (3) 2022: 5 including 4 permanent positions - 2023: 8 including 6 permanent positions

Attract talent and integrate young people into the Group

I. Intelcia: a dynamic and responsible recruitment policy geared towards young people

Intelcia's identity reflects the youth that make up the majority of its workforce. All the Group's efforts are mobilised to build a company that is as close as possible to the expectations of young people, particularly by offering them opportunities for internal career development.

Intelcia is constantly growing and has chosen to make diversity and equal opportunities an asset for the company. In this way, Intelcia offers opportunities to people who are excluded from the labour market, such as people with limited qualifications, those who have experienced periods of unemployment or older people. These people are recruited through partnerships with associations and public organisations such as the "Association Nationale de Promotion de l'Emploi et des Compétences" ("ANAPEC") in Morocco, "Pôle Emploi" in France and the "Fonds National de l'Emploi" ("FNE") in Senegal. In 2023, these recruitments accounted for 33% of all hires, enabling Intelcia to combat inequality while strengthening its integration into the local fabric.



23% of employees are under 25

33% of people who are excluded from the labour market among hires

As soon as the opportunity arises, Intelcia forges partnerships with leading public organisations in the areas where it is based, in order to open up its recruitment to people excluded from the labour market. Partnerships have also been set up with higher education establishments (schools, universities, training centres, etc.) to attract young talent.

Numerous partnerships

in France, in particular with Pôle Emploi, local Missions, reintegration units, but also the agglomerations.

Therefore, 30% of new hires throughout France have been recruited under the Individual Operational Preparation for Employment ("POE") or Pre-Recruitment Training Action schemes

in Morocco, with ANAPEC for the promotion of employability and retraining of young people. But also with the Office of Vocational Training and Labour Promotion ("OFPPT") to promote recruitment

in Senegal, with the Employment Department, through the State-Employer Agreement, for the recruitment of unemployed youth

in Cameroon, with the Ministry of Employment and Vocational Training to address integration and training of young job seekers without qualifications

in Côte d'Ivoire, with several schools to recruit recent graduates



II. Telecom and Media divisions

A recruitment dynamic in a tight market

Following on from 2022, 2023 was a year of strong recruitment momentum for the Altice France Group. Nearly 1,167 permanent hires were made in its Telecom and Media divisions, in a context of strong tension in the job market and a shortage of talent, particularly for digital jobs and tech profiles.

In the telecom business, recruitment was mainly in the sales force, in engineering and in particular information systems jobs - and in support functions such as finance.

Development of new tools and processes to address the talent shortage

Aware of the need to emerge in a tight market, the Telecom and Media divisions have deployed new tools and processes for a better candidate experience.

In 2023, the Telecom division continued with a programme initiated several months ago, setting up "collective assessment" recruitment sessions for its sales force. A "CV-free" recruitment method that allows recruiters and operational managers to focus on the skills, motivation and affinity of the candidate with the job, by observing them over the course of a day in Group situations. An innovative recruitment approach that focuses on the skills and personality of each candidate, while speeding up the recruitment process. In 2023, these recruitment sessions resulted in the recruitment of 70 sales engineers.

The Telecom and Media divisions have also adopted a number of tools to develop their attractiveness, promote their professions and career opportunities, through social networks and platforms that are popular with young graduates to find out about companies and look for their first job.



To give new employees the best possible welcome, the Telecom and Media divisions have also introduced a new digital integration solution: this innovative solution provides support for new employees over several weeks, starting before they join the company and continuing throughout their integration. It makes it easier to discover your new working environment and take up your new post.

An ambitious work-study policy

For many years, the Telecom and Media divisions have pursued a proactive policy in favour of apprenticeships, with the aim of supporting and encouraging young people to enter the job market and build their professional future. This commitment is part of the Group's "Transformation & Ambitions 2025" project and aims to support the government's "1 jeune 1 solution" plan.

Each year, the Telecom and Media divisions welcome nearly 1,000 students from the digital, business, journalism, audiovisual production and corporate (finance, HR, legal, etc.) sectors.

In addition to learning their profession, the Telecom and Media divisions offer students a real insight into the activities and life of the Group through a cycle of visits, conferences and numerous opportunities to meet and exchange ideas throughout their time with the Group. In addition, two induction days are offered each year to all work-study students, providing them with an opportunity to find out more about the Group and to get to know each other.

28% of students were recruited on fixed-term or permanent contracts at the end of their apprenticeship experience.

In the Telecom and Media divisions, nearly 700 tutors are committed to developing the skills of work-study students, supporting them in their apprenticeship and in building their career plans. Every year, these tutors receive support to help them do their job as well as possible, with dedicated training and a discussion session with the School Relations team where they can ask any questions they have about tutoring.

A series of videos gives voice to work-study students and their tutors, in addition to highlighting the importance of mentoring within the Altice France Group.



Click on the image to see several video testimonials from tutor/work-study student pairs

The work-study scheme: a source of diversity within the Group

Convinced that diversity is a source of performance for the Group, the Telecom and Media divisions have a proactive policy from the work-study stage onwards to promote the integration of people with disabilities, the feminisation of digital professions and young people from disadvantaged neighbourhoods.

To support this approach, the Altice France Group has increased its partnerships with associations and its presence at inclusive recruitment events.

"Happy Trainees" for the 6th year

In 2023, the Altice France Group was awarded the "Happy Trainees" label for the 6th consecutive year for its Telecom and Media activities, in the context of a survey carried out by ChooseMyCompany.com among young people on internships and work-study programmes within the organisation. 83% of students recommend the Altice France Group for its welcome, professional progress, the interest of assignments, the quality of the support and the pleasure they get from their work.

CERTIFIED

HappyIndex® Trainees
FRANCE 2024

Development of employee skills to support the innovations of today and tomorrow

I. Ongoing training and integration programmes at Intelcia

Two internal training academies, serving Intelcia employees

Intelcia has 2 internal training academies: Intelcia Academy for advisors and Intelcia University for managers, which ensure the deployment of training and consolidate all processes and data on training in the "My Training tool".

Training plans for advisors are defined with customers and include initial and ongoing internal or external training.

For managers, a catalogue is available to train them, whether they are Team Leaders or Directors.

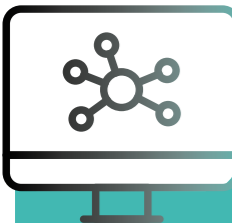


Intelcia University is in charge of the ongoing training of the entire management team throughout the Intelcia Group.



Intelcia Academy, is in charge of the initial and ongoing training of Intelcia customer advisors. The system is reinforced by a Design Center team in charge of module/video design.

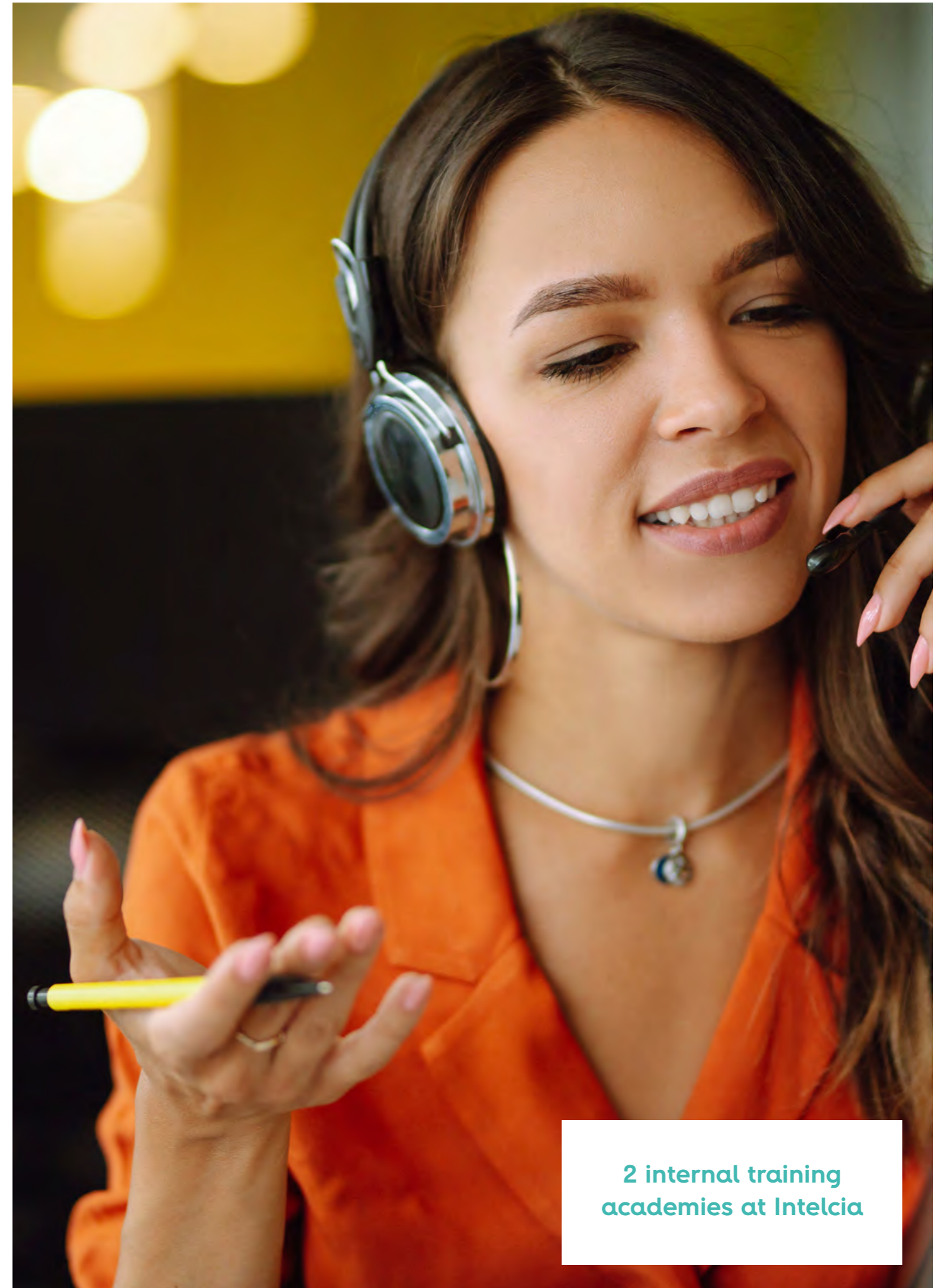
In total, more than 1.5 million hours of training have been taken by Intelcia employees in 2023.



Steering and monitoring of the training system

The Training Department has developed IT systems to manage and monitor the training system:

- ◆ My Learning, LMS for E-learning;
- ◆ My Training for the management and planning of training courses;
- ◆ Test'IN Lab makes it possible to reproduce an SFR customer environment (TV, Box, Smartphone, Tablets, etc.).



2 internal training academies at Intelcia

II. Integration and training courses: special attention in the context of Outsourcing

Intelcia pays particular attention to the induction process for new employees, which has been completely redesigned and digitalised. New employees need to feel expected and welcomed, but they also need to quickly understand the challenges of their new role. The arrival of new employees, their integration into the teams and initial training are optimised thanks to an "On Job Training" ("OJT") system, which explains the job and introduces the key contacts for carrying out assignments and integrating into the Group.

In addition, the Intranet, MyIntelcia, provides access to a wealth of information on the company's operations, news and social benefits. This gives employees greater autonomy.



III. Innovative programmes and tools to ensure that all employees in the Telecoms and Media divisions develop their skills

In 2023, 66% of employees in the Telecoms division took at least one training course, with an average satisfaction rate of 90%.

The internal college, "La Fabrique", helps strengthen the teams' business expertise and develop the skills of tomorrow, in order to improve collective performance.

Through the training programmes, the actions aim to:

- ◆ gain expertise;
- ◆ accelerate career development;
- ◆ support operational needs;
- ◆ cooperate effectively.

La Fabrique relies on 9 fields of business expertise sponsored by operational directors who make it possible to offer tailor-made training courses that are as close as possible to the needs of employees.

La Fabrique's emblematic programmes

Digitalising access to training



Digitalising access to training and improving the user experience are at the heart of the Altice France Group's challenges. The Telecom and Media divisions have accelerated the roll-out of digital technology, in particular with a number of online training and awareness-raising modules on subjects such as information security, anti-corruption, personal data protection, digital responsibility, and the prevention of sexism and harassment.

The 2,000 employees in SFR's distribution network receive regular training in sales techniques and offers via specific modules tailored to their profession.

Management programme



In 2023, the Altice France Group launched a training programme for all managers in the Telecoms and Media divisions.

The aim is to provide support and training in the managerial skills required in relation to the pillars of the managerial model: demonstrating leadership, playing as a team, undertaking things differently, steering your business and managing performance.

An e-learning module is available to all managers, as well as new training courses to reinforce managerial practices

Supporting employees in the ecological and social transition

In a context of ecological and social transition, CSR has become an imperative for all companies and for the Altice France Group. It is a cross-functional component that impacts all our businesses and the entire value chain. Eco-design, Responsible Purchasing and Cybersecurity are just some of the areas where regulations and stakeholder expectations are on the increase. The Telecoms and Media divisions have set up their new "Corporate Responsibility" area of expertise to enable their employees to develop their skills around these issues.



MOURAD ARBAOUI
sponsor of the Corporate Responsibility programme,
Head of ESG & Certifications Altice France

« We need to be able to support our employees through this transition, and to develop our operational practices to meet these new challenges, which promise to be significant and structural. The role of sponsor takes on its full meaning in the collaboration with the departments concerned by these changes and in the updating of the training offer. Providing the right training to the right people at the right time is our motto. Supporting our employees through these changes will undoubtedly be a factor in our company's success. »

On the media side, programmes to support the transformation of uses and the securing of assignments

With a view to adopting new journalistic practices and trends, a training course has been set up to learn about drone filming techniques.

The journalists were also coached on the new version of Dalet Galaxy 5, a database for searching, consulting and managing different media.

In addition, training programmes have been rolled out to protect employees and ensure their safety:

- ◆ training to make journalistic missions safer, so that journalists can report in complete safety in sensitive areas and hostile zones;
- ◆ training and awareness-raising against sexist behaviour and harassment towards journalists, including harassment on the web.



Telecoms and Media divisions: employees supported in their development within the Group

A dedicated mobility team offers employees effective professional mobility tools and processes, through individual coaching (targeting a professional project, self-marketing tools, job search, etc.), but also through group workshops to develop an impactful CV or prepare for a mobility interview.

To ensure the success of their internal mobility, employees can benefit from accompanying training when necessary.

**In 2023:
40 individual coaching sessions and 33 workshops
organised for 598 employees benefited
from career development**

Professional equality: ensuring equality between women and men

Convinced that parity and diversity are strategic issues for the development of individuals as well as for the company, the Altice France Group is committed to gender equality in recruitment and employment, professional development, balancing life's needs and combating gender stereotypes.

I. Intelcia

Intelcia acts in favour of gender equality by:

- ◆ training of the recruitment team in non-discrimination for equal treatment of women and men throughout the recruitment process;
- ◆ equal access to training and the mobility process;
- ◆ the setting up of assessment centres to select candidates for promotion on the basis of skills;
- ◆ ensuring pay equity and non-discrimination in the context of maternity leave;
- ◆ setting up an Equality Commission made up of elected members of the Social and Economic Committee ("SEC") to meet at least once a year;
- ◆ the signing of a Professional Equality and Quality of Life at Work Agreement;
- ◆ the signing of a Diversity Policy through which Intelcia undertakes to promote and ensure compliance with the principles of inclusion, fairness and, in particular, gender equality.

Finally, at the end of 2023, Intelcia launched an e-learning module designed to raise employee awareness of psychological and sexual harassment and discrimination of all kinds. By defining these concepts and proposing resources for combating such behaviour, the e-learning module aims to help Intelcia employees better understand how to deal with high-risk situations.

Intelcia Group has signed a Diversity Charter in France and a Gender Diversity Charter in Morocco. The company is a founding member of the United Nations African Business Leaders Coalition, and a member of the UN Global Compact.

Some key figures for Intelcia:

- ◆ nearly 56% of the workforce is made up of women and 44% of men;
- ◆ 58% women hired;
- ◆ 44% of promotions awarded to women;
- ◆ the Equality Index in France is 95/100.

II. Telecoms and Media

The Telecom and Media divisions are continuing and expanding the initiatives they have been taking for several years to promote gender diversity and professional equality.

In 2023, a professional equality and work-life balance agreement was signed within the scope of the SFR SEU. In addition to the commitments made in this agreement concerning the number of women in the workforce, pay equity and a balanced life for employees, the Telecom division is stepping up the development of its "Careers for Women" programme by increasing the number of development schemes dedicated to women.

Increasing the number of women in technical fields and supporting women as they rise to positions of responsibility

The "Careers for Women" programme has two major objectives for the Telecoms and Media divisions: the feminisation of the workforce - particularly in technical fields - and the career development of women.

- ◆ In 2023, a partnership was signed with the Elles Bougent association to encourage young girls in secondary schools to take up technical careers.
- ◆ In addition, every year a number of female employees have the opportunity to follow a professional development programme, Effet A, to help them realise their ambitions. A 100-day programme that explores the concepts of trust, risk-taking and influence, for the benefit of their career development.

At the same time, the Altice France Group is also promoting this major transformation challenge for the company and society internally. The Telecom and Media divisions have launched a Men-Women "MW" management training course as a rope team for fifteen employees. The objective has been to train them, among their peers, on the theme of gender diversity and professional equality, so that they can become proactive in shaping the mindsets of their personal and professional environment.

Signing of the Charter for greater gender equality in sports newsrooms, by RMC Sport

As a major player in sports journalism in France, RMC Sport is committed to a proactive and assertive policy to ensure that women find their rightful place in the sports newsrooms of the Altice France Group. This charter sets out concrete, positive actions to recruit more women, raise awareness among stakeholders, combat gender stereotypes, reduce the pay gap and promote more women to management positions.



Convinced of the need to make a commitment and move the yardsticks collectively, the Telecom and Media divisions are supporting and taking part in two major events to promote inclusion and diversity. The Assises de la Parité and the Economic Inclusion Summit which bring together a coalition of committed actors - companies, associations, institutions, etc. - to work together to promote gender equality.

