



# ALTICE FRANCE

## NON-FINANCIAL PERFORMANCE STATEMENT 2020



**SFR RMC BFM**

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### Methodology note

Report of the independent third-party body on the consolidated non-financial performance statement included in the management report (financial year ended December 31, 2020).

# EDITORIAL

## ALAIN WEILL

*" Building a promising future by reconciling economic performance and sustainable progress for all."*

At Altice France, we work on a daily basis to build a promising future by reconciling economic performance and sustainable progress for all.

Through the convergence of our Telecom and Media activities, we meet the essential connectivity and information needs of the French. Beyond these missions, we are committed to causes on which we have strong levers for action. Our action focuses on four ambitions, which are both a source of inspiration and value creation for our stakeholders:

- ▲ **to promote digital inclusion and equal opportunities**, thanks to the development of 360° support programmes to equip, connect and train people in a situation of digital and social insecurity;
- ▲ **to promote and facilitate entry into the professional world**, especially for young people and people with disabilities who face the greatest difficulties in finding employment;
- ▲ **to take action to reduce our environmental footprint**, with the launch this year of the global, concrete, immediate and progressive action plan «J'avance avec Altice», which is based on three main lines of action: sustainable products and services, eco-responsible telecom infrastructures and audiovisual production, as well as the full involvement of employees, customers and the general public;
- ▲ **to guarantee a high quality of service**, through investments in very high speed communication networks, notably with the launch of the first French city covered by 5G, the deployment of fibre in the regions, the promotion of innovation and the optimisation of the customer experience. **But also affirm our commitment to shared business and data ethics.**

This year more than ever, faced with the health crisis, our teams have mobilised to meet these many challenges and to ensure the continuity and quality of our services to enable everyone to communicate, work, study, inform themselves or enjoy themselves in complete peace of mind. I would like to warmly thank all our employees for their commitment and unfailing mobilisation in this very exceptional year.



Alain Weill - Chairman and  
CEO Altice France

# FROM CREATION TO SHARING VALUE

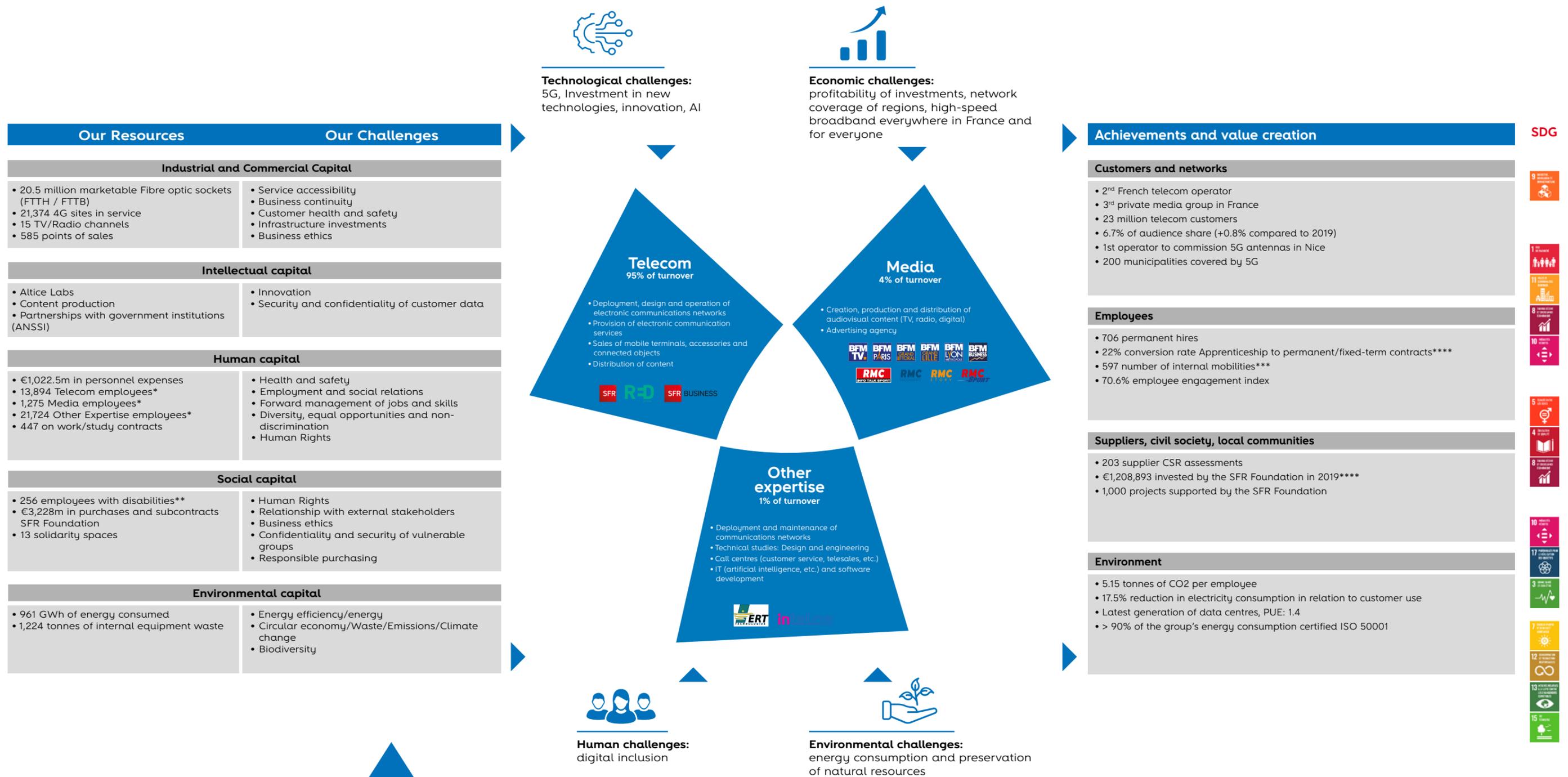
Leading player in the Telecom and Media convergence in France, Altice France provides everyone with a comprehensive range of Internet access, fixed and mobile telephony and content services. Through the synergy of its activities, it participates in a more collective value creation for the benefit of its stakeholders and society as a whole that goes far beyond the commercial aspect.

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, anti-corruption and environmental protection. The SDGs were adopted by the United Nations in 2015 and include specific targets to be achieved by 2030.