Watch the video of Arthur Dreyfuss, CEO of Altice France, for the Assises de la Parité 2023 (in French)

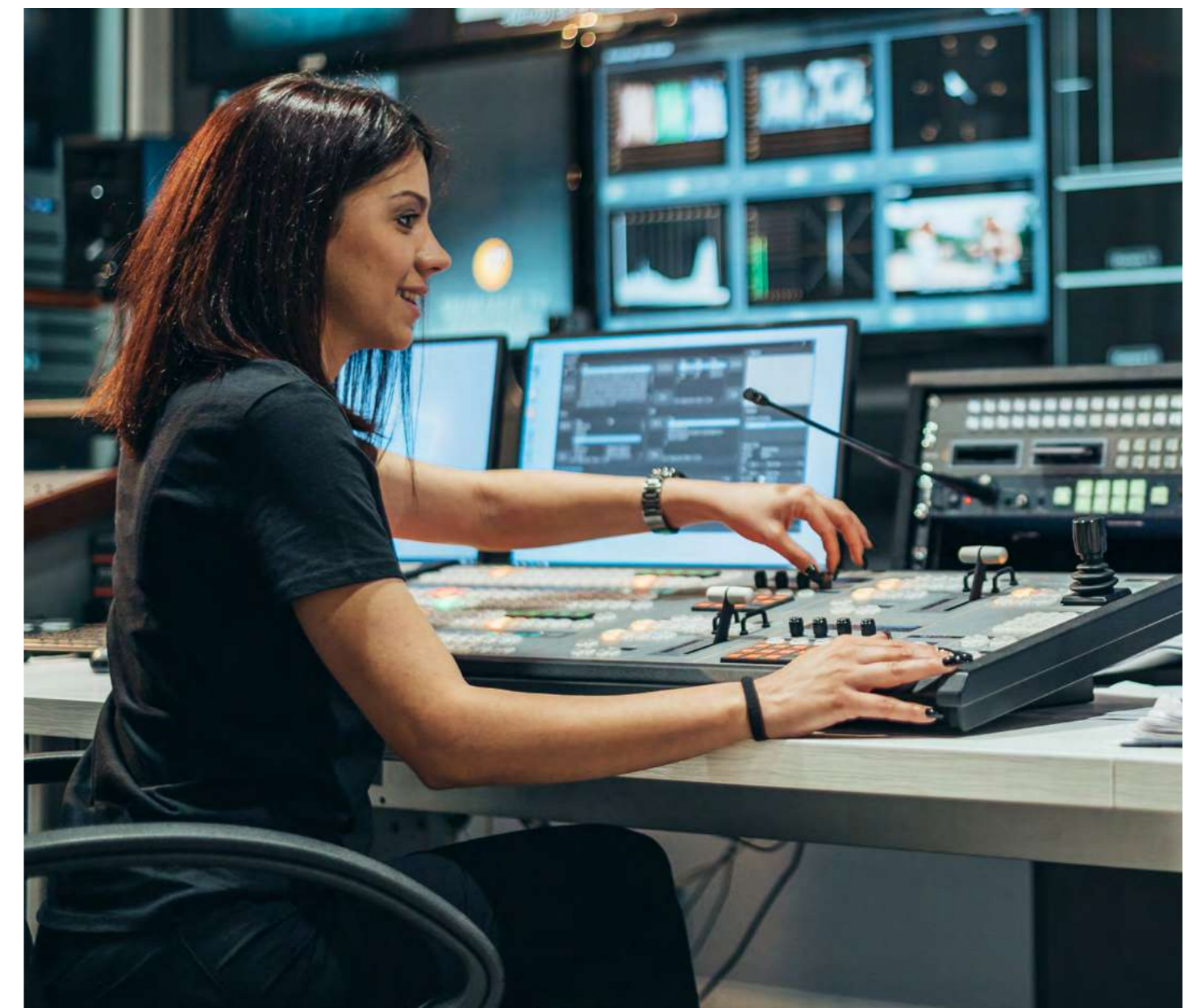
Combating gender-based violence and violence against women



Following on from the awareness-raising campaigns carried out among employees in the Telecoms and Media divisions in recent years, in 2023 the Group launched an awareness-raising campaign on sexism and harassment in the workplace, aimed at all employees and relayed via various media:

- ◆ a poster campaign - print and digital - that challenges stereotypes and preconceived ideas that are still all too common, and reminds people of the internal processes and contacts so that everyone can take action;
- ◆ an e-learning module to precisely understand the concepts of sexist harassment, bullying and sexual harassment, recognise the signs and know how to react;
- ◆ a conference entitled "Relax, we're all sexist", led by a specialist in gender equality and sexism, examining the weight of gender stereotypes in our behaviour at work, attended by almost 1,500 employees.

Similar to previous years, the Altice France Group mobilised for the day against violence against women on 25 November 2023 through its media. The Group's channels broadcast the spot calling for donations and programmes dedicated to this theme.



The Altice France Group mobilised for International Women's Rights Day



On 8 March 2023, the Telecoms and Media divisions organised a round table dedicated to careers for women. Hosted by journalist Apolline de Malherbe, the round table brought together a number of employees from both divisions, as well as Arthur Dreyfuss, CEO of Altice France. The topics covered included how to assume your role in a technical environment, combating the glass ceiling, recruitment and career development, and promoting the professional integration of young people. These discussions served to remind employees of the strong commitment of the Telecoms and Media divisions to this major social issue.

On the Intelcia side, a programme featuring the Intelcia Group Human Resources Director, Saad Berrada, and the Intelcia Group Brand and Engagement Director, Nadia Ben Bathane, was broadcast on InRadio (Intelcia radio) to all countries in the French-speaking region. The objective of this programme: remind people of Intelcia's daily commitment to gender equality and place International Women's Rights Day in a broader perspective. Specific actions have also taken place in the various countries where Intelcia operates. In Morocco, a conference was organised on 8 March 2023 with We4She, an association of women managers working to improve the representation of women in the business world. Various actions were organised in Cameroon, Côte d'Ivoire and Senegal throughout March: conferences/discussions with inspiring female personalities, promotion of women entrepreneurs at trade fairs and coaching sessions focusing on stress management and female leadership.

My Family Solutions for a better work-life balance



The "My Family Solutions" platform helps employees organise their day-to-day lives, with services and content tailored to every stage of family life: one-off solutions and assistance in finding childcare, school support, support for employees who are caregivers, preferential rates for many services (home help, cleaning, career advice, etc.) and free conferences and articles throughout the year.

Supporting the employment of people with disabilities

I. Commitments in favour of workers with disabilities

For more than 20 years, the Altice France Group has been committed to inclusion and equal opportunity through strong commitments to support employees with disabilities, in terms of maintaining employment, integration, awareness and professional development. The Altice France Group promotes indirect employment through the purchase of public services and products from companies in the protected and adapted sector such as Handicall⁽¹⁾, Log'ins⁽²⁾, Ap'aips⁽³⁾ or Deafi⁽⁴⁾.

Telecoms and Media

As signatories of company agreements, the Telecoms and Media divisions of the Altice France Group mobilise significant resources in order to support the recruitment, integration and support of a greater number of employees with disabilities. This is illustrated in particular by the adaptation of workstations, specific support in professional development or even authorised days of absence.

Intelcia

In France, Intelcia has made strong commitments to ensure the integration of employees with disabilities within the Group:

- ◆ a Disability Officer has been appointed with disability focal points on each site;
- ◆ close monitoring of the recommendations of the occupational health authorities regarding the adjustment of working hours or the provision of anti-musculoskeletal disorder support;
- ◆ support for employees who are recognised as disabled workers in adapting their working position (ergonomic chairs, computer screens, etc.).



In 2023, a Diversity Policy was adopted, by which Intelcia undertakes to promote and ensure respect for the principles of inclusion and equity at all levels of company life: recruitment, pay, promotion and mobility, training, working environment, etc.

II. Raising employee awareness of disability

Every year, the HR department Altice France Group's "Mission Handicap" (Altice France's disability awareness operation) and its network of disability officers lead information and awareness-raising campaigns for employees to help remove stereotypes and prejudices about disability. These actions are also designed to encourage and facilitate the steps taken by employees wishing to have their disability recognised. Moreover, in a context of job market tension and skills scarcity, the Group has decided to strengthen its recruitment processes, ensuring that it has the means necessary to significantly increase the recruitment of individuals with disabilities.

Mission Handicap's challenges

As one of the major awareness-raising initiatives for the year 2023, and following the success of previous editions, Mission Handicap launched a new collective and solidarity walking challenge. As a team and collectively, the employees mobilised to take as many steps as possible. With one year to go to the Paris 2024 Paralympic Games, Mission Handicap has chosen to focus its challenge on disabled sport, with tickets to be won for the Paralympic Games. Thanks to the participation and commitment of over 1,000 employees, the Telecoms and Media divisions were able to donate €10,000 to the "Association pour la Recherche sur la Sclérose Latérale Amyotrophique" ("ARSLA"), better known as "Charcot's disease".



Round table on how to combine high-level sport and disability

Mission Handicap invited two disabled athletes, Paul Singer and Nantenin Keita, to take part in an internal round table discussion, moderated by Pierrick Taisne, Deputy Editorial Director of RMC Sport news. Supported by the employees of the Altice France Group during the previous edition of the walking challenge, they came to share their daily lives as high-level sportsmen and women, the physical demands, the resilience and the performance.



(1) Call centre: <https://www.handicall.fr/>

(2) Logistics company: <http://log-ins.fr/>

(3) Business services: <http://www.apaips.com/>

(4) Customer relations centre adapted for the deaf or hard of hearing.

A pragmatic social dialogue

The Altice France Group is committed to maintaining a pragmatic social dialogue between the social partners and the Executive Committee. All the more so given the scale of the strategic and organisational projects that the Group needs to adapt to the demands and rapid changes in the telecoms, media and outsourcing markets.

I. Social dialogue within the Telecoms and Media divisions



In 2023, discussions and negotiations with employee representatives from the Telecoms and Media divisions resulted in 152 meetings of the Social and Economic Committees ("SEC"), broken down as follows:

SFR SEU Central SEC	19	SFR Distribution SEC	15
SFR SEU R&SI	20	Altice Media SEC	16
SFR SEU SEC B2B	21	Azur TV SEC	7
SFR SEU SEC B2C & FS	22	SMR SEC	13
SEC SRR	19		

The negotiations resulted in the signature of 33 agreements, on the Telecoms and Media divisions, notably on the following topics: mandatory annual negotiations, profit-sharing, professional equality and work-life balance, disability, etc.

Training and support for internal stakeholders

The Altice France Group implements specific support measures to train the Group's various stakeholders on the subject of disability:

- ◆ the Group's managers concerned were invited to attend a training course entitled "Managing a disabled employee";
- ◆ by 2023, all recruiters and HR staff had received training in "Successfully interviewing and integrating employees with disabilities";
- ◆ dedicated training courses can be set up for disabled employees;
- ◆ finally, in 2023, Mission Handicap enabled 20 employees to receive training on this issue through 2 "Handimangement" courses, enabling them to become operational relays for Mission Handicap within their professional environment.

Actions to promote more inclusive recruitment



In order to meet the challenge of recruiting people with disabilities, the Altice France Group is deploying more and more dedicated initiatives, such as taking part in the two editions of the Hello Handicap virtual fair each year.

In 2023, the Group also took part in 2 forums organised to coincide with the World Para Athletics Championships and the World Wheelchair Rugby Championships.

Since 2023, all the Group's job vacancies have been advertised on AGEFIPH, a leading website for the employment of people with disabilities.

All actors of inclusion

Disabled employees and their managers agreed to take part in a video interview to talk about the place of disability in their working relationship.

For Pierre, recognition of his status of disabled worker ("RQTH") has enabled him to benefit from appropriate material and managerial support. His advice: dare to assert your disability!

Gaultier has been on a work-study programme with Mission Handicap, working alongside Domitille since September 2022. His greatest source of pride: proving that he could be integrated into the professional world.



Representation of disability on the air

Altice Media stands out as the first media Group to provide an annual report to "ARCOM" on the representation of disability on air. The 2023 report lists more than 300 subjects related to this theme on the Group's national and regional channels. This analysis makes it possible to track the evolution of the topics covered and to highlight the diversity of angles used to address this theme.

Professional elections 2023

The SFR and SFR Distribution SEUs held their professional elections in 2023 to renew the mandates of the members of the SECs. Employees turned out in force, with a 71% turnout for SFR SUE and 60% for SFR Distribution, enabling them to elect their representatives in the 1st round.

Representative trade unions SFR SEU

CFDT	CFTC	SNT CFE-CGC	SUD	UNSA	FO
22.49%	17.61%	4.96%	1.82%	52.87%	0.25%

Representative trade unions SFR Distribution

CFDT	CFTC	CGT	UNSA
11.50%	32.01%	2.56%	53.92%



II. Social dialogue at Intelcia



Intelcia respects the law on social dialogue in each of its countries of operation and ensures that it maintains an open, constructive and constant relationship with its social partners.

Intelcia France has signed a Social Dialogue Agreement which sets out all the guarantees of means and rules in force in the company. In 2023, certain agreements were updated in agreement with the social partners, such as those concerning career management.

In Morocco, France, Cameroon, Côte d'Ivoire and Madagascar, 100% of the sites have employee representatives. All means are made available to them in the exercise of their function: office, notice board, email address, etc.

A dialogue is maintained with the staff representatives, with a follow-up of the decisions taken during the meetings.

Intelcia also ensures that they are able to carry out their tasks in good conditions.

Thanks to negotiations with the social partners, the agreement on the mandatory annual negotiations has completed the agreements still in force and signed in previous years on the following topics: modulation and endorsement, social dialogue, SEC, participation, professional equality and quality of life at work.

Finally, in Senegal, Côte d'Ivoire and Cameroon, Intelcia adheres to collective agreements that provide a framework for the social guarantees available to its employees:

- ◆ national collective agreement on trade in Senegal;
- ◆ interprofessional collective agreement of Côte d'Ivoire;
- ◆ national collective agreement for telecommunications and related activities in Cameroon.

Work organisation and remuneration within the Altice France Group

I. Work organisation

The Altice France Group respects the regulations of the countries in which it is established concerning the organisation of work and has put in place measures to adapt to the specificities of its activities in the different geographical areas where they are carried out.



Telecoms and Media divisions

The Telecoms and Media divisions promote a work organisation that respects work-life balance and gives employees responsibility for managing their working hours. The average working time is 35 hours and legal provisions for the reduction of working time are applied, with the allocation of days for recovery of working time. Employees are also entitled to leave for family events (marriage, death, moving house, sick child, etc.) and also have the possibility to open a Time Savings Account in order to accumulate paid leave rights.

To keep pace with the Group's digital transformation and recent changes in working practices, the Telecom and Media divisions have changed their teleworking policy, extending it to 2 days a week and extending it to a larger number of beneficiaries, such as work-study students and employees working 2x8 shifts.

Intelcia

Intelcia has put in place a policy aimed at reducing the impact of work constraints on the private lives of its employees, in particular through processes aimed at establishing schedules in advance and managing their modifications, managing night work, days off or holidays, as well as a flexible work organisation. In this context, Intelcia takes into account the flexible working hours enjoyed by some of its employees and has also set up a teleworking system for all its sites by improving the security of its information systems and ensuring that its managers are trained in team management and remote working. Teleworking is therefore an integral part of the way work is done at Intelcia, adapted to suit the legislation in each country where it operates. Work-at-home charters designed to provide a framework for this new practice have been signed or are in the process of being adopted in the various countries where Intelcia is present. This has been the case for Intelcia France since the end of 2022.

In addition, a rotation system guarantees weekends off for all functions that operate 7 days a week, and staff preferences are taken into account for exceptional events such as religious holidays and public holidays. Finally, Intelcia takes into account exceptional situations specific to its countries of operation, such as election periods or curfews.

II. The remuneration policy of the Altice France Group

Telecoms and Media

The Telecoms and Media divisions offer their employees a remuneration policy to guarantee fair treatment and based on both individual and collective performance.

The remuneration of employees is composed of the following elements:

- ◆ a fixed gross salary reflecting the experience and responsibilities of the employee;
- ◆ variable pay to reward individual contribution;
- ◆ employee savings schemes (profit-sharing and/or participation) to involve employees in the Group's results and achievements.

The theoretical variable pay rate varies according to the job held, to take account of the employee's level of responsibility and influence on the Group's bottom line.

The percentage of the variable portion allocated takes into account the achievement of objectives determined at the annual review of targets.

In addition, employees benefit from social protection through a health and provident scheme and have access to a collective retirement savings scheme, with a company contribution.

As in 2022, and given the inflationary environment, an exceptional value-sharing bonus was paid in 2023.



Intelcia

Intelcia has established fixed and variable remuneration rules. A salary classification grid by grade and status exists in all its countries of operation. The fixed salaries of the advisors are often higher than the local Minimum Growth Wage ("SMIC") in each country, as in Morocco or Madagascar. In 2020, a salary increase matrix was introduced at the annual appraisals to provide a percentage increase according to the salary gap and the level of performance.

In France, an additional bonus linked to seniority (from 4 years of presence in the Group) was negotiated during the compulsory negotiations in the company. All the sites also have a meal ticket scheme, a scheme to cover part of the cost of transport via a bonus or the reimbursement of part of the cost of public transport passes.

In all its countries of operation outside France, Intelcia offers more advantageous provisions than those provided for by the regulations in terms of sickness, work accidents, maternity and paternity, supplementary pension and welfare. For example, in Morocco, leave for weddings and funerals is more advantageous than under national legislation, and an internal solidarity fund has been set up to assist and employees in such events. In Senegal, Côte d'Ivoire and Cameroon, private medical cover that is more advantageous than that provided by the State has been introduced.

Living well together

I. Living well together within the Telecoms and Media divisions

Occupational health and safety prevention policy

The Telecom and Media divisions have an organisation dedicated to preventing health and safety risks to employees and improving their working conditions. A health and safety management system is in place, based on the following principles:

- ◆ stepping up internal and external preventive measures to ensure personal safety in areas where the risks are greatest (deployment and operation of telecoms networks and media-related activities). They take the form of audits, remedial action in the event of risks or non-conformities identified during audits, regular staff training, etc.;
- ◆ a global approach to managing the risks of joint activity on all the tertiary sites hosting different entities in the Altice France Group, with the development of joint health and safety prevention instructions and the establishment of prevention plans;
- ◆ regular updates of occupational risk assessments based on a common methodology, recorded in each Single Occupational Risk Assessment Document ("DUERP"), in particular the fire risks associated with lithium batteries, and the setting up of a joint observatory on working conditions; in which all the internal players involved in prevention are involved;
- ◆ the systematic analysis of the causes of major incidents or accidents on sites or infrastructures.

Recent years have notably highlighted:

- ◆ an overall improvement in accidents at work and commuting accidents, with a reduction in both the volume and the frequency/severity rates compared with 2019 (the reference year before Covid);
- ◆ an overall improvement in the number of road accidents involving vehicles in the fleet;
- ◆ 1,346 training courses dedicated to personal safety in 2023;
- ◆ a stable level of expenditure on health and safety, site security, working conditions and training.

Support, prevention and awareness-raising measures

Strictly confidential support services are available to employees who are experiencing professional or personal difficulties:

- ◆ a support unit available free of charge by telephone 24 hours a day, 7 days a week;
- ◆ on-site psychological consultations or individual psychological follow-up in a city office;
- ◆ a support for occupational social workers;
- ◆ an Intranet section "Living well together", with all the useful information and the list of internal and external professionals available.

In 2023, in response to the violence of the conflict in the Middle East, the Media Division set up a dedicated psychological helpline for all exposed employees, in addition to the existing services.

Time for discussion and sharing throughout the year

The Telecoms and Media divisions have set up a number of actions to encourage exchanges with employees and share with them the Group's project, strategy and results:

- ◆ regular exchanges are organised between the members of the Executive Committee and the 500 top managers of the Group;
- ◆ the "Café du Comex" was set up in 2023, on campus and at other sites throughout France. This is an informal get-together where employees can talk freely with a member of the Executive Committee about the latest news, progress and challenges facing the Group.



Promotion of physical and sports activities

Aware of the importance of employees' health and physical well-being, the Telecoms and Media divisions support the promotion of sporting activity through a number of concrete actions:

- ◆ sponsor of the SFR sports association to enable employee members to benefit from sports courses and to meet around sporting challenges;
- ◆ commitment of our channels in operations to promote sport, in particular the fight against doping and the promotion of women's sport or disabled sports competitions, with RMC, official radio of the Paris 2024 Paralympics;
- ◆ every year, Altice Media takes part in the "Sport féminin toujours" operation, launched by the CSA⁽¹⁾ in 2014, with all of France's television and radio stations. This special week also highlights the year-round commitment of RMC and BFM to promoting women's sport and ensuring that the voices of sportswomen are heard.

(1) Now ARCOM

II. At Intelcia, living well together is based on training managers and spreading the Group's culture

Managers and supervisors: essential relays for living well together

To guarantee a good working relationship within its teams, Intelcia pays particular attention to managers and supervisors. Thus, a specific training plan is dedicated to them, as well as systematic training in the Group's values.

All managers are also made aware of the issues of ethics and non-discrimination, through the Code of Ethics, awareness-raising campaigns and e-learning sessions designed for this purpose.

Finally, as part of the Talent Reviews, a new leadership model was used, based on 8 skills, including the skill "Acting with benevolence and fairness".

Satisfaction surveys to take better account of employee expectations

With a view to listening and improving, every year Intelcia interviews all its employees via its "Tell Us" survey, in order to measure their well-being and better understand their expectations. This confidential survey makes it possible to assess their level of satisfaction, particularly with regard to:

- ◆ working conditions, including teleworking;
- ◆ the efficiency of internal support services;
- ◆ management and project management;
- ◆ responsibilities and level of remuneration;
- ◆ motivational factors and personal experience;
- ◆ work-life balance;
- ◆ corporate responsibility and ethics.

In 2023, the Tell Us employee satisfaction rate reached 65.3%.

Alongside this major annual survey, several other mini-surveys are organised and shared with employees to measure their satisfaction with the various campaigns or events aimed at them.



Actions and programmes focused on well-being, sports activities and creating links between people

The issue of well-being at work is crucial in Intelcia's sector of activity.

In addition, Intelcia has set up a number of events to strengthen the conviviality on its sites and among its employees, such as:

- ◆ **Vendredi 'IN:** entertainment at the sites around different themes, celebration of special occasions;
- ◆ **Birthday of the month:** celebration of the birthdays of randomly selected employees;
- ◆ **Wellness Week:** one week a year on the theme of well-being, with workshops, webinars, content, and sports classes on all Intelcia sites at the same time;
- ◆ **Feel'In Better section** on the Intranet with weekly articles on well-being and personal development;
- ◆ **Site event committees:** at each site, identified employees form a committee that identifies and responds to the site's specific needs in terms of events and activities.



Intelcia also promotes a healthy lifestyle and the practice of sporting activities among its employees through the In The Move programme, the pillars of which are "Eat healthy - Get active - Be mindful - Take action". Launched in 2022, the In The Move programme includes a digital platform with a wide range of services (sports classes, yoga workshops, advice on nutrition, etc.), sports events and a comprehensive employee awareness programme (monthly newsletter, InRadio broadcasts, etc.).



Top Management takes part in the Botola for the "Media vs Intelcia Managers" gala match

For example, the 2023 edition of the Botola Intelcia, the largest inter-company football tournament in Morocco, was organised and run as part of the In The Move programme. This year, the Botola Intelcia saw 129 teams compete, representing almost 1,300 employees, a record since the competition was launched in 2014. The 2023 edition also saw the launch of the women's Botola, with 8 teams of female employees taking part.

Since its launch, the In The Move programme has been a great success with Intelcia employees. A Group of ambassadors has even been set up, bringing together employees from all countries and

all hierarchical levels. Thanks to the participation of Intelcia employees in the sporting events organised as part of In The Move, Intelcia Morocco was voted Sports Company of the Year for the 2nd consecutive year by the Moroccan Federation of Sports Professionals at the Morocco Sports Awards ceremony.

Finally, specific programmes and events are dedicated to strengthening proximity to management and transparency:

- ◆ several forums for sharing company news with the Group's management (Town Halls meetings, Annual Management Meetings and Quarterly Management Meetings);
- ◆ Coffee Mornings: forums for employees to exchange views with country or site managers to share their daily concerns and implement corrective actions;
- ◆ intranet exchange applications: MyAlert, ChatRH, MySuggestions, Help'In;
- ◆ a corporate radio station, InRadio, which broadcasts to 8 countries, with 17 programmes per week;
- ◆ the ambassador programme or the Intelcia Advocacy Program: mainly active on LinkedIn, it gives a voice to volunteer employees who share their experience in the sector and at Intelcia. Participation in the ambassadors' network includes a support scheme for digital training (copy-writing, basic rules of content creation, use of platforms to design visuals, etc.) and convivial events (shooting, afterwork, etc.).



The Altice France Group, committed to shared business and data ethics



The Altice France Group places the rules and principles of ethics at the heart of its economic and commercial relations. This commitment is reflected in the implementation and the development of ethical practices, particularly in terms of responsible purchasing, fight against corruption and influence peddling, information security and the protection of customers' personal data.

Business ethics

The Altice France Group ensures that its values and principles in terms of business ethics are shared by all its subsidiaries, in particular through its Code of Ethics. An update of the Code of Ethics was initiated in early 2024, involving all Group departments (publication scheduled for May 2024).

The Group's principles and rules are applied in each entity, adapting them where necessary to specific professional and geographical circumstances.

I. A responsible purchasing policy

In order to reduce environmental, social and ethical risks throughout the supply chain and to create value for all stakeholders, the Telecom and Media divisions adopted a responsible purchasing policy in 2021. This evolving and voluntary policy is updated every year to reflect the Group's commitments as closely as possible and to disseminate socially responsible practices. It is divided into three areas.

1. Buying more responsible products and services to reduce the environmental impact.
2. Working with engaged suppliers.
3. Building relations that respect applicable legislation.

1. Buying more responsible products and services to reduce the environmental impact

- ◆ define objectives for implementing the CSR commitments of the Telecom and Media divisions through their purchasing;
- ◆ identify the activities that generate the most greenhouse gas emissions and implement reduction plans for the purchase of the products and services concerned;
- ◆ purchase more energy-efficient network equipment;
- ◆ promote the circular economy and more responsible consumption through products and services developed with this in mind;
- ◆ train the entire Purchasing department in responsible purchasing and the Altice France Group's CSR commitments by 2025.

Select more responsible services and products

The Altice France Group is committed to reducing the carbon footprint of its products and services and to acting in favour of a more responsible digital environment in line with its objectives (see Low-carbon policy and Energy policy).

To this end, the Altice France Group is keen to ensure best production practices within its ecosystem of suppliers by setting up a monitoring system for their CSR performance.

Systematically request Life Cycle Analyses for products intended for customers and take them into account in decision-making criteria.

Train buyers in Responsible Purchasing

In order to strengthen the skills of the Purchasing teams in the Telecom and Media divisions in terms of sustainable development, training in responsible purchasing was developed and several sessions were held during the year. The course content covers the recommendations of ISO 26000 on sustainable development and ISO 20400 on responsible purchasing, the Group's commitments to sustainability, as well as a number of practical workshops.

More than 50% of the Purchasing department trained in Responsible Purchasing, with the aim of reaching 100% by 2025

2. Working with engaged suppliers

- ◆ integrating social and environmental criteria into the selection and monitoring of suppliers;
- ◆ supporting suppliers in implementing socially and environmentally responsible practices;
- ◆ setting up a regulatory monitoring system and ensuring compliance by interested parties;
- ◆ formalising the commitment of suppliers, through the transmission of the Code of Ethics and the systematic inclusion of the CSR Annex in contracts;
- ◆ giving priority to local suppliers and companies from the sheltered sector and work integration.

Regularly evaluating strategic suppliers

As part of a continuous improvement process, the Telecom and Media divisions have set up an annual evaluation process for their suppliers and strategic service providers. It focuses on four areas: commercial, operational, CSR and safety. With respect to CSR, partners are evaluated by a third party on their social, environmental and ethical measures and actions, and more broadly in terms of corporate social responsibility, by verifying the evidence associated with a self-declarative questionnaire designed by the Group on ACESIA platform, a dedicated tool designed by AFNOR Group (the French standardization referent). The third party assigns a score from 0 to 100. If necessary, the Purchasing department follows up on suppliers' corrective actions to improve their CSR performance. Suppliers subject to this follow-up are those who have obtained an insufficient score and/or show a significant deviation from the average for their sector of activity.

Since 2016, 401 supplier CSR evaluations have been carried out

Making suppliers accountable

Systematically appended to all framework contracts signed by the Telecom and Media divisions, the CSR annex commits suppliers and service providers to respecting and complying with the provisions of the United Nations Global Compact relating to respect for human rights, working conditions, the environment and the fight against corruption.

By 2025, all supplier audits will include environmental, social and ethical criteria

3. Building relations that respect current legislation

- ◆ establishing an ongoing dialogue and a sustainable relationship with all stakeholders;
- ◆ fighting against corruption and influence peddling;
- ◆ promoting and respecting Human rights within the Group's sphere of influence;
- ◆ fighting against discrimination and promoting diversity;
- ◆ ensuring financial fairness to suppliers;
- ◆ providing stakeholders with regular information on the Group's CSR strategy and direction.

Ensuring financial fairness to suppliers

The Telecom and Media divisions of the Altice France Group have set up a system for identifying and prioritising the payment of invoices issued by Small and Medium-sized Enterprises ("SMEs") and Very Small Enterprises ("VSEs") in the event of a cash shortage.

The Telecom and Media divisions are also working to combat economic dependency, by remaining vigilant that the suppliers dependency rate, calculated based on the ratio between their revenue generated with the Group and their overall revenue, does not exceed 20%, approximately. In case of proven dependency, suppliers are requested to diversify. Additionally and when possible, the Group endeavours not to increase the amount of purchases linked to these suppliers.

Identifying SMEs and VSEs and prioritising their payment in case of cash shortages.



Intelcia

Intelcia's CSR approach already includes measures to give a responsible dimension to the company's purchasing. For example, local suppliers and/or service providers, often smaller than international players, are favoured wherever possible, with positive impacts for local communities.

At the end of 2023, in order to strengthen this momentum, 12 buyers from Intelcia Purchasing Department attended a 2-day training course on responsible purchasing. The objective was to provide them with the knowledge and tools necessary to implement a purchasing process which integrates the social and environmental dimensions, and thus begin to extend sustainability to Intelcia's value chain.

II. Zero tolerance with regard to corruption and influence peddling



As part of its ethical and responsible approach, the Altice France Group attaches particular importance to the fight against corruption and influence peddling. Adopting a principle of "zero tolerance" in this respect, the Altice France Group is actively committed to combating these practices, whatever their form and for all its activities. More specifically, and in accordance with the provisions of Law 2016-1691 of 9 December 2016, known as "Sapin II", the Altice France Group has set up a programme to prevent and combat corruption and influence peddling, which is regularly updated by the Compliance Department.

Although the program is updated on a regular basis, particular attention was paid following the events of July 2023 to ensure that the processes in place were always up to date regarding the new risks that could impact the Group's activities.

The programme breaks down as follows:

- ◆ an anti-corruption Code of conduct which defines and illustrates the different behaviour to prohibit as likely to characterise acts of corruption or influence peddling. This code is appended to the internal regulations of the various companies in the Group and is available on the Group's intranet. The anti-corruption code of conduct will be updated in mid-2024, following an update of the Group's anti-corruption risk mapping;
- ◆ a disciplinary regime to sanction the company's employees in case of violation of the anti-corruption code of conduct of the company concerned;

- ◆ an internal whistleblowing system to enable the collection of reports from internal and external employees concerning the existence of conduct or situations in violation of the law and/or the company's anti-corruption code of conduct. An evolution of this system was initiated at the end of 2023 and became effective in February 2024. The Altice France Group has set up an internal online whistleblowing platform, enabling all its employees and stakeholders to make an alert. This system is available on the Group corporate website, in the Business Ethics section⁽¹⁾. On the Intelcia side, an internal whistleblowing platform is supplemented by a reporting system accessible to all: Intelcia Integrity Counts, available directly from the Intelcia Group website;
- ◆ an anti-corruption risk map designed to identify, analyse and prioritise the risks of exposure of the Altice France Group to external solicitations for the purposes of corruption, according to the business sectors and geographical areas in which the Group operates. The major pillar on which the anti-corruption programme is based, the mapping of the Altice France Group's anti-corruption risks, is carried out by the Compliance Department, which proposes its updating to the Executive Committee. The anti-corruption risk map was updated in 2023, and is expected to be completed by mid-2024;
- ◆ a procedure for assessing customers, first-tier suppliers and intermediaries against the risks identified by the anti-corruption risk map. The Compliance Department updated this procedure at the end of the year, strengthening the assessment processes in place with regard to third parties, in particular by implementing enhanced due diligence of third parties;
- ◆ a gifts/hospitalities policy and a conflicts of interest policy. These two policies were updated at the beginning of 2024 and have come into force at the beginning of March 2024;
- ◆ accounting controls dedicated to the detection of corruption and influence peddling, implemented by the Financial Affairs Department;
- ◆ a training programme for executives and staff who are the most exposed to risks of corruption and influence peddling. In June 2023, the Compliance Department rolled out a new awareness-raising campaign aimed at all employees, using e-learning and specific training. Following the events of July 2023⁽¹⁾, a new anti-corruption training campaign has been launched for employees most exposed to risk;
- ◆ an internal system to control and evaluate the measures implemented.

In addition, all Altice France Group employees have access to the Intranet page dedicated to Group compliance. This dedicated space sets out the Group's policy on combating corruption and influence peddling, notably through a video from the leadership team, and provides employees with Group documentation on these subjects (Anti-corruption Code of conduct, Code of Ethics and Commitment, internal whistleblowing system, practical guide, etc).



(1) <https://alticefrance.com/ethique-affaires>

(2) In mid-July of this year, Altice Portugal – a subsidiary of Altice International, an affiliate of Altice France – learned that the Public Prosecutor's Office in Portugal was investigating allegations of harmful practices and misconduct of certain individuals and entities affecting Altice Portugal and its subsidiaries.

Journalistic ethics reinforced by the Group's ethical rules

All Altice Media entities have an ethical framework for journalists that guarantees their editorial independence. The Group's channels adhere to a Charter listing 50 principles (honesty, independence, impartiality and respect for individual rights) and have an independent Ethics Committee responsible for monitoring compliance with these principles. The ethical rules followed by the Altice Media entities can be consulted on the Group's websites. Respect for this ethical framework is a cornerstone for all Altice Media editorial teams. This is illustrated, in particular, by the improvement of control systems and processes as well as by the development of training which will be provided throughout 2024 for all the branches of the Altice France Group.



Data ethics

I. For ethical data governance

Information security within the Altice France Group

The Altice France Group has a formalised General Information Security Policy ("GISP") which constitutes the reference framework for all the activities of its subsidiaries. Based on ISO 27001, it defines responsibilities, specifies objectives and sets out general principles for information security.

This policy is reviewed regularly by the Security Department to take into account changes in information security and is validated by the Executive Committee. It defines the governance, consisting of security committees that are held at several levels of the organisation up to Executive Management, on a recurring and ad hoc basis depending on current events. The Group Security Committee, which oversees information security at decision-making level and of which Executive Management is a member, is supported by operational security committees specific to each Group entity. These operational committees meet under the impetus of their Information Systems Security Officers ("CISOs") within the various Group departments. This governance structure allows for shared risk management at the highest level and the allocation of the necessary resources for security.

The CISO community is led by the Altice France Group Security Department through CISO Committees. The Altice France Group Security Department also liaises regularly with the CISOs to ensure operational monitoring of the Group's information security programmes. Security challenges and orientations are thus shared and lead to the identification of budgets linked to information security at the level of the Group Security Department and within the Group's entities.

A security policy shared by each entity in the Altice France Group enables a strategy to be defined, which is translated into information security programmes. This combines a risk-based approach, continuous improvement, anticipation of threats and monitoring of the Group's legal and regulatory obligations. In addition, the current regulatory context, which is changing rapidly ("NIS2"⁽¹⁾ and "REC"⁽²⁾ directives, etc.), is leading the Altice France Group to increase its budgets linked to security.

The ISO 27001 standard serves as the basis for security management within the Altice France Group.

Its security principles include:

- ◆ the development of Local Information Security Policies ("LISP") for the different perimeters of the Group. Security directives, then security procedures, complete the security framework which is widely accessible to employees who have been made aware of it and trained;
- ◆ the Plan-Do-Check-Act ("PDCA") model. This is used to maintain and continuously improve the effectiveness of these security-related management processes;
- ◆ an organisation that is both centralised (development of synergies) and close to employees: CISO in each of the Group's entities, supported by a network of security correspondents close to the operational staff;
- ◆ a "Defence in depth" approach applying several different types of devices: technical and organisational, preventive, defensive and reactive (such as the 24/7 Operational Security Centre, backed up by an on-call system and tested incident and crisis management plans);
- ◆ a control of the means deployed, from several angles: tests (penetration tests, robustness tests, phishing attempts, etc.) internal audits, security audits by third party experts. The Group regularly engages expert cybersecurity firms to independently audit its systems in line with the latest best practices (cloud audits, equipment configuration audits, web penetration audits, etc.). These audits are carried out according to the risks and perimeters identified each year.