The group is committed to contributing to the achievement of the most important SDGs identified and to analysing the impact of its activities on these objectives, taking into account the nature, scale and scope of its business without neglecting the economic sustainability and growth of its operations.



In order to report on its strategy of growth and creation of shared value, 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 that is used as resources and then converted by the activities into outputs (products, services, etc.) and value for all stakeholders.



\* Average annual workforce  
 \*\* Telecom only - excluding SFR Distribution  
 \*\*\* Telecom only  
 \*\*\*\* 2019: latest certified data



Altice France's ambition is to become the leader in Very High Debit and content in France. Its convergence strategy revolves around investment, innovation and customer experience.

Every day, Altice France, through the convergence of its activities, enables everyone to connect, inform and entertain themselves. This involves the rapid deployment of fibre and very high-speed mobile broadband, the provision of innovative telecom services, the distribution of high-quality, local editorial content and the production of cutting-edge advertising formats.

The group's strategy is based on a long-term vision that puts investment and innovation at the heart of its action, with the ambition to offer: the best networks, the best content, the best services and the best customer experience. A vision and ambition that ensures the success of its business plan and maximises the value created for its stakeholders.

As performance levers, the values embodied by the group support its strategy. Whether it be commitment, agility or innovation, they encourage an entrepreneurial spirit and lead employees towards ambitious and responsible goals serving society as a whole.

More concretely, this pioneering convergence strategy revolves around several areas of development:

- ▲ further convergence between Telecom, Media, content and advertising;
- ▲ investments to deploy ever more efficient Very High Speed communication networks and to offer differentiating content;
- ▲ promoting innovation and transforming technical skills into competitive advantages in the markets;
- ▲ improving the customer experience.

**Altice France is structured around three interdependent business areas in terms of its organisation**



### The Telecom Division

Through SFR, the 2<sup>nd</sup> French operator, Altice France is a key player in telecommunications serving 23 million customers. It has strong positions in its various markets, including individuals, companies, operators and local authorities. With a very high-speed fixed and mobile broadband network throughout France, SFR enables everyone to take advantage of all the possibilities offered by digital technology. These potentialities give very high speed broadband infrastructures their full effect in accelerating economic development and modernising society.

### The Media Division

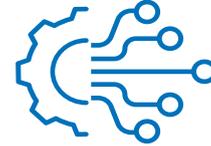
Around its emblematic brands BFM and RMC, Altice France is the 3<sup>rd</sup> French private media group. Altice France's channels offer a range of editorial content combining quality national and regional information with a wealth of entertainment. This content is produced and broadcast on television, radio and digital. Thanks to convergence, everyone can access the best content anywhere, any time, on any fixed or mobile screen.

### The Expertise Division

With the overall objective of constantly improving the customer experience, Altice France has acquired, through its subsidiaries, unique expertise in the telecommunications sector. Thanks to Intelcia, a major player in customer relations, and ERT, a subsidiary specialising in the design and construction of network infrastructures, Altice France controls the production chain from end to end and thus ensures an improved customer experience.

This strategy enables Altice France to seek a constant balance between economic performance and taking into account the societal challenges facing the telecommunications and media sectors:

Technological challenges related to the roll-out of 5G and Fibre, investment in new technologies, artificial intelligence, innovation and data protection.



Economic challenges linked to the profitability of investments, the roll-out of 5G, the achievement of audience records with the need to find advertisers accordingly, network coverage of the regions and the provision of broadband everywhere in France and for everyone.

Social challenges related to the digitalisation of society and digital inclusion.



Environmental challenges related to energy consumption (itself linked to the sharp increase in data consumption) and the scarcity of natural resources.

### Creating and sharing value with its stakeholders

Altice France is a player committed to its stakeholders. They are an integral part of the company's business model so that each of the initiatives launched can respond to as many people as possible and thus create value.

Altice France ensures the regularity, transparency and quality of its exchanges with each of them through dedicated recurring forums and meetings but also through its participation in multi-stakeholder working groups on topics such as the environmental impact of digital technology.

Stakeholders	Stakeholders' expectations	Value-creating actions
Associates (employees, trainees, work-study students, Works Council, etc.): Altice France relies on the talent of its employees to guarantee innovative solutions	Optimal remuneration, work organisation and working conditions, social dialogue, training and skills management, diversity	Optimal working conditions for employees Development of employees' skills and employability through the training courses offered
Suppliers and partners: the company calls on partners who provide software, hardware, etc.	Responsible purchasing, sustainable relationships, ongoing dialogue, costs, payment deadlines, partnerships	Ongoing and responsible dialogue with suppliers to promote sustainable development throughout the value chain, responsible purchasing practices with a supplier CSR appendix and a code of ethics and commitment, efforts to meet exceptional needs due to the coronavirus crisis and the lockdown of partners, particularly associations
Investors: Altice France has an investment policy that leads it to resort to loans	Clear strategic trajectory, growth, innovation, transparency and visibility, risk management	Definition of a financial and non-financial business model, investment in Very High Speed networks, growth
Group: Altice France is part of the international group Altice Europe NV, which operates mainly in Portugal and Israel	Monitoring of the group's global strategy, compliance with the regulations in force, meeting the requirements and expectations of investors and regulatory bodies, growth, CSR objectives, etc.	Investment in Very High Speed broadband networks, convergence strategy, growth
Institutions (ARCEP, CNIL, ANSSI, ADEME, CSA, AFA, local authorities, other regulatory bodies): Altice France responds to obligations and requests from French and European institutions	Compliance with the regulations in force, specific policies related to the activities of the different organisations, respect for reference frameworks	Participation in working groups (ADEME and ARCEP in particular), Intervention of ANSSI during the Cybermonth
B2C customers and content consumers: Altice France meets the needs of its consumer customers as well as the viewers of its television channels	Reliability and accessibility of networks, quality and original content and services, innovation, security of personal data	Deployment of 5G, opening of local channels, efforts to meet exceptional needs due to the coronavirus crisis and lockdown
B2B customers: Altice France supports companies in their digital needs	Adapted offers, reliability and accessibility of networks, innovation, support for the digital transition, cybersecurity	Efforts to meet the exceptional needs due to the coronavirus crisis and lockdown, proposal for a responsible recovery of mobile fleets

## Focus on employees

### This Statement covers the Telecom and Media perimeter, i.e. 11,749 employees at the end of 2020.

Altice France communicates regularly with the Group's employees through the numerous and regular articles on its intranets, which also offer them the opportunity to comment and exchange views with each other. Altice France also maintains a dialogue with its employees via generic information campaigns (newsletters), email awareness campaigns, face-to-face or remote workshops and conferences. For example, this year, as in 2019, Altice France organised

specific campaigns on its Media and Telecom divisions presenting the Group's strategic challenges and achievements in terms of sustainable development during dedicated European weeks (see 4.3 A more responsible digital world). Similarly and following the European sustainable development weeks, Altice France took part in the national Cybermonth organised by the National Agency for the Security of Information Systems (ANSSI) in October, organising on this occasion a number of cyber meetings to inform and raise awareness of the risks of cyber attacks (see 4.4.b Business and data ethics).