In addition, certain sensitive infrastructures, defined according to the criteria laid down by the law and validated by the competent State services, benefit from dedicated security policies, variations of the GISP, and specific annual controls. In addition, in order to monitor certain fundamental clauses of the GISP, the Altice France Group's security teams have worked closely with government departments, information security experts and even directly with publishers and equipment manufacturers in order to carry out checks on critical systems.

The Altice France Group, which itself markets advanced security offers, benefits from expertise and tools that are as close as possible to the realities on the ground, challenged by its customers. Security monitoring is permanent, supported by internal and external mechanisms (suppliers, working Groups or standardisation, feedback, etc.) and allows the maintenance of a secure condition with regard to risks.

(1) Network and Information Security

(2) Resilience of Critical Entities.

The protection of personal data, at the heart of the Altice France Group

The year 2023 saw the adoption of a long-awaited decision on the transfer of personal data. In July 2023, the European Commission adopted an adequacy decision finding that the United States provided a level of protection for personal data equivalent to that of the European Union, thereby allowing data transfers under certain conditions without the need for additional guarantees.

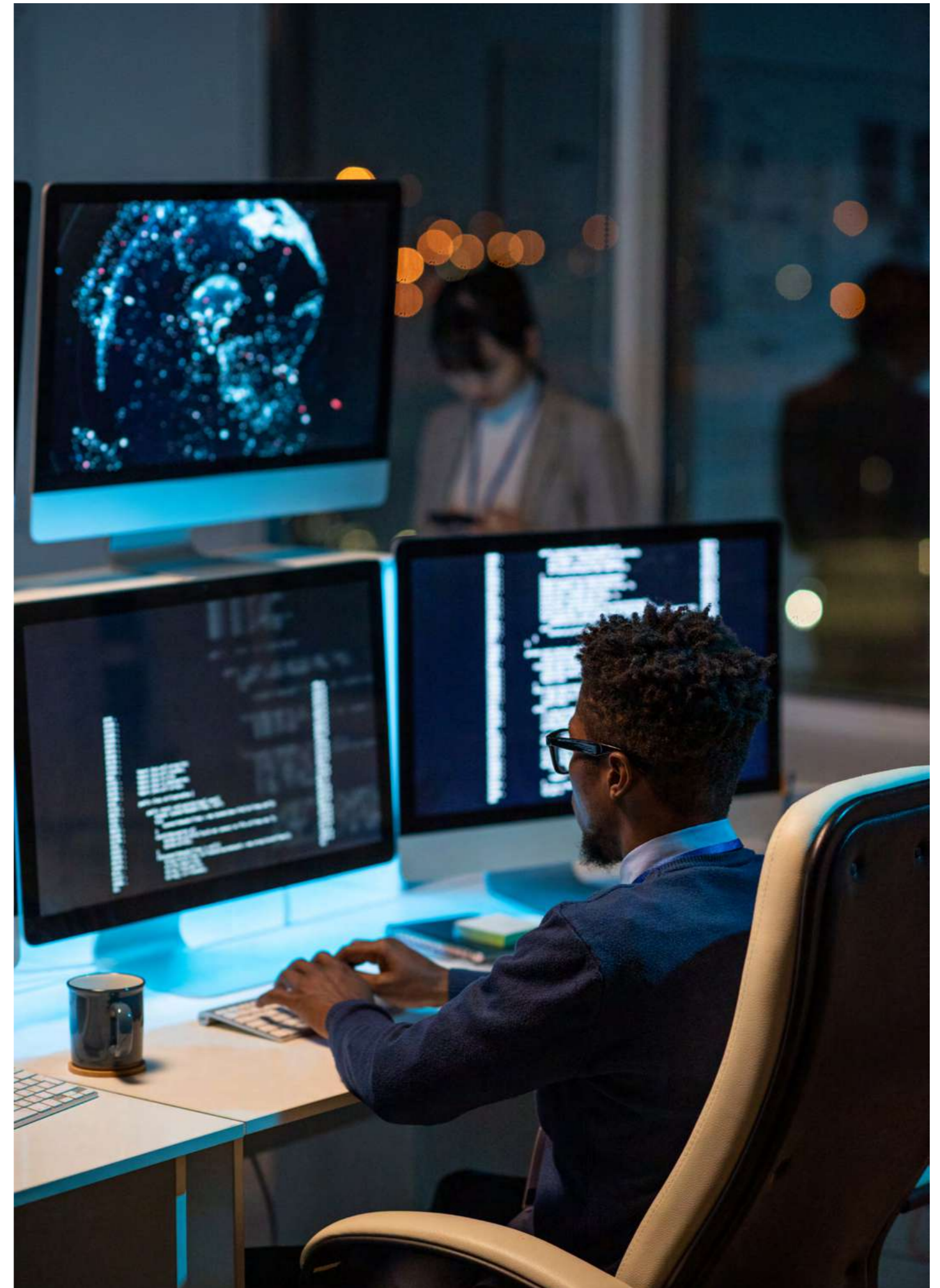
This new framework was eagerly awaited by the Altice France Group, whose compliance governance, set up by the Group Data Protection Officer ("DPO") and the DPOs of the subsidiaries concerned, is aimed at all business departments and involves the Executive Committee to a great extent. As such, the protection of personal data is considered to be a major relevant topic for the Altice France Group and is closely monitored by the Executive Committee, with the Group DPO also reporting to the General Secretariat.

More than 5 years after the General Data Protection Regulation ("GDPR") came into force and in an ever-changing regulatory environment, the Altice France Group focused in 2023 on consolidating the compliance processes defined within the Group and adjusting the action plans in light of French and European data protection news.

The Altice France Group has carried out the following main actions:

- ◆ compliance governance involving the creation of specific working groups to ensure rigorous monitoring of new current issues relating to the protection of personal data, for example changes in the use of Google Analytics, the decision on data transfer adequacy to the United States, and consultations with the authorities;
- ◆ training and awareness-raising for employees in the Telecom and Media divisions on which particular emphasis was placed in 2023. A new e-learning course on the protection of personal data has been developed by the DPO Department. Accessible to all Group employees, it is now compulsory. In addition, all new employees are made aware of these issues as part of their induction programme. The themed workshops have also continued and the relays continue to benefit from dedicated training provided by an outside organisation enabling them to master the challenges of the regulations on personal data protection;
- ◆ updating and monitoring the mapping of processing operations, in particular those carried out outside the European Union ;
- ◆ sharing and systematic application by the Group's business divisions of the compliance analysis process for all new processing operations or contracts, and identification of the actions or formalities required by the DPO department on the basis of regulatory obligations in conjunction with the relevant relays. These compliance processes are now integrated into project validation systems that reinforce their effectiveness;
- ◆ completion of formalities involving the business divisions and the compliance relays, enabling compliance to be monitored as closely as possible to the reality of the processing carried out. For example, keeping registers or carrying out impact assessments;
- ◆ identification and updating of compliance audit trails whose feedback is shared with the Executive Committee and implementation of the resulting action plans.

The Altice France Group therefore maintains its high standards in terms of compliance and strives to ensure that data protection is a priority issue for both the the Executive Committee and all employees, as well as monitoring compliance by the Group's DPOs.



II. Raising awareness and training employees

Information security awareness and training are key issues for the Altice France Group. A range of resources have been put in place to address all employees and provide them with the cybersecurity knowledge they need, depending on their job.

Regular awareness sessions and continuous training in data security

In recent years, raising awareness of data security among employees has become a crucial issue. Formats and content have evolved to suit everyone and provide up-to-date, accurate information. An initial e-learning awareness programme was launched in 2021 for all employees in the Telecom and Media divisions. Building on this experience, a new e-learning pathway was rolled out in December 2022. Based on a market solution adapted to the specificities of the Group, it covers the essentials of cyber security.

A mandatory e-learning course on cybersecurity essentials.

In addition to this e-learning, targeted face-to-face or distance learning sessions are offered and organised several times a year. Information security awareness is an integral part of the induction course followed by all new employees.

In addition, the content of awareness-raising sessions is reviewed every year to include the information security issues facing the Altice France Group in the light of changes in threats. This review also provides an update on the most recent examples of attacks. A generalist section deals with all the cybersecurity risks in companies and the best practices for minimising these risks, while supplements adapted to the business lines are added for the more specific sessions.

In order to measure the maturity of employees, phishing exercises are carried out: attempt to retrieve identifiers, booby-trapped attachments, etc. Some are dedicated to business groups exposed to specific risks, such as financial functions (e.g.: CEO fraud).

In addition to these awareness-raising programmes, the Telecom and Media divisions of the Altice France Group provide training for employees on business aspects relating to information security and cybersecurity (manufacturer training, ISO 27001, development, operating systems, etc.). These training courses range from technical to governance, operational to management, and are provided by recognised players in these fields. They are part of a catalogue that is regularly updated to meet information security needs as closely as possible. In addition, some training courses lead to the award of certifications.



Cybermonth: an ideal opportunity to find out more

Since 2019, the Telecom and Media divisions of the Altice France Group have been echoing "Cybermois", an initiative launched by the European Network and Information Security Agency ("ENISA"⁽¹⁾) in Europe and relayed by Cybermalveillance.gov.fr in France. October is therefore a high point in cyber culture. Information security is highlighted through a specific communication device and reinforced throughout the month:

- ◆ display on screens on the premises;
- ◆ kakemonos placed at building entrances;
- ◆ thematic articles published on the Group intranet;
- ◆ setting up events to illustrate attacks, such as demonstrations, or playful events such as Escapes Games.

The Telecom and Media divisions also organise conferences led by external speakers, to vary the angles of view. The 2023 programme included, for example:

- ◆ a round table on the "impact of artificial intelligence on cybersecurity";
- ◆ the intervention of the Command of the Gendarmerie in Cyberspace;
- ◆ presentations for a wide audience by experts in the field of information security.

These interventions are broadcast live so that each employee can access them, regardless of their place of work, and some are made available in replay. More than 1,400 employees attended the conferences organised for the 2023 Cybermonth, and the replays were viewed more than 300 times.

This year, for the first time, a fun awareness-raising workshop was also organised in the form of an escape game. Small groups of employees were able to put themselves in the shoes of cyber-attackers to identify flaws in information security and the associated bad practices. All eight sessions were fully booked and the feedback was very positive.

altice **INFO SECURITE**

MOIS DE LA CYBERSÉCURITÉ
DU 2 AU 31 OCTOBRE 2023

CYBERMOI/S 2023 : UN MOIS POUR DEVENIR #CYBERRESPONSABLE

Vos rendez-vous d'octobre pour mieux prendre conscience des risques, déjouer les attaques informatiques et mieux nous protéger.

Cycle d'événements internes
Table ronde, conférences, atelier, stand « pause cyber » à l'Altice Campus, aux côtés d'intervenants d'exception.

Escape Game :
Plongez au coeur d'un univers d'espionnage !
Pendant une heure, en équipe, incarnez un espion et débusez les mauvaises pratiques cyber !

PLUS D'INFORMATION SUR L'INTRANET ET LES ÉCRANS TV INTERNES

SFR RMC BFM

(1) ENISA: European Union Agency for Cybersecurity

SFR Réunion, working to meet environmental and societal challenges in the French overseas territories

A subsidiary of SFR, Société Réunionnaise du Radiotéléphone ("SRR") has been a telecommunications operator in La Réunion and Mayotte since 1994, notably under the SFR Réunion brand.



YVES GAUVIN
Deputy Managing Director

« SFR Réunion has developed an ambitious Corporate Social Responsibility ("CSR") policy based on its local roots. In 2023, this commitment took the form of several actions on the ground, initiated or supported by our employees. The growing involvement of our employees is encouraging SFR Réunion to become even more committed to contributing to a sustainable world based on fairness and solidarity. »

SFR Réunion, committed to the environment

In the Group's overseas territories, the majority of energy production is based on fossil fuels. Optimising energy consumption is therefore a priority for SFR Réunion in order to control its carbon footprint.

The energy consumption is mainly related to the operation of the network and the technical sites which account for more than 80% of the total electricity bill.

In accordance with its commitments linked to the ISO 50001 certification of its network, SFR Réunion is developing an energy policy by carrying out improvement actions on its technical sites, such as :

- ♦ optimising cold distribution in data centres by renewing the stock of refrigeration equipment that consumes less energy and uses less polluting refrigerants and;
- ♦ energy optimisation of radio sites through more efficient planning of data exchange between mobile stations and users.

The new settings activated on 100% of radio sites on the SFR Réunion network enabled average electricity savings of 3.5% in 2023.

SFR Réunion is also taking action at its tertiary sites and has implemented a number of measures designed to optimise their energy consumption:

- ♦ renewal of the vehicle fleet in favour of electric vehicles;
- ♦ optimisation of logistics transport and choosing sea transport over air whenever possible;
- ♦ the deployment of telemetry kits and the running of awareness-raising workshops for sales advisers in SFR stores, as part of the SEIZE programme, specifically aimed at energy management in overseas territories.

SFR Réunion, committed to the overseas communities

I. SFR Réunion supports local associations

In 2023, as part of a call for projects by the SFR Foundation, two associations whose aim is digital inclusion each received €5,000 to carry out their projects:

- ♦ the "Association des Maisons de la famille de La Réunion - Ecole des parents" ("AMAFAR-EPE") was thus able to develop a digital literacy support project. It is open to everyone and aims to facilitate the use of digital tools and their appropriation by people with literacy or illiteracy problems;
- ♦ the "Association de Coopération Humanitaire" ("ACH"), which works with elderly people in very precarious situations, received support in organising digital workshops for senior citizens.

In addition, as part of a partnership with the Reef Check association, of which SFR Réunion became a patron in 2023, several employees took part in 3 days of awareness-raising and training on marine climate issues. They were able to observe the consequences of climate change on coral reefs and the marine flora and fauna of La Réunion.

II. Is committed to employee health

SFR Réunion cares about the health and well-being of its employees, and is involved in a preventive health initiative, in particular during "Juin Vert", a month dedicated to cancer screening. In partnership with the Regional Cancer Screening Coordination Centres of La Réunion and Mayotte, a number of cancer-related events were organised, including:

- ♦ awareness-raising workshops;
- ♦ group discussions;
- ♦ a mobile screening truck in Kaweni, Mayotte.

III. And to the professional integration of young people



AUDE AOULOU
Director of Human Resources

« In line with the commitments of the Altice France Group and with the desire to promote the collective initiatives of its employees, SFR Réunion is contributing to social and societal progress on the island of Réunion and Mayotte. »

In partnership with Kaptiv, a local training organisation, SFR Réunion is contributing to the professional integration of young people in La Réunion by creating a work-linked training course for the position of Sales Adviser. Both theoretical and practical, this one-year course is based around theoretical lessons given by Kaptiv and practical work experience at SFR Réunion. Following a job dating event held in November 2023, 12 work-study students were selected to train as Sales Advisers and obtain a Level 4 vocational qualification.

As part of the training programme for La Réunion's Adapted Military Service Regiment ("RSMA"), which trains 1,350 volunteers a year, 2 SFR Réunion employees shared their experiences and presented the training programme for fibre optic instructors. Following a job dating event, three trainees from the RSMA were selected for a three-week placement.

SFR Business

Performance and commitment to customers



EMMANUEL PUGLIESI
Executive Director SFR Business

« For more than 20 years, SFR has been committed to a Corporate Social Responsibility approach to the challenges of digital and ecological transitions. Aware of its responsibility as a business partner, SFR Business is fully committed to this approach and adapts it to the specific challenges of B2B, in line with its customers' requirements.

The services offered to companies benefit from a controlled carbon impact thanks to energy optimisation measures for the network and SFR datacenters. We are also committed to optimising the recovery and re-use of fixed and mobile equipment.

Cyber threats are increasing in number, complexity and sophistication. They are among the main concerns of companies. To better support them in securing all their activities, we ensure that security is an integral part of the design of our offers, and propose a complete range of scalable cybersecurity solutions to constantly adapt to new uses and risks.

We attach particular importance to respecting business ethics with all our partners. To help our B2B customers meet their own CSR commitments, we implement an ambitious Responsible Purchasing Policy with our suppliers.

Our organisation is focused on our customers and their satisfaction. This is why we include customer experience monitoring in the key performance indicators of all our businesses.

The quality of our services is based on the expertise of our teams. I am particularly proud that in 2023 SFR Business was able to welcome 259 new employees and 163 work-study students, who we are counting on to energise and stimulate innovation for the benefit of our customers. »



Agility at the heart of your business

I. Environment

SFR Business, a stakeholder in the "J'avance avec Altice" action plan to promote the ecological transition

Improved energy performance of infrastructures

All network sites are ISO 50001 certified. The renewal of fixed and mobile network equipment is based on more energy efficient solutions. The mobile network has a traffic optimised architecture and settings and uses less carbon based energy. The air-conditioning in the data centres is optimised, and the sites are refurbished with the least energy-efficient equipment switched off.

A reduction in emissions linked to transport and logistics

SFR is committed to the FRET21 scheme. After calculating the emissions linked to logistics transport, SFR Business launches actions such as the use of biofuels, the pooling of loads and journeys, and the choice of less emissive transport.

Design of offers integrating environmental criteria

When designing its offers, SFR Business favours the use of low-energy equipment (with equal performance).

For its networks, SFR organises the recovery, reuse and recycling of dismantled equipment. In 2023, more than 550 tonnes of CO₂ were avoided as a result of these treatments. SFR Business is ISO 14001 certified for the management of the recovery, reuse and recycling of customer equipment (mobile, fixed, service):

- ◆ for mobile services, SFR Business offers its customers:
 - ◆ phone trade-in: sale on the SFR Business trade-in platform with partner refurbishers;
 - ◆ donations to the Ateliers du Bocage, a member of the Emmaüs movement, which runs solidarity shops and finances solidarity economy initiatives.
- ◆ as regards fixed and service equipment, SFR Business recovers them from the customer sites. They are then reused or recycled by a specialist partner.