# OUR CHALLENGES AND OBJECTIVES, SERVING SUSTAINABLE PERFORMANCE

An essential lever for steering CSR risks, risk mapping is the basis of the risk management strategy. It is also an opportunity to measure the potential negative impacts on the achievement of the SDGs and thus to make commitments and provisions on them to allow their achievement. Risk mapping is implemented by organisations in order to understand all the factors likely to affect their activities and performance, with the aim of protecting themselves against the legal, human, economic and financial consequences that could result from insufficient control.

1

Altice France's CSR approach was initially based on the identification of its non-financial issues. This step made it possible to identify actions around the most significant subjects for Altice's activity, while taking into account the expectations of its stakeholders.

This year, Altice France has decided to identify among its preliminary non-financial issues those considered as non-financial risks. To this end, the company relied on the risk analysis of the Altice France group carried out each year by means of interviews with the employees who report directly to the members of the Executive Committee.

The risk analysis made it possible to identify the inherent gross risks that the group could be confronted with as a result of its activities and markets. These risks were then assessed according to their probability of occurrence and their level of impact at the regulatory, operational, financial and reputational levels. A probability scale (isolated, occasional, possible, probable) and an impact magnitude scale (low, moderate, significant, critical) were used to carry out the exercise.

2

Secondly, each risk factor identified by Management was associated with one or more non-financial issues. This step made it possible to identify and prioritise the group's non-financial issues.

3

In addition, major and sectoral issues have also been added (SASB indicators, sectoral benchmark).

On the basis of this analysis, a ranking was made in relation to the number of occurrences of the issues in the group's risk analysis. Altice France has therefore been able to consider the following issues as non-financial risks:

- ▲ service accessibility;
- ▲ the security and confidentiality of customer data;
- ▲ business continuity (reliability and continuity of systems);
- ▲ employment and social relations;
- ▲ forward-looking management of jobs and skills (recruitment and retention of employees, training, development of human capital);
- ▲ diversity, equal opportunities and non-discrimination;
- ▲ Human Rights;
- ▲ business ethics;
- ▲ responsible purchasing (performance of the value chain);
- ▲ energy efficiency and energy consumption;
- ▲ circular economy and waste management;
- ▲ climate change and greenhouse gas emissions.

In addition, Altice France has also conducted a risk analysis in the context of the Sapin II law and the law on the duty of vigilance<sup>1</sup>.



Altice France's policies and actions to prevent or mitigate these non-financial risks are presented in the rest of this document.

1) See Altice France vigilance plan

# OUR COMMITMENTS

## Introduction

Altice France, mobilisation and solidarity commitment from the first days of the health crisis

The safety of the group's employees:  
**a top priority**



Generalisation of teleworking with **an increase from 2,000 to 10,000 VPN connections/day**, 1,400 PCs and additional remote accesses configured.



**Rotation of teams** on site and teleworking to allow essential activities to run smoothly.



**Strict measures** applied to the media more than ever mobilised to meet the information needs of the French.

**A strengthened network with deployments maintained** whenever possible for the 1<sup>st</sup> lockdown



**March 16** Activation of the Business Continuity Plan



**Mobilisation of teams working 3x8, 24/7**, for the operation and maintenance of wire and mobile infrastructures.

**#TousEnWiFi**

Call for digital citizenship

4G+ in Reunion Island



Raising of pylons on April 2 in Argentière and Eblange



Increase in bandwidth for the Cannes Town Hall



**Intervention and deployment of fixed and mobile networks**



eligible sockets (FTTH / FTTB) in April 2020

**577,000**

housing units and business premises made connectable to Fibre (FTTH/FTTB)\*

**1,056**

antennas deployed\*

**1,711**

municipalities with 4G+\*

\* Cumulative figures in March and April 2020

**Business continuity**



As part of the management of the Coronavirus health crisis, Altice France mobilised the "COMEX crisis unit"<sup>1</sup> and triggered its Business Continuity Plan (BCP) in order to guarantee the protection of its staff and the maintenance of its Telecom and Media activities. Twenty-two Business Continuity Managers (BCMs) from the various subsidiaries (including overseas France), business divisions and support functions meet at least once a week within a steering committee to relay the decisions taken at the level of the Executive Committee to their teams. In particular, crisis communication is provided to all employees.

A campaign to update the BCPs was carried out, adapted to this pandemic crisis and led to the sharing of good practices within the group.

The BCP led to the adaptation of work organisation with the massive use of teleworking extended to the vast majority of employees and the implementation of a strict health protocol within the company, including the distribution of nearly 1,400,000 protective masks, plus visors for sales staff in shops and some 2,000 bottles of hydro-alcoholic gel for travelling technical and sales staff. Finally, essential staff were provided with travel documents in accordance with government directives to ensure that the networks were kept in operational condition.

Telecommunications activities responded to the health emergency with continuity in connectivity, in terms of availability and quality of service for all customers, network capacity was increased, customer relations were given additional resources and cybersecurity vigilance was reinforced.

The continuity of Altice France's activities was ensured for both its Telecom and Media activities.

Throughout the year, Management has endeavoured to maintain a direct and close link with the group's employees. Several systems have been set up to support employees during this exceptional period<sup>2</sup>.



**Information security and anti-hacking**

A safety monitoring team was mobilised throughout the year on the Covid-19 health crisis in order to provide relevant and useful information for business continuity.

**Reinforced support for corporate customers and solidarity actions**

**Solutions deployed in emergency situations, notably with**



increase in bandwidth, implementation of a toll-free number, security solution, softphony, etc.

1) COMEX: Executive Board

2) See 4.2.c Promoting dialogue



At the same time, and to support its customers in this unprecedented situation, SFR offered a free service to protect against computer attacks to nearly 100 companies and public institutions in order to better secure their activities during the pandemic. This approach made it possible to implement monitoring against DDOS denial of service attacks on the Internet links of these customers thanks to the Cybershield offer.

**Unprecedented commitment**

in favour of vulnerable groups throughout the unprecedented crisis period

**Donation of 102,000 prepaid top-ups, 23,000 phones and smartphones** with unlimited calls and SMS, and 1 million GB of data for the digitally excluded.



Prepaid top-ups

1 million GB of Data



**Fondation Hôpitaux de Paris-Hôpitaux de France**

**More than 575,000 Euros collected** via an SMS campaign calling for donations from the 15 million SFR subscribers.

**Call for donations by RMC** and transfer of sponsorship revenues for the sequence "#20h on applaudit" by BFMTV.

**Organisation of two charity e-tournaments** on the football video game "FIFA 21".

Appeals for donations broadcast on the group's channels **for the benefit of the Fondation des Femmes.**



Participation of the BFM and RMC channels in the Ministry of National Education's **"Nation Apprenante" operation for educational content for all.**

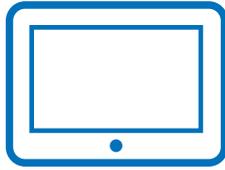


**Launch of the "Tous confinés, tous engagés" solidarity commitment platform** with employees.



**Alongside «Sport dans la Ville» to enable it to communicate free of charge by SMS with the 7,000 young people it supports from March to December 2020.**

**Supply of hundreds of tablets to medico-social establishments** following the call of the Secretary of State for People with Disabilities, as well as to hospitals and nursing homes.



**Donation of 500 4G boxes equipped with SIM cards and 400,000 Giga of Data to the collective structures of Aide Sociale à l'Enfance** in partnership with Adrien Taquet, Secretary of State for Child Welfare.

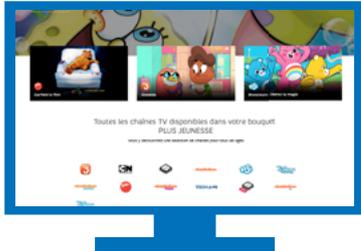
**100 ASE centres** benefited from a free one-year subscription to RMC Sport, to enable young people to access the Champions League and help them get through the curfew period. The call for donations was made on social networks by Mohamed Bouhafsi, director of the football division at RMC, BFMTV and RMC Sport.



**SFR donated 400 SIM cards and 10,000 GB of data to the Assistance Publique - Hôpitaux de Paris (AP-HP)** in order to connect the tablets used in the COVISAN screening system.

**At the side of our customers at all times:**  
"you can count on us"

**Enrichment of offers** with free activation of the "Plus Jeunesse" and "Divertissement & Découverte" packages



**Creation of 2 new programmes** on the TV and Mobile interfaces of SFR Box 8: "Le cinéma s'invite chez vous" and "Culture&Vous"



**Back Office team fully mobilised**  
to fulfil orders and connect customers to Fibre



**Agility and responsiveness of the Customer Service:** massive shift to teleworking, new working hours, extension of skills to technical issues and priority support for healthcare staff via a toll-free number



**Continuation of the priority mission of real-time information for the group's channels and editorial creation:**



*BFM Business "La France qui résiste", RMC "RMC Mobilisation générale, plus forts ensemble", BFMTV "#20h On applaudit" etc.*



**Media** (all channels)

Throughout the health crisis, and particularly during the periods of lockdown introduced in France, the group's channels were mobilised to serve the French by disrupting their schedules and programming and by widely opening their channels.

As of March, the group's channels set up a "general mobilisation" system by reorganising their stations and their editorial and production teams.



### Exceptional events

- ▲ "La Grande consultation - les médecins répondent", on April 23.
- ▲ Interview with Martin Hirsch, President of the AP-HP, on April 21.

### Sustainably integrated interaction with the public

- ▲ "BFMTV répond aux questions des téléspectateurs": the journalists of the BFMTV editorial staff answer concrete questions for the benefit of all.
- ▲ "RMC Mobilisation générale, plus forts ensemble": a new space for exchange and proximity.

### Specific initiatives in the context of the pandemic

- ▲ Special operation "Le Lien", launched in April, gave the French the opportunity to record personal messages to their distant or isolated relatives to maintain contact.
- ▲ "Racontez-nous" operation: the French were able to give their own account of their daily life during the first lockdown on the BFMTV airwaves.
- ▲ Numerous initiatives on the BFM Régions channels to report on the daily testimony of their viewers ("Ma vie confinée jour X...", "Bons Plans"), but also solidarity initiatives which started during the lockdown ("Solidarité Covid IDF") and to answer the most immediate questions ("Éclair sur les droits de chacun", in partnership with the lawyers of the Paris Bar).
- ▲ BFM Paris also set up a series of spots in the morning programme "Bonjour Paris" dedicated to supporting viewers, "Franciliens tous ensemble!". The public was invited to ask any questions they had, which were answered on air. Professionals and personalities in charge of health, social and economic issues were mobilised to answer all viewers' questions. This initiative was reinstated during the second lockdown under the title "Vos Droits".
- ▲ The economic and financial news channel BFM Business rearranged its station during the first lockdown to support companies and players in economic life, to accompany them in the day-to-day management of the crisis and to promote all the conditions for economic recovery after the end of the lockdown.

### Campaigns for the protection of the most vulnerable

- ▲ The Altice Media channels (BFMTV, RMC, RMC Story, BFM Régions) participated by broadcasting clips dedicated to a government campaign to combat violence against children during the first lockdown.
- ▲ Violence against women: the channels broadcast free of charge a TV and radio spot on the occasion of the International Day for the Elimination of Violence against Women.

## 4.1. Numerous and concrete societal commitments



▲ Diversity, equal opportunities and non-discrimination  
▲ Employment and social relations

**Objectifs :**

- Help 10,000 young people a year in their professional success through the support of associations
- Support the development of the SFR Foundation's partner associations in each region of France
- Increase employee mobilisation around the group's societal commitments
- Promote diversity in the Media by developing partnerships with associations

It is natural for a large group to give corporate social responsibility and commitment the place they deserve. Each year, Altice France is increasingly committed to digital inclusion, professional integration, diversity and health. Each of the group's companies, including SFR and its Foundation, RMC and BFM, takes concrete action on a daily basis to help build a promising future.