CÉDRIC BRETEL
SFR Reverse Logistics
Manager

« Our actions in favour of re-use enable us to recondition 73% of our recovered equipment⁽¹⁾. These actions extend the life of our products, delay waste and limit resource consumption by avoiding or delaying the purchase of new equipment." We also work to reduce the impact of transporting recovered equipment. In 2023, our optimisation actions enabled us to reduce transported CO₂ emissions by 16%⁽²⁾, compared to 2022. »



3,018
telephones traded
in or donated

In partnership with committed players, SFR Business has ensured since 2021 that refurbished equipment is packaged in cardboard boxes made from 100% recycled materials. During 2022, SFR Business also replaced its foam wedges with cardboard for packaging over 10 kg for better recyclability. These actions have resulted in an overall reduction in the carbon footprint of packaging.

(1) For the fixed perimeter on the basis of identified equipment

(2) On the perimeter of recovery and management of waste electrical and electronic equipment and services from B2B

II. Customer satisfaction

Customer Satisfaction Mission

As part of the Group's approach to customer satisfaction (the "Customer Satisfaction Mission" project), SFR Business launched an improvement programme at the beginning of 2022 involving all the business lines, with the following themes:

- ◆ the offer: offer a reliable and tailored product range, sold by experts;
- ◆ deployment: rapid and professional deployment;
- ◆ changes: manage change requests simply and efficiently;
- ◆ the network: access to a stable and extensive fixed and mobile network;
- ◆ customer service: ensure fast, efficient and personalised treatment.

The combination of employees' ideas and the analysis of customer feedback led to the selection of more than 50 action plans, with objectives and a measurement system based on customer satisfaction indices and operational indicators. The progress of the project and the milestones reached are shared monthly within the SFR Business teams.

These actions targeted at the main customer irritants led to an increase in the customer relations satisfaction index of 2.5 points between December 2021 and December 2023.

Integrated Management Systems

SFR Business relies on an integrated management system based on recognised standards to ensure the performance of our three pillars: **quality, information security and environment.**



(1) The Altice France Group is certified for its management of telecommunication activities: deployment, operation and maintenance of SFR, SFR Fibre, Complete! and SRR network sites.

(2) SFR Business is certified for its activities in marketing, sales, sales administration, deployment, customer support, expert services, and supervision activities provided to other companies in the areas of fixed, mobile, networks, unified communications, security, cloud, connected devices and hosting.

(3) SFR Business is certified for its activities of managing the recovery, reuse and recycling of customer equipment (fixed, service, mobile).

(4) SFR Business is certified for its service activities, cloud computing (cloud V3), and colocation hosting services within data centres (declaration of applicability of 28/12/2023) and is deployed on the following sites: Altice Campus and the data centres in Aubervilliers, Bordeaux, Courbevoie, Val-de-Reuil, Vénissieux, Rennes, Strasbourg and Trappes.

(5) SFR Business is certified according to the HDS 1.1 Certification reference (May 2018) for the activities (1 to 5) of physical infrastructure host and host facilities manager and is deployed on the following sites: Altice Campus, and the data centres in Aubervilliers, Bordeaux, Courbevoie, Val-de-Reuil, Vénissieux, Rennes and Trappes.

III. Human Resources

As part of the Group's policy in favour of apprenticeships, in 2023 163 apprentices have been working at SFR Business. The year 2023 was also marked by a strong recruitment drive at SFR Business. 259 new permanent employees were taken on in 2023, including 22 former work-study students and the internalisation of 4 fixed-term contracts in a tight labour market.

In its particularly specialised field of activity, SFR Business strives to strengthen the expertise of its employees through appropriate training. In 2023:

- ◆ 1,552 employees trained;
- ◆ 3,454 training courses attended;
- ◆ 46,391 hours of training;
- ◆ i.e. an average of 30 hours of training per employee.

SFR Business has 342 experts in Cybersecurity, Unified Communications and Business Network solutions who have received individual certification from the market's leading publisher/manufacturer partners.

IV. Cybersecurity



JEAN-BAPTISTE FOUAD
Head of Information Security
SFR Business

« The ever-increasing threat to private companies and public bodies, the ever-growing importance of information systems in the lives of these companies and bodies, and the very rapid development of technologies now require us to constantly raise the level of security of the means of protecting our information systems and the services offered to our customers. »

SFR Business must ensure the continuity of its activities, the protection of its customers, compliance with the legal, regulatory and contractual obligations applicable to it, ensure the security of its offers and services and ensure the protection of the information it manages, particularly that of its customers. In this context, SFR Business has implemented measures to protect its infrastructures, guard against the risks of malicious intent and fraud, both internally and externally (customers / suppliers / partners). SFR Business also ensures its compliance with the standards for which it is certified: ISO 27001 and Health Data Host ("HDS"). Information security is organised along 4 lines:

- ◆ securing the IS and SFR Business offers ("Security By Design");
- ◆ compliance with regulatory and contractual requirements;
- ◆ assimilation of ISS-GDPR-BCP Compliance principles by SFR Business employees;
- ◆ provide customers with proof of compliance and security.

V. Business ethics

Fight against corruption and influence peddling

SFR Business attaches particular importance to the fight against corruption and influence peddling and guarantees business ethics to its customers. SFR Business benefits from Altice France Group's compliance programme, which includes the eight pillars of the Sapin 2 law⁽¹⁾, as well as compliance with national and international legislation.

Anti-corruption Code of Conduct, Code of Ethics and Commitments

As part of the fight against corruption and influence peddling, SFR has appended an Anti-Corruption Code of Conduct to its internal regulations. This code defines and illustrates through examples the behaviours that can prevent the risks of corruption and influence peddling.

A Code of Ethics and Commitments has also been put in place and applies by extension to all SFR Business employees. It defines the Group's values and the commitments made to respect them and ensure that they are respected. This document can be consulted by everyone on the Altice France Group's institutional website and on the SFR intranet. SFR Business employees, by virtue of their activity, are integrated into the systems described in detail in the Business Ethics section.

Responsible Purchasing

SFR Business benefits from the Group's responsible purchasing policy, which is committed to acting in accordance with sustainable development objectives through four themes: human rights, labour standards, the environment and the fight against corruption.

This policy has three components:

◆ Purchasing more responsible products and services and reducing environmental impact

SFR is committed to training all its buyers in responsible purchasing by 2025 and to promoting the circular economy through the products and services offered to customers.

◆ Working with engaged suppliers

SFR ensures that its suppliers respect its values through monitoring and evaluation processes, systematic sharing of the Code of Ethics and Commitment and the CSR appendix.

◆ Maintaining balanced relationships that comply with regulations

SFR has set up the "Altice France Anti-Corruption Programme", which includes a procedure for assessing the compliance of third parties, including suppliers and customers. This procedure enables SFR Business to protect itself from the risks of corruption and influence peddling that may result from its contractual relationships. SFR Business customers and partners benefit from all the responsible purchasing measures described in detail in the Responsible Purchasing section.

(1) Law no. 2016-1691 of December 9, 2016, known as "Sapin II law", aims at strengthening transparency, the fight against corruption and the modernization of economic life in France.

Index

5G SA: 5G Stand Alone

ACH: Humanitarian Cooperation Association

ADEME: Ecological Transition Agency

ADSL: Asymmetric Digital Subscriber Line (digital communications technology)

AFA: French Anti-Corruption Agency

AGEC: Anti-Waste Law for a Circular Economy

AGEFIPH: Association managing the fund for the professional integration of people with disabilities

AI: Artificial Intelligence

AMAFAR-EPE: Association of Family Centres of La Réunion - Parents' School

AMEL: Calls for Expressions of Local Commitment

ANAPEC: National Association for the Promotion of Employment and Skills in Morocco

ANSSI: National Agency for Information Systems Security

Arcep: Regulatory Authority for Electronic Communications, Postal Services and Press Distribution

ARCOM: Regulatory Authority for Audiovisual and Digital Communication

ARP: Priority roads

ARSLA: Association for Research into Amyotrophic Lateral Sclerosis

Association HAF: Association High Atlas Foundation

AUTF: Association of Freight Transport Users

B2B: Business to Business

B2C: Business to Consumer

BCMS: Business continuity management system

BCP: Business continuity plan

BPO: Business Process Outsourcing

CER: Critical Entity Resilience

CISO: Chief Information Security Officer

CNIL: French Data Protection Agency, National Agency for the Security of Information Systems

CSA: Superior Audiovisual Council (now ARCOM)

CSR: Corporate Social Responsibility

DPO: Data Protection Officer

DSP: Public Service Delegations

DUERP: Single Occupational Risk Assessment Document

ESDW: European Sustainable Development Week

ESG: Environment, Social and Governance

FNE: Senegal National Employment Fund

FSC: Forest Stewardship Council

FTTB: Fiber To The Building

FTTH: Fiber To The Home

GDPR: General Data Protection Regulation

GHG: Greenhouse Gas

GIEC: Intergovernmental Panel on Climate Change

GISP: General Information Security Policy

GRS: Global Recycled Standard

GWP: Global Warming Potential

HDH: Health Data Host

ICPE: Facilities Classified for Environmental Protection

INRAE: National Institute for Agricultural and Environmental Research

IT: Information Technology

LMS: Learning management system (e-learning platform)

NAO: Mandatory Annual Negotiations

NIS2: Network and Information Security Directive, European Directive aimed at harmonising and strengthening European cybersecurity

OFTPP: Office for Vocational Training and Work Promotion

OJT: On Job Training

PDCA: Plan-Do-Check-Act

PLSI: Local Information Security Policy

POE: Operational Preparation for Individual Employment

RPA: Robotic Process Automation

RQTH: Recognition of Disabled Worker Status

RSMA: Adapted Military Service Regiment

RTO: Operational Data Controller Network

SAV: After-sales Service

SDG: United Nations Sustainable Development Goals

SEC: Social and Economic Committee

SEU: Social and Economic Unit

SME: Small or medium-sized enterprises

UN: United Nations

ZIP: Public Initiative Zones

Methodology note

1. Legal requirements and principles

In accordance with Article L. 225-102-1 of the French Commercial Code, this Non-Financial Performance Statement includes:

- ◆ A presentation of the "business model";
- ◆ A description of the main non-financial risks;
- ◆ The policies applied and due diligence procedures;
- ◆ Policy outcomes and key performance indicators.

This statement contains, when they are relevant to the main risks or the policies, the information provided for in II of Article L. 225-102-1. Due to its activity, the group is not directly concerned by issues related to:

- ◆ the fight against food waste;
- ◆ the fight against food insecurity;
- ◆ respect for animal welfare;
- ◆ respect for responsible, fair and sustainable food.

2. Reporting framework and standard

a. The Global Compact and SDGs

The Group's CSR strategy is based on the United Nations Sustainable Development Goals ("SDGs"), which have been defined to support and act in accordance with the 10 principles of the United Nations Global Compact in the areas of Human Rights, labour practices and the fight against corruption. The Altice France Group undertakes to contribute to the achievement of the SDGs and to analyse the impact of its activities on these objectives.

b. The ISO 26000 standard

The list of issues assessed in the Altice France group's dual materiality matrix was defined on the basis of the seven principles (or core issues) of the ISO standard on corporate social responsibility. Therefore, the non-financial reporting proposed in this document addresses all the significant assessed issues of the standard.

c. The Global Reporting Initiative (GRI)

In order to define its non-financial steering indicators and thus measure the level of progress of its sustainable development policy, the Altice France group has drawn inspiration from the requirements and recommendations formulated by the Global Reporting Initiative ("GRI").

d. Methodology for calculating greenhouse gas emissions

For the first time in 2023, the Telecom and Media and ERT Technologies divisions have calculated all their greenhouse gas emissions for scopes 1, 2 and 3. Intelcia calculated emissions linked to scopes 1 and 2 only. The calculation methodology used is that of the GhG Protocol. For the Telecom and Media divisions, emissions for 2022 have been recalculated in full using this methodology, in order to include Scope 3 in its entirety.

e. European green taxonomy

For the 2025 financial year, Altice France S.A. will be required to report its eligible and aligned share of turnover, capital expenditure and operating expenses in accordance with the environmental targets set out in Regulation 2020/852 of the European Parliament and of the Council of 18 June 2020 on the establishment of a framework to facilitate sustainable investment.

3. Reporting perimeter

In its business model, the Altice France Group presents its integrated strategy for all its business lines, i.e. the Telecom, Media and Expertise divisions. This year, the challenges and objectives, as well as all the sections dedicated to the presentation of our performance, include our Telecom and Media businesses, as well as Intelcia and ERT Technologies for our Expertise business, unless explicitly stated otherwise. This covers 80% of its workforce.

Through this reporting perimeter, the Altice France group ensures that each of the business divisions (Telecom, Media and Expertise) is represented and each year studies the opportunity to include new entities and proceeds with this when relevant. ERT Technologies was included in the reporting scope for the first time in 2023. Entities that are not yet covered are being worked on to develop relevant reporting.

The "Telecom" perimeter includes the consolidated data of the majority of the legal entities in the Telecom perimeter as consolidated in the Altice France group management report, i.e. SFR (which since 2023 includes the former SFR Business Distribution entity), SFR Distribution, SFR Fibre, Completel and SRR.

The "Media" perimeter includes the consolidated data of the entire NextRadioTV group.

The Expertise perimeter includes the data:

- ◆ of Intelcia's French-speaking market, referred to as "Intelcia" in this document. Data from Intelcia sites in Morocco, Senegal, Côte d'Ivoire, Cameroon, Madagascar, Mauritius and France are consolidated;
- ◆ of ERT Technologies, referred to in this document as "ERT". For this first year of integration, only the key quantitative environmental and social performance indicators that are most critical for the scope have been included.

4. Reporting period

The data presented in this statement covers the activity of the entities concerned over the period from 1 January to 31 December 2023.

5. Key performance indicators and methodological specificities

Unless otherwise stated, the indicators presented below cover the Telecom, Media, Intelcia and ERT perimeters.

a. Quality of service and ethics data

- ◆ **Number of municipalities covered by 5G:** municipalities considered as covered by 5G are the municipalities for which the rate of population covered by 5G is significant (coverage above 50%). This indicator concerns the Telecom perimeter only.
- ◆ **5G coverage rate:** This indicator is calculated based on the rate of population covered by the number of 5G sites commissioned. The population coverage rate is calculated from the Pitney Bowes geographical database. Pitney Bowes collects current and comprehensive demographic data containing more than 8,200 variables, enabling it to make accurate estimates and projections. This indicator concerns the Telecom perimeter only.
- ◆ **Number of marketable FTTH/FTTB sockets:** this is the total number of fibre-eligible sockets (Fiber to the Home ("FTTH") and Fiber to the Building ("FTTB")), not including duplicates (sockets eligible for both FTTH and FTTB are counted only once). This indicator concerns the Telecom perimeter only.

b. Societal data

- ◆ **Amount paid by the SFR Foundation as financial sponsorship (€m):** this is the sum of monetary donations in euros paid out over the course of the year by the SFR Foundation to its partner associations. This indicator concerns the Telecom perimeter only.
- ◆ **Amount of sponsorship and local sponsoring actions by Intelcia (€):** this is the sum of the amounts (in euros) spent during the year in each country where Intelcia operates to support local sponsorship and sponsorship initiatives, such as cultural, sporting, employability initiatives, etc. This indicator concerns the Intelcia perimeter only.
- ◆ **Number of young people helped to achieve professional success through the support of associations (units):** this is the number of young people who have been supported by the SFR Foundation's financial sponsorship of associations working to promote professional integration. This indicator concerns the Telecom perimeter only.
- ◆ **Number of projects supported by the SFR Foundation or Intelcia during the year (units):**
 - Telecom: this is the total number of projects supported during the year thanks to financial, in-kind and/or skills sponsorship by the SFR Foundation.
 - Intelcia: this is the sum of projects and initiatives supported by Intelcia over the year, including partnership and sponsorship initiatives, support for associations and support for social enterprises. Sponsorship activities are excluded.
 - Media and ERT: This indicator is not applicable to these areas.
- ◆ **Number of employees involved in skills sponsorship during the year (units):** this is the total number of employees who were involved in skills sponsorship during the year, i.e. who devoted part of their working time to associations. This scheme is governed by a skills sponsorship agreement signed in 2003, which was last updated in 2019. This indicator concerns the Telecom perimeter only.
- ◆ **Number of prepaid top-ups offered by SFR to Emmaüs Connect during the year (units):** this is the sum of prepaid top-ups donated by SFR to Emmaüs Connect over the course of the year as part of its partnership with Emmaüs Connect. This indicator concerns the Telecom perimeter only.

c. Environmental data

Unless otherwise stated, the indicators presented below are calculated on the basis of actual data. Where appropriate, data projection methods are specified.

- ◆ **Electricity consumption - buildings and electric vehicles (MWh):** this is the total volume of electricity consumed by the Group in connection with the operation of its buildings and the recharging of electric vehicles outside the Group's premises. Recharging carried out by employees at home is also excluded. The consumption of Media buildings in the region is excluded to date. For ERT, building consumption for November and December 2023 has been projected on the basis of data for November and December 2022. For the Telecom and Media divisions, a portion of the data is estimated (not calculable for now), especially when billing is not yet available, in that case the estimation is based on the N-1 data. Furthermore, as it is not possible to monitor actual consumption linked to the recharging of electric vehicles by each legal entity, a specific methodology for allocating consumption has been defined: total consumption linked to electric recharging is allocated to each entity on the basis of the proportion of the vehicle fleet assigned to each entity at 31/12/N. For ERT, the data used is used by the energy supplier. It is calculated from a reading taken from the 15th of the previous month to the current month, to which an estimation from the 15th to the end of the current month is added. This total is then adjusted by subtracting the estimated consumption from the 15th to the end of the previous month, which was considered during the last reading.
- ◆ **Share of renewable energy in building electricity consumption (%):** This is the consumption of renewable energy (purchased via guarantees of origin) divided by the Group's total electricity consumption in buildings.
- ◆ **Energy consumption by interurban networks (MWh):** this is the total volume of energy consumed by interurban cooling or heating networks. Consumption for chilled water networks is based on billing data, while consumption for heating networks is based on meter readings. Interurban networks enable certain buildings to be heated or cooled by a centralised system for a district or town. This indicator concerns the Telecom division only.
- ◆ **Natural gas consumption (MWh NCV):** this is the total volume of invoiced natural gas consumption by the Group, used to heat its buildings. Consumption initially in MWh HCV is converted and presented in MWh NCV. For ERT, data for November and December 2023 has been projected from data for November and December 2022. For the Telecom division, only the main sites in the regions have been taken into account. For the Media division, only the head office, which does not consume natural gas, is included in the reporting. Potential natural gas consumption at regional Media sites is not available. For Intelcia, the only site consuming natural gas is leased without the lessor providing dedicated reporting. Intelcia therefore has not calculated this indicator for 2023.
- ◆ **Fuel consumption for building operations (L):** this is the total volume of domestic heating oil and non-road diesel consumed by the group (invoiced, measured via tanks or estimated according to operating time, depending on the scope). Domestic fuel oil is used to heat certain buildings. Non-road diesel is used to power the generators at certain sites, to ensure business continuity in the event of a power cut. This indicator concerns the Telecom and Media divisions and Intelcia only.
- ◆ **Fuel consumption of fleet vehicles (L):** this is the total volume of fuel consumed (diesel, petrol, biofuel) by the Group's fleet vehicles. For the Telecom and Media divisions, as it is not possible to monitor fuel consumption in real terms for each legal entity, a specific methodology for allocating consumption has been defined: total consumption of each type of fuel is allocated to each entity on the basis of the proportion of fleet vehicles assigned to each entity at 31/12/N. For ERT, data for November and December 2023 has been projected from data for November and December 2022.
- ◆ **Greenhouse gas emissions per employees - Scopes 1 and 2 (tonnes eq. CO₂ per employee):** this is the ratio between the sum of greenhouse gas emissions linked to scopes 1 and 2 over year N, and the Group's total workforce at the end of the period in year N.
- ◆ **Greenhouse gas emissions per employee - Scopes 1, 2 and 3 (tonnes eq. CO₂ per employee):** this is the ratio between the sum of greenhouse gas emissions linked to scopes 1, 2 and 3 over year N, and the Group's total workforce at the end of the period. This indicator concerns the Telecom, Media and ERT perimeters only, as the calculation of Scope 3 emissions is not yet available for Intelcia.
- ◆ **Percentage of refurbished boxes in the active range (%):** This is the ratio between the number of boxes collected, refurbished and returned to the distribution circuit, and the number of boxes tested, i.e. in the active range. The active range is made up of equipment that is not considered obsolete and will therefore be tested with a view to refurbishment. Equipment considered obsolete is not tested and is therefore excluded from the indicator. This indicator concerns the Telecom perimeter only.