### 4.1.a. Altice France is committed to equal opportunities

Commitment to equality is at the heart of Altice France's identity. For the past 15 years, the group has been working daily with vulnerable groups to restore equal opportunities, focusing its actions on young people. This commitment is divided into three very complementary components: support for associations working for youth employment, the promotion of diversity and the mobilisation of employees and customers.

### Supporting the professional integration of young people from modest backgrounds

#### Partnerships with key players

Created in 2006, the SFR Foundation acts daily in favour of vulnerable groups to promote equal opportunities. Thanks to a triple in kind, financial and skills sponsorship, it has already **supported more than 1,000 projects and has donated more than 15 million Euros to partner associations** as financial sponsorship. It promotes the professional success of young people from modest backgrounds and focuses its action on effective vectors such as sport, digital access or personal development. The SFR Foundation has forged partnerships with associations whose work in this field is recognised, such as **Article 1<sup>1</sup>, Sport dans la Ville<sup>2</sup>, Rêv'Elles<sup>3</sup>, La Cravate Solidaire<sup>4</sup>, L'Ascenseur<sup>5</sup> or Mozaïk RH<sup>6</sup>.**



**Article 1:** was created within SFR in 2004. The association supports young talents from modest backgrounds in their academic and professional success, notably through mentoring and the «Tous Entrepreneurs» pre-incubation programme. **Over the past 16 years, 1,700 young mentees have received individual support from nearly 1,500 committed SFR employees. 16 employees were involved in mentoring in 2020.**

1) <https://article-1.eu/>

2) <https://www.sportdanslaville.com/en/>

3) <http://www.revelles.org/>

4) <http://lacravatesolidaire.org/>

5) <https://lascenseur.org/>

6) <https://mozaikrh.com/>



**Sport dans la Ville:** the SFR Foundation has been a partner of Sport dans la Ville, France's main association for integration through sport, for 8 years. The "Job dans la Ville" and "Entrepreneurs dans la Ville" programmes provide young people with support in their education, guidance and entry into the labour market. **1,640 young people have followed the Job dans la Ville programme and 94 entrepreneurs have been supported within the framework of Entrepreneurs dans la Ville (48 businesses created and 5 promotions in Lille, Marseille, Paris, Lyon and Saint-Etienne).**



**L'Ascenseur:** SFR is the digital partner of L'Ascenseur, Europe's leading equal opportunities site, located in the heart of Paris. It brings together some twenty associations dedicated to equal opportunities and thus offers a unique path for beneficiaries bringing together all the links in the support process from early childhood to adulthood.



**La Cravate Solidaire:** thanks to the support of the SFR Foundation, 200 young people were supported in 2020 by La Cravate Solidaire, whose mission is to facilitate access to employment for people in professional integration by fighting against discrimination based on appearance.



**Mozaïk RH:** to deal with the economic crisis linked to Covid-19, Mozaïk RH has created the "Propulsion" programme, a reinforced job-search preparation and work-study programme in order to respond to the problems faced by young graduates.

Finally, as part of its commitment to the "La France une chance, les entreprises s'engagent" programme, **SFR has decided to welcome, each year, students from Priority Urban Policy Neighbourhoods (QPV) for their 3rd year internship.** As such, SFR collaborates with the association "Tous en Stage", which enables secondary school students to carry out a collective internship shared between several companies. For the first time in February 2020, the group welcomed around twenty trainees and organised a tailor-made day during which they attended the recording of the programme «Les Grandes Gueules» on RMC, participated in a workshop on Fake News hosted by a journalist from BFMTV and visited the SFR supervision centre.

SFR also finances an entire programme operated by *Entreprendre pour Apprendre*<sup>1</sup> which brings the worlds of business and education closer together by helping SEGPA students to have the right tools and information to facilitate their entry into the professional world. It is set up from the 4th to the end of the 3rd year with the participation of several committed actors from the territory and is based on three axes: discovery of the business world and guidance, professional skills development and psychosocial capacity building. The scheme is supported by the French Education Ministry, which wishes to extend it to the whole of the Seine-Saint-Denis department (93). In the school year 2020/2021, 17 colleges and 434 young people will benefit from this support.

### Launch of the first E-volunteer platform in France

In November 2020, the SFR Foundation, in partnership with WeTechCare, launched "Le Déclik", the first E-volunteer platform in France, combining digital and social innovation. This platform connects young people in need of advice on their applications with employees of volunteer companies. This event, broadcast from the Altice France studios, was co-hosted by Alain Weill, Chairman and CEO of Altice France and Jean Deydier, Director and founder of WeTechCare, with the support of Sarah El Haïry, Secretary of State

for Youth and Commitment and Thibaut Guilluy, High Commissioner for Employment and Corporate Commitment at the Ministry of Labour.

Since its creation, the SFR Foundation has been committed to projects promoting the digital inclusion and professional success of young people from modest backgrounds, and began deploying the system within the SFR Group at the end of 2019. More than 100 employees of the group joined the "Le Déclik" platform and supported 600 young people.

1) <https://www.entreprendre-pour-apprendre.fr/>

## Programmes dedicated to the guidance of young girls



Altice France is **fully mobilised in favour of the professional integration of young girls** through the initiatives it supports, notably via the SFR Foundation. For example, Rêv'Elles offers an innovative 9-month guidance support programme for girls aged 14 to 20. In 2020, the association supported 148 new beneficiaries and 350 alumni with the support of the SFR Foundation.

Through this partnership, initiated 5 years ago, the SFR Foundation regularly organises meetings between these young girls and employees of Altice France companies (SFR, BFMTV, BFM Business, RMC Story and RMC Découverte). It also contributes its support to the development of new territories, such as Lyon in 2020.

### 4 events were organised in 2020:

- ▲ 10 young girls who followed the Rêv'Elles programme met Brigitte Macron, President of the Association Hôpitaux de Paris-Hôpitaux de France, who was welcomed on the Altice Campus as part of Pièces Jaunes operation<sup>1</sup>;
- ▲ 4 young girls met Jean-Michel Blanquer, Minister of National Education, Youth and Sports, on the occasion of the International Women's Rights Day on March 9;
- ▲ 16 young girls spent the day at the Altice Campus with around 20 of the group's employees (simulation of an interview with HR and discovery of professions) in February 2020;
- ▲ 13 young women from Lyon spent the day in video conference with SFR employees for the launch of the Rêv'Elles programme in Lyon in October 2020.

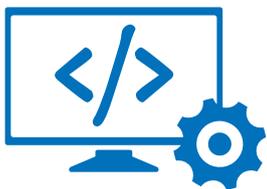
**A total of 33 employees** committed alongside Rêv'Elles in 2020, including Aïda Thouri, a journalist for RMC Story, who is the godmother of Rêv'Elles.

In addition, thanks to the SFR Foundation, Rêv'Elles was put in contact with Emmaüs Connect, enabling the distribution of 87 donations of computer equipment.

In 2020, SFR also supported **the "L Dans La Ville" programme, dedicated to the 1,400 young girls** monitored by the Sport dans la Ville association. It aims to meet two objectives to support young girls on the road to success and employment:

- ▲ to offer them individual support in their career choices;
- ▲ **to introduce them to the sectors and trades seeking to increase the number of women in their workforces.**

## Professional integration in the digital professions



Through its Foundation, SFR supports EDEN School<sup>2</sup>, the very first digital training school that offers training in the profession of web and mobile developer. It does not require any diploma on entry, and is aimed at pupils under 18 who are leaving the third or fourth year of secondary school and who have dropped out of school, for whom the existing training offer may prove to be unsuitable. Over the year 2019-2020, 36 young people were enrolled in training.

SFR supports the Les Plombiers du Numérique<sup>3</sup> association, which offers two pre-qualifying courses for young adults who have dropped out of school: a new "Data Centre Technician" training course in Seine-Saint-Denis and a second "Fibre Deployment Technician" training course in a training centre located in the heart of a City Priority District in Meaux in Seine-et-Marne. The objective is to train more than a hundred young people in each profession for three years, between April 2020 and April 2023. In 2020, 24 young people had already been trained.

1) <https://www.fondationhopitaux.fr/>

2) <https://www.edenschool.fr/>

3) <http://lesplombiersdunumeriques.site/>

## Mobilising employees and customers in favour of equal opportunities

Employee involvement is the key to the success of Altice France's commitment. They can get involved in three ways:

- ▲ **Sponsorship of an association:** employees can present an associative project that is important to them so that it can receive €5,000 in funding from the SFR Foundation. Since its creation in 2005, more than 1,000 associative actions have been supported in this way. In 2020, 27 associations were selected for their action in favour of social and professional integration, including 3 that were elected "employees' favourites" (507 voters) and thus benefited from a €10,000 subsidy (AREVE<sup>1</sup>, Chiens Guides d'Aveugles d'Île-de-France<sup>2</sup> and Mon Ame Soeur<sup>3</sup>).
- ▲ **Skills sponsorship:** SFR is the first French company to have negotiated, in 2006, a company-wide agreement on skills sponsorship enabling employees to get involved in an association while being paid by the company. All employees of the SFR SEU (social and economic unit) can offer their assistance between 2 and 8 days a year to one or more social actions. 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 employees to carry out a solidarity action with an association in need of volunteers. It has more than 400 available missions, proposed by 200 associations. More than 1,100 employees are registered on the platform.
- ▲ **Tutoring:** the group gives employees the opportunity to become tutors or sponsors of young people from modest backgrounds or in vulnerable situations, either on a one-off basis or over the longer term. 15 employees tutored young people from the Article 1 association in 2020.



More than  
**1,000**  
associative actions  
supported over the past 15 years

In addition, 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 Euro is charged to the customer each month and is fully donated to the association.** Nearly €53,000 was donated to Emmaus Connect<sup>4</sup> in 2020. 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 Hôpitaux de Paris-Hôpitaux de France in order to improve the daily lives of patients, carers and assistants in hospitals.

1) <https://areve33.wordpress.com/>

2) <https://www.chiens-guides-idf.fr/>

3) <http://mon-ame-soeur.fr/>

4) <https://emmaus-connect.org/>

## Promoting diversity

Convinced that diversity is a factor of social dynamism, innovation and economic efficiency, Altice France has placed it at the heart of its corporate social responsibility policy.

Altice France strives to promote plural faces in its media. This desire to reflect the plurality of opinions and the diversity of French society is reflected in the editorial choices of the group's various editorial offices/channels.

Launched in 2018, RMC Story is the true stories Channel, anchored in the reality of our society and a driving force in the representation and promotion of diversity. RMC Story engages each year with 52 associations through the production and distribution of a short weekly program called "Engagez-vous", in favour of social cohesion and diversity on French territory.

In addition, BFMTV co-founded "Vu des Quartiers"<sup>1</sup> an association aiming 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 treatment, closer



to the field and to everyday life. The tool, supported by the Ministry of Territorial Cohesion and Relations with Local Authorities and the National Agency for Territorial Cohesion, was developed in 2020 and will be online in 2021.

In addition, BFM and RMC are partners of 2 preparatory classes for journalism school competitions. These training courses, provided through "La Chance" and the "Prépa Égalité des Chances" of the Lille Ecole Supérieure de Journalisme<sup>2</sup>, are free and reserved for students

on scholarships. The aim is to promote diversity within journalism schools. 83 young people are being supported over the 2020-2021 academic year.

Finally, SFR is a partner of Mozaïk RH, a recruitment firm specialising in promoting diversity in companies, and the SFR Foundation has supported the inclusive platform "diversifiezvos Talents.com" since its launch in 2018. 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. "diversifiezvos Talents.com" is based on innovative and proven technologies:

- ▲ tests developed by AssessFirst's<sup>3</sup> occupational psychology experts;
- ▲ a matching algorithm that links relevant profiles to the job offers available on the platform.

Altice France's commitment to equal opportunities and diversity is also reflected in the human resources policy implemented within the company itself. As an employer, the group implements actions to promote access to employment for people with disabilities, equality between women and men, work-life balance or the recruitment of work-study students<sup>4</sup>.

**mozaïk**<sup>RH</sup>  
— Diversifiez vos Talents —



1) <https://vudesquartiers.fr/>

2) <http://esj-lille.fr/index.php>

3) <https://www.assessfirst.com/fr>

4) See 4.2.2 Promoting diversity

#### 4.1.b. Altice France is committed to promoting digital inclusion



▲ Diversity, equal opportunities and non-discrimination  
 ▲ Employment and social relations

**Objectifs :**

- Develop digital inclusion in the regions and supporting them in the training of digital assistants
- Equip 2,000 people per year thanks to SFR's donations on LaCollecte.tech
- Offer €20m of prepaid top-ups over 5 years to connect the most vulnerable people
- Open 16 Emmaüs Connect digital solidarity spaces by 2025
- Equip, connect and train 100,000 people by 2025 with Emmaüs Connect

As a major player in France's Telecom sector, SFR is convinced that all citizens must have equal access to digital services, especially since access to mobile telephony and the Internet is a major lever for the social and professional integration of people in precarious or excluded situations.