◆ **Percentage of refurbished boxes out of all boxes collected (%):** This is the ratio between the number of boxes collected, refurbished and put back into the distribution circuit, and the total number of boxes collected. Boxes are collected following customer returns (change of offer, cancellation, breakdown, etc.) in-store or by post and are refurbished if they are part of the active range (see definition of the active range in the indicator "Share of refurbished boxes in the active range") and the demand for this type of product and the cost of the operation do not make refurbishment unprofitable. This indicator concerns the Telecom perimeter only.

◆ **Share of sales resulting in a mobile trade-in (%):** this indicator is calculated from the ratio between the volume of mobile trade-ins and the volume of sales of mobile equipment eligible for trade-in. In 2023, the scope of this indicator has changed to take account of:

- o Among the total volume of mobile trade-ins: trade-ins made online on the SFR.fr and REDbySFR.fr websites;
- o Among the total volume of mobile equipment sales eligible for trade-in: sales of bare mobiles (i.e. without an associated telephone line).

This indicator concerns the Telecom perimeter only.

◆ **Rate of re-use of electrical and electronic equipment (EEE) (%):** This indicator is calculated from the following ratio: weight of EEEs reused / (weight of EEEs resold with no indication of their fate + weight of EEEs reused + weight of waste EEEs recovered + weight of waste EEEs disposed of). Re-used EEE is equipment that is re-used for the same purpose, by the Group or a third party, after repair/refurbishment or not. This equipment has not acquired the status of waste. Recovered EEE waste corresponds to equipment that has become waste and has undergone a recovery operation (recycling, material recovery, energy recovery, etc.). To date, Intelcia and ERT do not calculate this indicator.

◆ **Recovery rate for waste EEE (%):** this indicator is calculated from the following ratio: weight of waste EEE recovered / (weight of EEE resold with no indication of its fate + weight of EEE re-used + weight of waste EEE recovered + weight of waste EEE disposed of). The definitions of the different categories are described in the indicator "Rate of re-use of electrical and electronic equipment ("EEE")". Disposed EEE waste corresponds to equipment that has become waste that has been landfilled or incinerated without energy recovery. In 2023, ERT did not collect any WEEE that could be counted as recovered. This indicator is therefore not applicable to ERT for 2023. Intelcia does not currently calculate this indicator.

◆ **Water consumption (m³): this is the sum of the water consumption of the Group's sites.**

- o Telecom: this includes the consumption recorded on the water meters of each strategic building/site in mainland France and of all the buildings/sites in La Réunion. Espace SFR stores in mainland France are excluded.
- o Media: this includes consumption recorded on the water meters at the head office. Water consumption at Media sites in the regions is excluded to date.
- o Intelcia: this includes consumption recorded on the water meters of each building/site. In mainland France, only consumption at the Marseille site is taken into account.
- o ERT: this includes consumption recorded on the water meters of each building/site. Where it is not possible to track consumption by meter reading, a projection is made based on average consumption per hour worked for each site for which information is available.

• **Water consumption per employee (m³ per employee):** this is the ratio between the sum of water consumption in year N and the total number of employees at the end of the period.

Greenhouse gas emissions assessment

The greenhouse gas emissions assessment ("BEGES") is calculated using the GhG Protocol methodology. In 2023, the Telecom, Media and ERT divisions calculated their complete assessment for scopes 1, 2 and 3. Intelcia calculated emissions linked to scopes 1 and 2 only.

For ERT, data for November and December 2023 has been projected from data for November and December 2022. The other projections and/or extrapolation methodologies used to calculate the BEGES (by the Telecom, Media, Intelcia or ERT divisions) are set out below.

The Telecom (excluding SRR), Media and ERT divisions were assisted by the specialist consultancy EcoAct in carrying out their first all-scope GHG assessment. SRR commissioned a local firm, Carbone Ingénierie, to support

it in this process.

Greenhouse gas emissions (GES) Scopes 1 (tonnes eq. CO₂): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO₂ equivalent, linked to the items below.

◆ **GHG emissions from stationary combustion sources (tonnes eq. CO₂):** this is the total volume of the Group's greenhouse gas emissions, expressed in CO₂ tonnes equivalent, linked to the consumption of natural gas or domestic fuel oil for heating buildings, and to the consumption of non-road diesel for the generators that ensure business continuity in the event of a power cut.

◆ **GHG emissions from mobile combustion sources (tonnes eq. CO₂):** this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO₂ equivalent, linked to fuel consumption (diesel (diesel, petrol, biofuel) by fleet vehicles. For the Telecom and Media divisions, as it is not possible to monitor fuel consumption in real terms for each legal entity, a specific methodology for allocating consumption has been defined: total consumption of each type of fuel is allocated to each entity on the basis of the proportion of fleet vehicles assigned to each entity at 31/12/N.

◆ **Direct GHG emissions from processes (tonnes eq. CO₂):** None of the current reporting perimeters is concerned by this emissions item.

◆ **Direct fugitive GHG emissions (tonnes eq. CO₂):** this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO₂ equivalent, linked to leaks of refrigerants used in the Group's air conditioning equipment.

- o Telecom & Media, excluding telecom network sites and excluding SRR: theoretical leakage is calculated on the basis of the surface area of the buildings cooled, using the methodology of the Association Bilan Carbone.
- o Telecom network sites: for strategic sites on the Telecom network, theoretical leakage is calculated on the basis of the power of the air conditioning equipment and the type of fluid concerned, using the methodology of the Association pour la Transition Bas Carbone ("ABC"). The theoretical leakage from the other sites in the Telecom network is calculated using a projection also based on the methodology of the Association Bilan Carbone, taking into account the type and criticality of more than 80% of the sites. Emissions from the remaining sites are projected on the basis of average emissions per site for which actual information is available.
- o SRR & ERT: Refrigerant leaks are calculated on the basis of the weight of refrigerants recharged into air conditioning equipment during the year.
- o Intelcia: To date, Intelcia has not calculated its direct fugitive GHG emissions, so they are not disclosed.

◆ **Direct GHG emissions from land use, land-use change and forestry (LULUCF) (tonnes eq. CO₂):** None of the current reporting perimeters is concerned by this emissions item. Calculation of which is optional under the GHG Protocol methodology.

GHG emissions Scope 2 (tonnes eq. CO₂): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO₂ equivalent, linked to the items below.

◆ **GHG emissions from electricity consumption (tonnes eq. CO₂):** this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO₂ equivalent, linked to the consumption of electricity by the Group's buildings and the recharging of electric vehicles in the car fleets at external charging points. For the Telecom and Media divisions, electricity consumption in France excluding Corsica is monitored using actual consumption data from the electricity network operator, Enedis. For data from Corsica and the SRR, monitoring is carried out via energy supplier invoices. In addition, as it was not possible to monitor actual consumption linked to electrical recharging for each legal entity, a specific methodology for allocating consumption was defined: total consumption linked to electric recharging is allocated to each entity on the basis of the proportion of the vehicle fleet assigned to each entity at 31/12/N.

◆ **GHG emissions linked to network energy consumption, excluding electricity (tonnes eq. CO₂):** this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO₂ equivalent, linked to inter-city cooling or heating networks. Interurban networks enable certain Group buildings to be heated or cooled by a centralised system for a district or town. Only Telecom division is concerned by this emissions item.

GHG emissions Scope 3 (tonnes eq. CO₂): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO₂ equivalent, linked to the items below.

- ◆ **GHG emissions linked to the purchase of products and services (tonnes eq. CO₂):** this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO₂ equivalent, linked to the goods and services purchased during the year. Wherever possible, physical data is used to model the associated GHG emissions. Where physical data is not available, monetary data is used. Physical data accounts for 52% of emissions from the Telecoms and Media sectors, and 86% of emissions from ERT, within the purchase of products and services emissions item.
- ◆ **GHG emissions from fixed assets (tonnes eq. CO₂):** this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO₂ equivalent, linked to the goods and services capitalised by the Group during the year. Wherever possible, physical data is used to model the associated GHG emissions. Where physical data is not available, monetary data is used. In the Telecom (excluding SRR) and Media perimeters, only network antennas and main office equipment were taken into account.
- ◆ **Energy-related GHG emissions not included in Scopes 1 and 2 (tonnes eq. CO₂):** this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO₂ equivalent, linked to the extraction, production and transport of the energy used by the Group, as well as any energy lost during production or transport.
- ◆ **GHG emissions linked to goods transport and upstream distribution (tonnes eq. CO₂):** this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO₂ equivalent, linked to the transport of goods purchased by the Group from its suppliers, upstream of its value chain. Whenever possible, CO₂ data transmitted directly by the carriers (in application of Article L.1431-3 of the French Transport Code) or physical data is used to model the associated GHG emissions. Where physical data is not available, monetary data is used. For the Telecom division, excluding SRR, only transport related to purchases of products intended for sale by the Group is taken into account to date. The Media division's emissions are not calculated to date.
- ◆ **GHG emissions linked to waste generated (tonnes eq. CO₂):** this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO₂ equivalent, linked to the treatment and recovery/disposal of waste generated by the Group in the course of its activities.
- ◆ **GHG emissions from business travel (tonnes eq. CO₂):** this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO₂ equivalent, resulting from work-related travel by Group employees using modes of transport that do not belong to or are not operated by the Group. For the Telecom and Media divisions, CO₂ data directly transmitted by carriers (in application of Article L.1431-3 of the French Transport Code) is used whenever possible. For journeys for which no CO₂ information is available, emissions are extrapolated from the CO₂ data contained in the carriers' reports for the same mode of transport.
- ◆ **GHG emissions linked to commuting (tonnes eq. CO₂):** this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO₂ equivalent, resulting from the travel of Group employees between home and work, using modes of transport that do not belong to or are not operated by the Group. For ERT, the calculation is based on a projection derived from a questionnaire survey. The Telecom (excluding SRR) and Media divisions have produced a projection based on average distances and modes of transport known to employees because they are covered by an employer's financial contribution. For the Telecom division, within the scope of SRR, commuting distances were calculated using HR data. It is assumed that 4% of the distances travelled are by bus, with the remainder by combustion engine car.
- ◆ **GHG emissions from upstream leased assets (tonnes eq. CO₂):** this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO₂ equivalent, linked to the Group's use of leased assets. For the Telecom and Media divisions, the main leased assets are their car fleets, whose emissions are consolidated within Scope 1.
- ◆ **GHG emissions linked to goods transport and downstream distribution (tonnes eq. CO₂):** this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO₂ equivalent, linked to the transport used by the Group to deliver purchased goods to its customers, and to the journeys made by customers to visit the group's stores or premises. CO₂ data transmitted directly by carriers (in application of Article L.1431-3 of the French Transport Code) or physical data is used to model the associated GHG emissions. ERT and the Media Division are not concerned by this emissions item. In 2023, only SRR, as part of the Telecom division, calculated customer journeys to the store based on a projection. It is assumed that one sale corresponds to one customer trip, modelled as a 5.7 km round trip, taking into account the geography of the island of La Réunion, and made by bus or car. Calculating emissions linked to customer travel is optional in the GHG Protocol methodology.
- ◆ **GHG emissions linked to the processing of products sold (tonnes eq. CO₂):** Neither the Telecom and Media divisions nor ERT are currently concerned by this emissions item.

◆ **GHG emissions linked to the use of products sold (tonnes eq. CO₂):** this is the total volume of the group's greenhouse gas emissions, expressed in tonnes of CO₂ equivalent, linked to the use by customers of products sold by the Group. For the Telecom division, the following is taken into account:

- Electricity consumption of modems/decoders by B2C customers (kWh): the annual electricity consumption of equipment is calculated by taking into account the active equipment in the installed base at 31/12 of year N, and the average electricity consumption of the 3 models of modem and the 3 models of decoder most commonly used by customers or recently marketed.
- Electricity consumption of modems/decoders by direct or indirect business customers (B2B or B2B2B) or indirect consumer customers (B2B2C) kWh: based on the number of B2C customers and the electricity consumption of modems/decoders by B2C customers, an average annual electricity consumption per customer is established. This average annual consumption is multiplied by the number of B2B, B2B2B and B2B2C devices. The assumption is that one piece of equipment is equivalent to one subscriber.
- Electricity consumption of telephones by direct customers (general public or business) (kWh): the number of B2C and B2B customers is determined on the basis of the number of SIM cards in the Telecom division. The number of B2C customers is multiplied by the average annual electricity consumption of a telephone used by a household (ADEME: <https://agirpourlatransition.ademe.fr/particuliers/maison/economies-denergie-deau/electricite-combien-consomme-appareils-maison>). The number of B2B customers is multiplied by the average annual electricity consumption of a telephone used in a professional context (ADEME: <https://www.connaissancedesenergies.org/sites/default/files/pdf-actualites/livre-blanc-consommation-energetique-equipements-informatique-2015.pdf>).
- Electricity consumption of telephones by indirect customers (B2B2C or B2B2B) kWh: The number of indirect customers is determined from the number of mobile lines identified. It is not yet possible to distinguish between B2B2B and B2B2C lines. We therefore choose the highest average annual electricity consumption, i.e. that of a telephone used by a household (3 kWh per year compared with 2 kWh per year for a telephone used in a professional context, see the ADEME studies cited above). The number of mobile lines allocated to indirect customers is multiplied by the average annual consumption of a telephone used by a household.

To date, emissions linked to the consumption of content broadcast by the Media division have not been calculated. ERT is not concerned by this item.

- ◆ **GHG emissions linked to the end-of-life of products sold (tonnes eq. CO₂):** this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO₂ equivalent, linked to the processing and recovery/disposal of products sold by the Group when they reach the end of their life. The Media division is not concerned by this item.
- ◆ **GHG emissions linked to downstream leased assets (tonnes eq. CO₂):** neither the Telecom and Media divisions nor ERT are concerned by this emissions item.
- ◆ **GHG emissions linked to franchises (tonnes eq. CO₂):** To date, emissions from SFR franchise shops have not been calculated. Neither the Media division nor ERT are concerned by this emissions item.
- ◆ **GHG emissions linked to investments:** To date, emissions linked to investments have not been calculated.

d. Employment data

- ◆ **Percentage of employees who attended at least one training course during the year (%):** this is the ratio of the number of employees who have attended at least one training course to the total number of employees at 31 December. This includes employees on permanent, fixed-term and work-study contracts, including contract suspensions. This excludes trainees and temporary workers. Only courses completed by 31/12/N are taken into account. Courses started in year N and still in progress at 31/12/N are fully accounted for in year N+1. For the Telecom and Media perimeters, local training (i.e. provided internally) is excluded, with the exception of that provided by SFR Distribution, which is included in the indicator. Excluded local training represents less than 1% of all training carried out in the Telecom and Media sectors.
- ◆ **Average number of hours of training per employee who attended at least one course during the year (Hours):** This is the average number of hours of training per employee who attended at least one course during the calendar year. This includes employees on permanent, fixed-term and work-study contracts, including contract suspensions. This excludes trainees and temporary workers. Only courses completed by 31/12/N are taken into account. Courses started in year N and still in progress at 31/12/N are fully accounted for in year N+1. For the Telecom and Media perimeters, local training (i.e. provided internally) is excluded, with the exception of that provided by SFR Distribution, which is included in the indicator. Excluded local training represents less than 1% of all training carried out in the Telecom and Media sectors. Within the Intelcia scope, the hours of training provided via the internal eLearning platform are theoretical hours linked to the estimated time required to complete the eLearning and are not strictly completed.
- ◆ **Number of employees at the end of the period (units):** this is the total number of employees in the Group as at 31 December 2023. This includes employees on permanent, fixed-term and work-study contracts, as well as contract suspensions. Trainees and temporary workers are excluded. An employee whose contract ends on 31/12/N is counted as part of the workforce at the end of the period in year N, and is removed from the workforce in year N+1.
- ◆ **Number of permanent hires (units):** this is the number of employees recruited on permanent contracts in 2023. The conversion of fixed-term or work-study contracts into permanent contracts, as well as part-time contracts are taken into account. ERT has not calculated this indicator for 2023.
- ◆ **Share of employees aged 30 or under among new hires (%):** this is the proportion of employees aged 30 or under among total new recruits on permanent contracts, fixed-term contracts and work-study contracts. An employee aged 30 or under who is recruited under one of these 3 contracts, and whose contract is then converted into a permanent, fixed-term or work-study contract, is therefore counted twice. ERT has not calculated this indicator for 2023.
- ◆ **Share of employees aged 50 or over among new hires (%):** this is the proportion of employees aged 50 or over among total new recruits on permanent contracts, fixed-term contracts and work-study contracts. An employee aged 50 or over who is recruited under one of these 3 contracts, and whose contract is then converted into a permanent, fixed-term or work-study contract, is counted twice. ERT has not calculated this indicator for 2023.
- ◆ **Share of people who are excluded from the labour market among new hires (%):** this is the ratio between the number of people classified as alienated from the workplace and the total number of hires over the year 2023, all contracts and genders combined. People classified as alienated from the workplace are those recruited via agencies in the territory, such as the National Agency for the Promotion of Employment and Skills, Pôle Emploi, etc. This indicator concerns the Intelcia perimeter only.
- ◆ **Number of work-study students recruited (units):** This concerns the number of work-study students who have started an apprenticeship or professionalisation contract during the year 2023. To date, only the Telecom and Media divisions calculate this indicator.
- ◆ **Conversion rate of work-study contracts into permanent or fixed-term contracts (%):** this is the ratio between the number of work-study contracts converted into permanent or fixed-term contracts over the year 2023 and the total number of work-study contracts ending in the same calendar year. For the Telecom and Media divisions, work-study students whose contracts were suspended at the employer's initiative and those whose contracts were interrupted 4 months or more before their term are excluded from the denominator. For the entities of the SFR SEU, work-study students continuing their studies at the end of their work-study contract are also excluded from the denominator. To date, only the Telecom and Media divisions calculate this indicator.
- ◆ **Student recommendation rate (%):** this is the proportion of students on an internship or work-study contract

who answered "agree" or "completely agree" to the question "I would recommend my company to a friend for an internship / work-study placement" according to the ChooseMyCompany survey. For SFR Distribution, only students working at the head office are included in the survey. This indicator concerns the Telecom and Media perimeters only.