Digital inclusion is therefore a core issue for the company. This is why SFR chose to participate in the creation of Emmaüs Connect nearly 10 years ago, and then to partner with its "sister" association, WeTechCare<sup>1</sup>, which supports the regions in their digital inclusion strategy. Indeed, SFR made a pioneering choice at a time when digital inclusion was not yet identified as a social emergency.

#### SFR and Emmaüs Connect, pioneers of digital inclusion



Thanks to SFR, its founding partner, Emmaüs Connect has been developing awareness-raising, training and support programmes since 2013 for people in a precarious digital and social situations. Thanks to the €4m/year of in-kind donations from SFR, Emmaüs Connect provides them with telephone resources and Internet access on advantageous terms. Through its 13 digital solidarity spaces located in 11 cities in France, Emmaüs Connect equipped and connected 7,427 people in 2020 (excluding operations linked to Covid-19), including 4,472 new beneficiaries. 2,593 people were also supported and trained in the use of digital technology in 2020.

In addition, with the support of SFR, Emmaüs Connect has been developing support pathways to basic digital skills for jobseekers since 2018. This 32-hour training allows both to create a positive dynamic in the socio-professional integration of these groups and to promote sustainable digital autonomy. In 2020, despite the health context, 554 people participated in this programme.

The Covid-19 epidemic and lockdown measures have highlighted the digital divide and the fragility of the digitally excluded. This is why SFR has implemented an emergency plan alongside Emmaüs Connect. SFR

donated 102,000 prepaid top-ups, 23,000 phones and smartphones with unlimited calls and SMS, and 1 million GB of data so that even the most modest can communicate with their loved ones, alert the emergency services in case of emergency, keep informed and follow distance learning courses.

More than 900 associations and schools, including the Armée de Salut<sup>2</sup>, Secours Catholique<sup>3</sup>, the Fondation Abbé Pierre<sup>4</sup>, the Mission de lutte contre le décrochage scolaire<sup>5</sup>, the Ecole de la 2<sup>ème</sup> Chance<sup>6</sup>, as well as many secondary schools, colleges and schools have been supported through the Connexion d'Urgence scheme.

1) <https://wetechcare.org/>

2) <https://www.armeedusalut.fr/>

3) <https://www.secours-catholique.org/>

4) <https://www.fondation-abbe-pierre.fr/>

5) <https://eduscol.education.fr/1284/mission-de-lutte-contre-le-decrochage-scolaire>

6) <https://reseau-e2c.fr/>



In addition, SFR has made a commitment alongside the Secretary of State for Child Welfare to equip the collective structures of Aide Sociale à l'Enfance (ASE) and has donated 500 4G boxes equipped with SIM cards, including 200 GB of data per month, for 4 months. Thanks to the 400,000 Gigabytes of data offered by SFR, more than 5,000 protected children and adolescents were able to exchange with their teachers and follow all the courses given by video conference.

### Structuring and equipping digital inclusion networks with WeTechCare

SFR and WeTechCare support public service operators, Service Delegations, SFR offers, with the help of local authorities and integration players in their WeTechCare, to support the Departments (Pyrénées-Atlantiques, Hautes-Alpes) in the digital inclusion strategy, thanks to a dual service engineering approach: two e-learning platforms to facilitate coaching and an advisory activity. As part of its responses to calls for tenders for the deployment of Fibre through Public etc.) and co-construction of digital inclusion networks are examples of this support.



#### 4.1.c. Altice France is committed to acting in the interest of health

- ▲ Diversity, equal opportunities and non-discrimination
- ▲ Employment and social relations

**Objectives:**

- Strengthen the partnership with the Fondation Hôpitaux de Paris-Hôpitaux de France by using the communication levers of all Altice France companies in order to optimise the donations collected



FONDATION  
Hôpitaux de Paris  
Hôpitaux de France  
Reconnue d'utilité publique

The group has been a partner of the Fondation Hôpitaux de Paris-Hôpitaux de France for 10 years, notably with the support of the Pièces Jaunes operation. On the one hand, the company is raising funds for the operation thanks to an SMS campaign distributed to nearly 10 million subscribers, who can donate 2 Euros per SMS debited from their phone bill. In addition, SFR makes piggy banks available to employees at the Altice Campus.

The amounts collected are allocated to the "Transition" programme, which responds to the needs of adolescents with chronic illnesses who are moving from the paediatric medical system to adult medical care. The €67,000 collected in 2019 enabled the creation of a "Transition" space for young cancer patients in the Léon Bérard Centre in Lyon.



In 2020, thanks to its SMS campaign calling for donations, SFR raised more than €62,000 for the Fondation Hôpitaux de Paris-Hôpitaux de France. Brigitte Macron, President of the Fondation Hôpitaux de Paris - Hôpitaux de France was welcomed on the Altice Campus, in February 2020, on the occasion of the presentation of the cheque to support the Pièces Jaunes operation. During her visit, the actions of the SFR Foundation in favour of the professional success of young people and digital inclusion were presented to Mrs. Macron, before she met members of "Rêv'Elles" and SFR employees invested in the group's Foundation.

## 4.2. A responsible company

### 4.2.a. Promoting and supporting employees




▲ Forward management of jobs and skills

**Key performance indicators:**

- 706 permanent hires in 2020
- 68% of employees have received training<sup>1</sup>
- 597 mobilities and promotions in 2020
- 57% of new recruits under the age of 30
- 22% of work-study students recruited on fixed-term or permanent contracts at the end of their training at SFR
- 86% of students recommend Altice France

### Recruiting talent and developing potential

#### La Fabrique, serving businesses and employees

In a constantly evolving market, Altice France is experiencing a very strong dynamic, driven by a pioneering strategy of convergence between the Telecom and Media sectors. To sustain this momentum, the group has continued to recruit in recent years, supported by a new employer brand.