- ◆ **Voluntary redundancy rate (%):** this is the total number of employees who left their jobs on their own initiative during year N, divided by the total number of employees at 31/12/N-1. Voluntary departures include: negotiated departures, resignations, trial periods interrupted at the employee's initiative, voluntary departures as part of a voluntary redundancy plan and job abandonment, except for the Telecom and Media divisions (with one or two cases per year in these areas, this exclusion is not significant). Redundancies and trial periods interrupted at the Group's initiative are excluded. Grand Lille TV employees are excluded from the Media scope. ERT has not calculated this indicator for 2023.
- ◆ **Share of promotions awarded to women on permanent contracts (%):** this is the share of promotions awarded to women on permanent contracts, as a proportion of the total number of employees on permanent contracts promoted during the year 2023. Promotions are defined as a change in grade and/or job category and/or promotion to manager status. For Intelcia France, a promotion is only effective when a change of grade and a change of job category are combined. Promotions are taken into account from the closing month in which the change is reported.
- ◆ **Share of women among new hires (%):** this is the ratio of the total number of women joining the workforce on permanent, fixed-term and work-study contracts to the total number of new hires on permanent, fixed-term and part-time contracts for the year 2023. Both full-time and part-time contracts are taken into account. A woman who is recruited on a permanent, fixed-term or work-study contract, whose contract is then converted into another of the 3 contracts mentioned, is counted twice.
- ◆ **Professional gender equality index (Score out of 100):** This index is calculated using the Ministry of Labour's evaluation grid. The Index, out of 100 points, is calculated based on 4 to 5 indicators depending on whether the company has less or more than 250 employees:
 - The gender pay gap,
 - The distribution gap for individual increases,
 - The promotion distribution gap (only in companies with more than 250 employees),
 - The number of employees who received an increase after returning from maternity leave,
 - Parity among the 10 highest earners.

For more information: <https://travail-emploi.gouv.fr/droit-du-travail/egalite-professionnelle-discrimination-et-harcelement/indexegapro>

The perimeter covered by the Intelcia index is that of its activities in mainland France. ERT has not calculated this indicator for 2023.

- ◆ **Number of disabled employees (units):** This is the number of employees with disabled-worker status (RQTH) working for the Group at 31 December 2023. In 2023, this indicator has been calculated for the Telecom, Media and Intelcia activities in mainland France; ERT has not calculated this indicator.
- ◆ **Workplace accident frequency rate (%):** this is the ratio between the total number of accidents at work with lost time, and the total number of hours worked. Commuting accidents are excluded from the calculation. For the Telecom and Media divisions, the lost-time accidents recorded are those identified in the HR software at 31/12/N. For ERT, lost-time accidents are those reported on the Net Entreprise service at 31/12/N. Lost-time accidents for employees on permanent, fixed-term, professionalisation, work-study and student intern contracts are included. Lost-time accidents involving temporary workers are excluded. The 5 BFM Régions legal entities are excluded from the calculation of the indicator. Intelcia does not currently calculate this indicator.
- ◆ **Absenteeism rate (%):** This is the ratio between the number of calendar days of absence from work due to illness, an accident at work or commuting accidents, and the theoretical number of calendar days worked. This does not include paid leave, delegation hours in the context of staff representation, strikes, medical leave preceding maternity leave, parental leave and other exceptional leave for family events. The 5 BFM Régions legal entities are excluded from the calculation of the indicator. ERT has not calculated this indicator for 2023.

e. Business ethics and responsible purchasing data

- ◆ **Number of CSR supplier assessments carried out (units):** this is the number of supplier assessments that have included CSR criteria since 2016. This includes annual supplier assessments by the purchasing teams (including CSR criteria), and specific CSR assessments. Specific CSR assessments are materialised by an ACESIA score or a certificate attesting to another evaluation by a recognised third party (Label Lucie, Ecovadis, etc.). In terms of counting the number of assessments, if a supplier has been assessed several times since 2016, each of these assessments is included in the indicator. In 2023, only the Telecom and Media divisions calculated this indicator.

6. Data collection and control methods

Social, environmental and societal data are based on internal tools, reporting methods and controls used in the various activities dedicated to these subjects.

A new centralised reporting tool was introduced in 2023 for the Telecom and Media divisions, in particular to make it easier and more reliable to calculate greenhouse gas emissions. To date, this tool has made it possible to consolidate the most significant environmental data. Training sessions are organised to support contributors in the process of collecting and consolidating non-financial indicators on the reporting tool.

The collection procedures and indicator calculation methodologies are disseminated to all persons involved in the reporting process in the perimeter.

Internally, control procedures have been put in place to limit the risk of error in the production and transmission of data. Each contributor collects and controls the data within his reporting perimeter. This data is then consolidated centrally to ensure its consistency, compliance with calculation methods and the scope of reporting, as well as the existence of data controls.

Summary of key performance indicators by business unit

Risks	Indicators	Divisions	2021 ⁽¹⁾	2022 ⁽¹⁾	2023
Product and service quality & Innovation	Number of municipalities with 5G coverage (Units)	Altice France	N/A	N/A	N/A
		Télécoms	nearly 3,700	7,000	8,967
		Media	N/A	N/A	N/A
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/A	N/A	N/A
Product and service quality & Innovation	5G coverage rate (%)	Altice France	N/A	N/A	N/A
		Télécoms	N/A	61%	74%
		Media	N/A	N/A	N/A
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/A	N/A	N/A
Product and service quality & Innovation	Number of marketable FTTH and FTTB sockets (Units)	Altice France	N/A	N/A	N/A
		Télécoms	25.8 million	31.1 million	34.6 million
		Media	N/A	N/A	N/A
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/A	N/A	N/A
Investment in local communities and creating shared value	Amount paid by the SFR Foundation as financial sponsorship (€)	Altice France	N/A	N/A	N/A
		Télécoms	1 million	1 million	1 million
		Media	N/A	N/A	N/A
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/A	N/A	N/A
Investment in local communities and creating shared value	Amount of sponsorship and local sponsoring actions by Intelcia (€)	Altice France	N/A	N/A	N/A
		Télécoms	N/A	N/A	N/A
		Media	N/A	N/A	N/A
		Intelcia	NEW	19,031	10,728
		ERT Technologies	N/A	N/A	N/A
Investment in local communities and creating shared value	Number of young people helped to achieve professional success through the support of associations (Units)	Altice France	N/A	N/A	N/A
		Télécoms	M/C	M/C	7,853
		Media	N/A	N/A	N/A
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/A	N/A	N/A
Investment in local communities and creating shared value	Number of projects supported by the SFR Foundation or Intelcia during the year (Units)	Altice France	M/C	M/C	88
		Télécoms	M/C	M/C	50
		Media	N/A	N/A	N/A
		Intelcia	NEW	52	38
		ERT Technologies	N/A	N/A	N/A
Investment in local communities and creating shared value	Number of employees involved in skills sponsorship during the year (Units)	Altice France	N/A	N/A	N/A
		Télécoms	NEW	NEW	39
		Media	N/A	N/A	N/A
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/A	N/A	N/A

N/A: Not applicable; M/C: Methodological change; NEW: New indicator

Risks	Indicators	Divisions	2021 ⁽¹⁾	2022 ⁽¹⁾	2023
Digital inclusion	Number of prepaid top-ups donated by SFR to Emmaüs Connect during the year (Units)	Altice France	N//A	N/A	N/A
		Télécoms	M/C	M/C	12,000
		Media	N/A	N/A	N/A
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/A	N/A	N/A
Climate change	Electricity consumption - buildings and electric vehicles (MWh)	Altice France	NEW	NEW	1,074,024
		Télécoms	NEW	NEW	1,046,467
		Media	NEW	NEW	10,617
		Intelcia	NEW	NEW	15,127
		ERT Technologies	N/D	N/D	1,812
Climate change	Share of renewable energy in building electricity consumption (%)	Altice France	10%	8%	8%
		Télécoms	10%	8%	8%
		Media	0%	0%	0%
		Intelcia	0%	0%	0%
		ERT Technologies	N/D	N/D	0%
Climate change	Energy consumption by interurban networks (MWh)	Altice France	NEW	NEW	3,223
		Télécoms	NEW	NEW	3,223
		Media	N/A	N/A	N/A
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/A	N/A	N/A
Climate change	Natural gas consumption (MWh PCI)	Altice France	NEW	NEW	752
		Télécoms	NEW	NEW	712
		Media	NEW	NEW	N/D
		Intelcia	NEW	NEW	N/D
		ERT Technologies	N/D	N/D	40
Climate change	Fuel consumption for building operations (L)	Altice France	NEW	NEW	293,692
		Télécoms	NEW	NEW	211,410
		Media	NEW	NEW	600
		Intelcia	NEW	NEW	81,682
		ERT Technologies	N/D	N/D	N/A
Climate change	Fuel consumption of fleet vehicles (L)	Altice France	NEW	NEW	6,392,050
		Télécoms	NEW	NEW	3,081,200
		Media	NEW	NEW	263,355
		Intelcia	NEW	NEW	165,679
		ERT Technologies	N/D	N/D	2,881,817
Climate change	GHG emissions ⁽²⁾ Scope 1 (tonnes eq. CO ₂) ⁽³⁾	Altice France	M/C	15,743	23,283
		Télécoms	M/C	14,580	14,831
		Media	M/C	641	585
		Intelcia	487	522	637
		ERT Technologies	N/D	N/D	7,230
Climate change	GHG emissions ⁽²⁾ Scope 2 (tonnes eq.CO ₂) ⁽³⁾	Altice France	M/C	60,167	60,554
		Télécoms	M/C	53,750	52,906
		Media	M/C	404	403
		Intelcia	4,924	6,014	7,183
		ERT Technologies	N/D	N/D	61

N/A: Not applicable; N/D: Not disclosed; M/C: Methodological change; NEW: New indicator

Risks	Indicators	Divisions	2021 ⁽¹⁾	2022 ⁽¹⁾	2023
Climate change	GHG emissions ⁽²⁾ Scope 3 (tonnes eq.CO ₂) ⁽³⁾	Altice France	N/D	647,001	734,429
		Télécoms	N/D	556,662	590,857
		Media	N/D	90,340	81,637
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	N/D	61,935
Climate change	GHG emissions ⁽²⁾ per employee - Scope 1 and 2 (tonnes eq.CO ₂ per employee) ⁽³⁾	Altice France	M/C	2.6	2.8
		Télécoms	M/C	7.2	7.7
		Media	M/C	0.7	0.6
		Intelcia	0.3	0.4	0.4
		ERT Technologies	N/D	N/D	5
Climate change	GHG emissions ⁽²⁾ per employee - Scope 1, 2 and 3 (tonnes eq.CO ₂ per employee) ⁽³⁾	Altice France	M/C	N/C	N/C
		Télécoms	M/C	66	75
		Media	M/C	61	53
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	N/D	47
Circular economy	Share of refurbished boxes in the active range (%) ⁽³⁾	Altice France	N/A	N/A	N/A
		Télécoms	M/C	M/C	85%
		Media	N/A	N/A	N/A
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/A	N/A	N/A
Circular economy	Share of refurbished boxes out of all boxes collected (%)	Altice France	N/A	N/A	N/A
		Télécoms	NEW	NEW	67%
		Media	N/A	N/A	N/A
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/A	N/A	N/A
Circular economy	Share of sales resulting in recovery of a mobile phone (%) ⁽³⁾	Altice France	N/A	N/A	N/A
		Télécoms	M/C	M/C	20%
		Media	N/A	N/A	N/A
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/A	N/A	N/A
Circular economy	EEE reuse rate (%)	Altice France	NEW	NEW	47%
		Télécoms & Media	NEW	NEW	47%
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	N/D	N/D
Circular economy	Recovery rate for waste EEE (%) ⁽³⁾	Altice France	M/C	M/C	46%
		Télécoms & Media	M/C	M/C	46%
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/A	N/A	N/A
Biodiversity	Water consumption (m ³)	Altice France	NEW	159,339	157,457
		Télécoms	NEW	42,108	46,540
		Media	NEW	11,271	12,092
		Intelcia	NEW	105,960	95,570
		ERT Technologies	N/D	N/D	3,255

N/A: Not applicable; N/D: Not disclosed; N/C: Non-consolidated; M/C: Methodological change; NEW: New indicator

Risks	Indicators	Divisions	2021 ⁽¹⁾	2022 ⁽¹⁾	2023
Biodiversity	Water consumption per employee (m ³ per employee)	Altice France	NEW	NEW	5.2
		Télécoms	NEW	NEW	5.3
		Media	NEW	NEW	7.7
		Intelcia	NEW	NEW	5.2
		ERT Technologies	N/D	N/D	2.2
Employability & stability	Percentage of employees who attended at least one training course during the year (%)	Altice France	N/C	N/C	98%
		Télécoms	58%	58%	66%
		Media	23%	32%	50%
		Intelcia	104%	120%	120%
		ERT Technologies	N/D	N/D	61%
Employability & stability	Average number of hours of training per employee who attended at least one training course during the year ⁽⁴⁾	Altice France	N/C	N/C	58.9
		Télécoms	19.4	18.4	23.1
		Media	16.6	19.2	15.7
		Intelcia	96.2	61.3	71.5
		ERT Technologies	N/D	N/D	19.9
Talent management	Number of employees at the end of the period (Units)	Altice France	28,787	29,078	30,216
		Télécoms	10,114	9,526	8,809
		Media	1,353	1,508	1,573
		Intelcia	17,320	18,044	18,361
		ERT Technologies	N/D	N/D	1,473
Talent management	Number of permanent hires (Units)	Altice France	4,077	8,253	7,969
		Télécoms	N/D	939	971
		Media	N/D	211	196
		Intelcia	4,077	7,103	6,802
		ERT Technologies	N/D	N/D	N/D
Talent management	Share of employees aged 30 or under among new hires (%)	Altice France	82%	75%	75%
		Télécoms	81%	81%	78%
		Media	82%	79%	84%
		Intelcia	NEW	72%	74%
		ERT Technologies	N/D	N/D	N/D
Talent management	Share of employees aged 50 or under among new hires (%)	Altice France	NEW	1.5%	2%
		Télécoms	NEW	1.3%	3.1%
		Media	NEW	1.4%	1.3%
		Intelcia	NEW	1.6%	1.9%
		ERT Technologies	N/D	N/D	N/D
Talent management	Share of people who are excluded from the labour market among new hires (%)	Altice France	N/D	N/D	N/D
		Télécoms	N/D	N/D	N/D
		Media	N/D	N/D	N/D
		Intelcia	NEW	24%	33%
		ERT Technologies	N/D	N/D	N/D
Talent management	Number of work-study students recruited (Units)	Altice France	712	488	508
		Télécoms	642	400	410
		Media	70	88	98
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	N/D	N/D

N/D: Not disclosed; N/C: Non-consolidated; NEW: New indicator

Risks	Indicators	Divisions	2021 ⁽¹⁾	2022 ⁽¹⁾	2023
Talent management	Conversion rate of work-study contracts into permanent or fixed-term contracts (%)	Altice France	9%	21%	28%
		Télécoms	7%	20%	26%
		Media	31%	24%	38%
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	N/D	N/D
Talent management	Student recommendation rate (%)	Altice France	N/C	N/C	N/C
		Télécoms & Media	90%	85%	83%
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	N/D	N/D
Talent management	Voluntary departure rate (%)	Altice France	20%	22%	26%
		Télécoms	4%	11%	15%
		Media	6%	11%	7%
		Intelcia	32%	28%	33%
		ERT Technologies	N/D	N/D	N/D
Human rights and fundamental freedoms	Share of promotions awarded to women on permanent contracts (%)	Altice France	42%	41%	41%
		Télécoms	38%	38%	33%
		Media	36%	43%	39%
		Intelcia	47%	44%	54%
		ERT Technologies	N/D	N/D	21%
Human rights and fundamental freedoms	Share of women among hires (%)	Altice France	49%	51%	49%
		Télécoms	42%	39%	39%
		Media	32%	38%	44%
		Intelcia	58%	58%	54%
		ERT Technologies	N/D	N/D	28%
Human rights and fundamental freedoms	Professional equality index ⁽⁵⁾	Altice France	N/C	N/C	N/C
		Télécoms	UES SFR : 93% SFR Distribution : 88%	UES SFR : 93% SFR Distribution : 85%	UES SFR : 87% SFR Distribution : 93%
		Media	UES Next : 76%	UES Next : 85%	UES Next : 91%
		Intelcia	97%	96%	98%
		ERT Technologies	N/D	N/D	N/D

N/D: Not disclosed; N/C: Non-consolidated

Risks	Indicators	Divisions	2021 ⁽¹⁾	2022 ⁽¹⁾	2023
Human rights and fundamental freedoms	Number of employees with disabilities (Units) ⁽⁶⁾	Altice France	408	476	499
		Télécoms	306	362	341
		Media	12	9	15
		Intelcia	90	105	143
		ERT Technologies	N/D	N/D	N/D
Human rights and fundamental freedoms	Absenteeism rate (%)	Altice France	3%	8.5%	12%
		Télécoms	3.2%	5.5%	4%
		Media	2.1%	2.6%	1.8%
		Intelcia	NEW	13%	13%
		ERT Technologies	N/D	N/D	N/D
Human rights and fundamental freedoms	Frequency rate of occupational accidents (%)	Altice France	4.4%	5.5%	6.1%
		Télécoms	4.4%	5.8%	6%
		Media	4.5%	4%	2%
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	N/D	10.7%
Business ethics	Number of supplier CSR assessments carried since 2016 (Units)	Altice France	304	355	401
		Télécoms & Media	304	355	401
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	N/D	N/D

N/D: Not disclosed; NEW: New indicator

(1) Data for 2021 and 2022 does not include ERT Technologies, which joined the Group's reporting format in 2023. In addition, corrections were made to the Telecom, Media and Intelcia perimeters as part of the calculation of the GHG assessment and as a result of the strengthening of the internal control system

(2) Greenhouse gases

(3) The 2021 values have been corrected in relation to the values published in the 2022 NFPS, following a strengthening of internal control and the completion of a full GHG assessment of the Telecom and Media divisions

(4) Intelcia trains a higher number of people each year than its workforce at the end of the year, testifying to the training effort on the population of customer advisers, the population mainly responsible for the turnover.

(5) Index published in 2023 for the year 2022. France scope for Intelcia

(6) Intelcia: Intelcia France scope

GREENHOUSE GAS EMISSIONS ASSESSMENT - GHG Protocol

Emission items	Divisions	2021 ⁽¹⁾	2022 ⁽¹⁾	2023
1. GHG emissions⁽²⁾ Scope 1 (Tonnes eq. CO₂)	Altice France	M/C	15,743	23,283
	Télécoms	M/C	14,580	14,831
	Media	M/C	641	585
	Intelcia	487	522	637
	ERT Technologies	N/D	N/D	7,230
	1.1.GHG emissions⁽²⁾ from stationary combustion sources (tonnes eq.CO₂)	Altice France	M/C	1,000
	Télécoms	M/C	772	689
	Media	M/C	6	2
	Intelcia	121	222	212
	ERT Technologies	N/D	N/D	8
1.2.GHG emissions⁽²⁾ from mobile combustion sources (tonnes eq.CO₂)	Altice France	M/C	7,366	14,929
	Télécoms	M/C	6,431	6,765
	Media	M/C	636	583
	Intelcia	365	300	425
	ERT Technologies	N/D	N/D	7,156
1.3.Direct GHG emissions⁽²⁾ from processes (tonnes eq.CO₂)	Altice France	N/A	N/A	N/A
	Télécoms	N/A	N/A	N/A
	Media	N/A	N/A	N/A
	Intelcia	N/A	N/A	N/A
	ERT Technologies	N/A	N/A	N/A
1.4.Direct fugitive GHG emissions⁽²⁾ (tonnes eq.CO₂)	Altice France	M/C	7,377	7,443
	Télécoms	M/C	7,377	7,377
	Media	N/D	0.06	0.07
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/D	67
1.5.Direct GHG emissions⁽²⁾ from land use, land-use change and forestry (LULUCF) (tonnes eq.CO₂)	Altice France	N/D	N/D	N/D
	Télécoms	N/A	N/A	N/A
	Media	N/A	N/A	N/A
	Intelcia	N/A	N/A	N/A
	ERT Technologies	N/D	N/D	N/D
2. GHG emissions⁽²⁾ Scope 2 (Tonnes eq. CO₂)	Altice France	M/C	60,167	60,554
	Télécoms	M/C	53,750	52,906
	Media	M/C	404	403
	Intelcia	4,924	6,014	7,183
	ERT Technologies	N/D	N/D	61
	2.1.GHG emissions⁽²⁾ from electricity consumption (tonnes eq.CO₂)	Altice France	M/C	60,118
	Télécoms	M/C	53,700	52,775
	Media	M/C	404	403
	Intelcia	4,924	6,014	7,183
	ERT Technologies	N/D	N/D	61
2.2.GHG emissions⁽²⁾ from network energy consumption, excluding electricity (tonnes eq.CO₂)	Altice France	M/C	49	132
	Télécoms	M/C	49	132
	Media	N/A	N/A	N/A
	Intelcia	N/A	N/A	N/A
	ERT Technologies	N/A	N/A	N/A

N/A: Not applicable; N/D: Not disclosed; M/C: Methodological change

Emission items	Divisions	2021 ⁽¹⁾	2022 ⁽¹⁾	2023
3. GHG emissions⁽²⁾ Scope 3 (Tonnes eq. CO₂)	Altice France	M/C	647,001	734,429
	Télécoms	M/C	556,662	590,857
	Media	M/C	90,340	81,637
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/D	61,935
3.1.GHG emissions ⁽²⁾ from the purchase of products and services (tonnes eq.CO ₂)	Altice France	N/D	561,594	639,243
	Télécoms	N/D	474,790	506,462
	Media	N/D	86,804	76,576
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/D	56,204
3.2.GHG emissions ⁽²⁾ from fixed assets (tonnes eq.CO ₂)	Altice France	N/D	3,705	10,632
	Télécoms	N/D	2,924	9,741
	Media	N/D	782	176
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/D	716
3.3.Energy-related GHG emissions ⁽²⁾ not included in Scopes 1 and 2 (tonnes eq.CO ₂)	Altice France	M/C	22,750	23,374
	Télécoms	M/C	22,400	21,259
	Media	M/C	350	336
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/D	1,780
3.4.GHG emissions ⁽²⁾ from the upstream transport of goods and distribution (tonnes eq.CO ₂) ⁽³⁾	Altice France	N/D	4,802	5,125
	Télécoms	N/D	4,802	4,871
	Media	N/D	N/D	N/D
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/D	253
3.5.GHG emissions ⁽²⁾ from waste generated (tonnes eq.CO ₂)	Altice France	N/D	758	1,115
	Télécoms	N/D	736	638
	Media	N/D	22	34
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/D	443
3.6.GHG emissions ⁽²⁾ from business travel (tonnes eq.CO ₂)	Altice France	M/C	2,237	2,599
	Télécoms	M/C	1,647	1,676
	Media	M/C	589	901
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/D	22
3.7.GHG emissions ⁽²⁾ from commuting (tonnes eq.CO ₂)	Altice France	N/D	4,936	12,342
	Télécoms	N/D	3,243	7,114
	Media	N/D	1,693	3,594
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/D	1,634
3.8.GHG emissions ⁽²⁾ from upstream leased assets (tonnes eq.CO ₂)	Altice France	N/D	N/D	816
	Télécoms	N/A	N/A	N/A
	Media	N/A	N/A	N/A
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/D	816

N/A: Not applicable; N/D: Not disclosed; M/C: Methodological change

Emission items	Divisions	2021 ⁽¹⁾	2022 ⁽¹⁾	2023
3.9.GHG emissions ⁽²⁾ from the downstream transport of goods and distribution (tonnes eq.CO ₂) ⁽⁴⁾	Altice France	N/D	1,445	777
	Télécoms	N/D	1,345	757
	Media	N/A	99	20
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/D	N/A
3.10.GHG emissions ⁽²⁾ from the processing of products sold (tonnes eq.CO ₂)	Altice France	N/A	N/A	N/A
	Télécoms	N/A	N/A	N/A
	Media	N/A	N/A	N/A
	Intelcia	N/A	N/A	N/A
	ERT Technologies	N/A	N/A	N/A
3.11.GHG emissions ⁽²⁾ from the use of products sold (tonnes eq.CO ₂)	Altice France	M/C	40,699	35,556
	Télécoms	M/C	40,699	35,556
	Media	N/D	N/D	N/D
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/D	N/A
3.12.GHG emissions ⁽²⁾ from the end-of-life of products sold (tonnes eq.CO ₂)	Altice France	N/D	2,560	1,763
	Télécoms	N/D	2,560	1,696
	Media	N/A	N/A	N/A
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/D	67
3.13.GHG emissions ⁽²⁾ from downstream leased assets (tonnes eq.CO ₂)	Altice France	N/A	N/A	N/A
	Télécoms	N/A	N/A	N/A
	Media	N/A	N/A	N/A
	Intelcia	N/A	N/A	N/A
	ERT Technologies	N/A	N/A	N/A
3.14.GHG emissions ⁽²⁾ from franchises (tonnes eq.CO ₂)	Altice France	N/D	N/D	N/D
	Télécoms	N/D	N/D	N/D
	Media	N/A	N/A	N/A
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/D	N/A
3.15.GHG emissions ⁽²⁾ from investments (tonnes eq.CO ₂)	Altice France	N/D	1,515	1,087
	Télécoms	N/D	1,515	1,087
	Media	N/D	N/D	N/D
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/D	N/D

N/A: Not applicable; **N/D:** Not disclosed; **M/C:** Methodological change

(1) Data for 2021 and 2022 does not include ERT Technologies, which joined the Group's reporting format in 2023. In addition, corrections were made to the Telecom, Media and Intelcia perimeters as part of the calculation of the GHG assessment and as a result of the strengthening of the internal control system

(2) Greenhouse gases

(3) These emissions correspond to emissions linked to upstream transport

(4) These emissions correspond to emissions linked to downstream transport

Report of one of the Statutory Auditors, appointed as independent third party, on the verification of the consolidated non-financial statement

This is a free English translation of the Statutory Auditor's report issued in French and is provided solely for the convenience of English-speaking readers. This report should be read in conjunction with, and construed in accordance with, French law and professional standards applicable in France.

Year ended December 31st 2023

To the Annual General Meeting,

In our capacity as Statutory Auditor of your company. (hereinafter the "Entity") appointed as independent third party, and accredited by the French Accreditation Committee (COFRAC) under number 3-1884⁽¹⁾, we have undertaken a limited assurance engagement on the historical information (observed or extrapolated) in the consolidated non-financial statement, prepared in accordance with the entity's procedures (hereinafter the "Guidelines"), for the year ended December 31st, 2023 (hereinafter, the "Information" and the "Statement" respectively), presented in the Group's management report pursuant to the legal and regulatory provisions of Articles L. 225 102-1, R. 225-105 and R. 225-105-1 of the French Commercial Code (code de commerce).

Conclusion

Based on the procedures we performed as described under the "Nature and scope of procedures" paragraph and the evidence we obtained, nothing has come to our attention that causes us to believe that the consolidated non-financial statement is not prepared in accordance with the applicable regulatory provisions and that the Information, taken as a whole, is not presented fairly in accordance with the Guidelines, in all material respects

Preparation of the non-financial performance statement

The absence of a commonly used generally accepted reporting framework or of a significant body of established practices on which to draw to evaluate and measure the Information allows for different, but acceptable, measurement techniques that can affect comparability between entities and over time. Consequently, the Information needs to be read and understood together with the Guidelines, summarized in the Statement and available on the Entity's website or on request from its headquarters.

Inherent limitations in preparing the Information

As stated in the Statement, the Information may be subject to uncertainty inherent to the state of scientific and economic knowledge and the quality of external data used. Some information is sensitive to the choice of methodology and the assumptions or estimates used for its preparation and presented in the Statement.

Responsibility of the entity

Management of the entity is responsible for:

- ◆ selecting or establishing suitable criteria for preparing the Information,
- ◆ preparing a Statement pursuant to legal and regulatory provisions, including a presentation of the business model, a description of the main non-financial risks, a presentation of the policies implemented considering those risks and the outcomes of said policies, including key performance indicators,
- ◆ preparing the Statement by applying the entity's "Guidelines" as referred above, and
- ◆ designing, implementing, and maintaining internal control over information relevant to the preparation of the Information that is free from material misstatement, whether due to fraud or error.

The Statement has been prepared by the Management Board.

Responsibility of the Statutory Auditor, appointed as independent third party

Based on our work, our responsibility is to provide a report expressing a limited assurance conclusion on:

- ◆ the compliance of the Statement with the requirements of Article R. 225-105 of the French Commercial Code,
- ◆ the fairness of the historical information (observed or extrapolated) provided pursuant to part 3 of sections I and II of Article R. 225-105 of the French Commercial Code, i.e., the outcomes of policies, including key performance indicators, and measures relating to the main risks.

As we are engaged to form an independent conclusion on the Information as prepared by management, we are not permitted to be involved in the preparation of the Information as doing so may compromise our independence.

It is not our responsibility to report on the compliance of products and services with applicable regulations.

Applicable regulatory provisions and professional guidance

We performed the work described below in accordance with Articles A. 225-1 et seq. of the French Commercial Code, the professional guidance issued by the French Institute of Statutory Auditors (Compagnie Nationale des Commissaires aux Comptes) applicable to such engagements, in particular the professional guidance issued by the Compagnie Nationale des Commissaires aux Comptes, "Intervention du commissaire aux comptes - Intervention de l'OTI - Déclaration de performance extra-financière", acting as the verification program, and with the international standard ISAE 3000 (revised)⁽²⁾.

Independence and quality control

Our independence is defined by the provisions of Article L. 822-11 of the French Commercial Code and the French Code of Ethics for Statutory Auditors (Code de déontologie) of our profession. In addition, we have implemented a system of quality control including documented policies and procedures aimed at ensuring compliance with applicable legal and regulatory requirements, ethical requirements and the professional guidance issued by the French Institute of Statutory Auditors (Compagnie Nationale des Commissaires aux Comptes) relating to this engagement.

(1) Accreditation Cofrac Inspection, number 3-1884, scope available at www.cofrac.fr

(2) ISAE 3000 (Revised) - Assurance Engagements Other Than Audits or Reviews of Historical Financial Information

Means and resources

Our work engaged the skills of seven people between November 2023 and March 2024 and took a total of six weeks.

We were assisted in our work by our specialists in sustainable development and corporate social responsibility. We conducted around ten interviews with the people responsible for preparing the Statement.

Nature and scope of procedures

We are required to plan and perform our work to address the areas where we have identified that a material misstatement of the Information is likely to arise.

The procedures we performed were based on our professional judgment. In carrying out our limited assurance engagement on the Information:

- ◆ we obtained an understanding of all the consolidated entities' activities, and the description of the main related risks,
- ◆ we assessed the suitability of the criteria of the Guidelines with respect to their relevance, completeness, reliability, neutrality and understandability, taking into account, where appropriate, best practices within the sector,
- ◆ we verified that the Statement includes each category of social and environmental information set out in article L. 225-102-1 III of the French Commercial Code as well as information regarding compliance with human rights, anti-corruption and tax avoidance legislation, and includes, where applicable, an explanation for the absence of the information required under article L. 225-102-1 III, paragraph 2 of the French Commercial Code,
- ◆ we verified that the Statement provides the information required under article R. 225-105 II of the French Commercial Code, where relevant with respect to the main risks,
- ◆ we verified that the Statement presents the business model and a description of main risks associated with all the consolidated entities' activities, including where relevant and proportionate, the risks associated with their business relationships, products or services, as well as policies, measures and the outcomes thereof, including key performance indicators related to the main risks,
- ◆ we verified that the Statement includes a clear and motivated explanation of the reasons for the absence of policies implemented considering one or more of these risks required under Article R.225-105 I of the French Commercial Code,
- ◆ we referred to documentary sources and conducted interviews to:
 - assess the process used to identify and confirm the main risks as well as the consistency of the outcomes, including the key performance indicators used, with respect to the main risks and the policies presented,
 - corroborate the qualitative information (measures and outcomes) that we considered to be the most important presented in the Appendices. Concerning certain risks⁽³⁾, our work was carried out on the consolidating entity, for the other risks, our work was carried out on the consolidating entity and on a selection of entities⁽⁴⁾,
- ◆ we verified that the Statement covers the consolidated scope, i.e. all the entities within the consolidation scope in accordance with Article L. 233-16 of the French Commercial Code, within the limitations set out in the Statement,
- ◆ we obtained an understanding of internal control and risk management procedures the entity implemented, and assessed the data collection process aimed at ensuring the completeness and fairness of the Information,

- ◆ for the key performance indicators and other quantitative outcomes that we considered to be the most important, presented in the Appendices, we implemented:

- analytical procedures to verify the proper consolidation of the data collected and the consistency of any changes in those data,
- tests of details, using sampling techniques, in order to verify the proper application of definitions and procedures and reconcile the data with supporting documents. This work was carried out at the entity's headquarters and covers between 40% and 100% of the consolidated data relating to the key performance indicators and outcomes selected for these tests,

- ◆ we assessed the overall consistency of the Statement based on our knowledge of all the consolidated entities' activities.

The procedures performed in a limited assurance review are less in extent than for a reasonable assurance opinion in accordance with the professional guidance of the French Institute of Statutory Auditors (Compagnie Nationale des Commissaires aux Comptes), a higher level of assurance would have required us to carry out more extensive procedures.

Paris-La Défense, March the 20th, 2024
KPMG S.A.

Grégoire Menou
Partner

Nicolas Piofret
Partner

Raffaele Gambino
ESG Expert

(3) Business Continuity, Responsible Strategy & Stakeholder Relations, Information Security & Data Ethics, Human Rights & Fundamental Freedoms, and Product and Service Quality.

(4) SFR S.A., Intelcia France and ERT Technologies

Appendix

Qualitative information (actions and results) considered most important

Water consumption (qualitative KPI)

Solutions for data security and ethics

Solutions implemented to ensure business continuity

Collective agreements related to social dialogue practices

Partnership and sponsorship initiatives

Actions promoting professional integration and access to employment

Actions in favor of territorial development

Key performance indicators and other quantitative results considered most important

Number of employees at the end of the period (Unit)

Share of promotions awarded to women on permanent contracts (%)

Number of employees with disabilities (Unit)

Voluntary departure rate (%)

Percentage of employees who attended at least one training course during the year (%)

Average number of hours of training per employee who attended at least one training course during the year (Hours)

Share of women among hires (%)

Frequency rate of occupational accidents (%)

Number of supplier CSR assessments carried since 2016

Share of refurbished boxes in the active range (%)

Recovery rate for waste "EEE" (%)

Share of renewable energy in building electricity consumption (%)

Energy consumption (interurban networks, natural gas, fuel consumption, building electricity, electric vehicles).

GHG emissions Scope 1 (tonnes eq.CO₂)

GHG emissions Scope 2 (tonnes eq.CO₂)

GHG emissions Scope 3 (tonnes eq.CO₂)

GHG emissions per employee - Scope 1 and 2 (tonnes eq.CO₂) per employee)