**706**  
permanent hires in 2020



Altice France's university of trades, La Fabrique, aims to strengthen the business expertise of our teams and to develop the skills of tomorrow, at the service of excellence and collective performance. It supports the group's dynamism to prepare for the future with the support of the operational forces.

Within this framework, the group has set up 10 business expertise channels, sponsored by operational managers, making it possible to offer demanding and specialised training, as close as possible to employees' needs. In 2020, 52% of employees received at least one training course. At SFR outside the distribution network, 68% of the 7,609 employees received training, with a satisfaction rate of 80%<sup>1</sup>.

CUSTOMER EXPERIENCE	SALES	MEDIA	ANALYTICS	HIGH TECH
Market Customer Relations	Commerce	Content Digitalisation of the Press	Customer Analysis Big Data Techniques	Network & IS
ECONOMIC STEERING	MANAGEMENT	PROJECT	SECURITY	OTHER SKILLS
Finance	Managing employees	Management of business projects and service providers	Personal security Information security Cybersecurity	HR, Purchasing & logistics, Audit, English, Knowledge transfer, Office automation

<sup>1</sup>) Excluding SFR Distribution and Media

Mobility support

**597**  
mobilities and promotions  
in 2020



Internal mobility is made possible by daily support from operational Human Resources (HR) managers. A dedicated mobility team provides support in implementing the relevant mobility tools and processes. It offers individual support (targeting professional projects, self-marketing tools, job search, etc.), but also group workshops "Prepare an impactful CV" and "Prepare for a mobility interview".

Finally, Mosaïque, the group's HR portal, enables employees to monitor their individual performance and objectives, manage their careers via a job exchange, post their CVs and express their wishes for mobility. A recent feature now enables employees to detect internal mobility opportunities that match their skills.

Promoting youth employment

Adapting to a tense market



The group is committed to youth employment and is deploying "skills accelerator" programmes in its Telecom division for young engineers in radio, IP and cyber security. The objective: diversify the profiles recruited and compensate for the scarcity of skills in trades where there are shortages. When they join the teams, the young people go through a complete training programme in order to accelerate their skills development and autonomy.

In an effort to improve the candidate experience and the application process, the Telecom division offers an automatic Curriculum Vitae (CV) analysis solution: in just two clicks, candidates submit their CV and automatically access the offers that may correspond to their profile (training, experience, skills).

**57%**  
new recruits  
under the age  
of 30

An ambitious work-study and internship policy



**447**  
work-study  
students recruited  
in 2020

For many years, Altice France has been pursuing a proactive apprenticeship policy. Each year, the group welcomes students from its partner schools in all its business lines: Big data (Data Analyst, Data Scientist...), Cloud, Information Security, Web Development and Architecture, Digital Marketing, Journalism, Advertising, Commerce, Finance, etc.

Work-study students and trainees form a community and are supported throughout their experience for a real discovery of the group and its business lines, notably through conference cycles and site visits. In the Telecom division, students are invited, at the end of their work-study period, to a dedicated internal forum to discover all the group's job opportunities and to exchange with the company's managers and recruiters. In 2020, 22% of work-study students were able to join

the group at the end of their training. A survey is carried out every year among trainees and work-study students by the Choose-MyCompany organisation. 86% of students recommend Altice France for the welcome, professional progress, interest of the assignments, quality of management, pride and pleasure at work. Altice France has been awarded the "Happy Trainees" label for the 3<sup>rd</sup> year running.



**Enjeux sociaux complémentaires**



Created 20 years ago in Morocco, Intelcia is a major player in outsourcing with more than 16,000 employees worldwide. The group is present in 8 countries in Africa and Western Europe and is has been planning, since 2020, new locations in Europe and expansion in the Americas.

Driven by a strong ambition, Intelcia joined the Altice France group in 2016, thus expanding its geographical presence and its range of outsourcing services. It offers solutions and consulting services in B2C and B2B customer relationship management, business and IT process outsourcing and digital services.

Social issues are at the heart of Intelcia's corporate social responsibility strategy, one of the major pillars of which is the development and well-being of its employees.

In 2020, for its operations on the French-speaking market:

- ▲ Intelcia has a total of 16,379 employees (55% women and 45% men);
- ▲ its entry rate is 24% and its exit rate is 23%;
- ▲ 91% of its employees have followed at least one training course;
- ▲ 45% of its managers are women, 55% are men.



In addition to the social issues identified<sup>1</sup>, Altice France's stakeholders are interested in related topics, in particular the health and safety of employees.

Thanks to the actions taken by the group to guarantee and strengthen the health and safety of its employees<sup>2</sup>, the frequency and severity rates of workplace accidents are respectively in 2020:

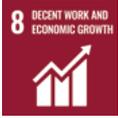
- ▲ 4.33% and 0.30% for the Telecom division;
- ▲ 5.39% and 0.07% for the Media division.

1) These issues are listed in the boxes in section 4.2 A responsible company

2) See Altice France vigilance plan

## 4.2.b. Promoting diversity




▲ Diversity, equal opportunities and non-discrimination

**Key performance indicators:**

- Professional equality index in 2020 (see details below)
- 37% of all new hires in 2020 will be women
- 35% of promotions awarded to women in 2020
- 256 employees with disabilities
- 21 work-study students with disabilities

**Objectives:**

- Increase the representation of women in the workforce, management and promotions
- Reduce the wage gap between women and men, with a dedicated budget
- Increase the employment rate
- Increase the number of people with disabilities with the commitment to hire at least 70 employees with disabilities by 2022



### Ensure gender equality

#### Professional equality and work-life balance

As a signatory of the Corporate Diversity Charter in 2007, Altice France is convinced that professional diversity is a strategic issue both for the development of individuals and for the group. In the Telecom division, professional equality between women and men is part of the **collective agreement on professional equality and work-life balance**, with the implementation of many concrete actions.

- ▲ Corrective measures and a specific salary catch-up budget.
- ▲ Communication, training and awareness-raising actions on discrimination and equal opportunities are offered to HR, managers and employees, with the aim of achieving a lasting change in mentalities and behaviour in favour of professional equality.
- ▲ Parenting support systems, including a "Mes Solutions Family" platform providing access to numerous parenting services: regular or occasional childcare solutions, tutoring, support for employees helping an elderly or disabled relative, concierge services..
- ▲ A "Carrières au féminin" programme to promote women's access to positions of responsibility or access to technical fields. For example, **35%** of promotions in 2020 were awarded to women and **44%** of moves towards management positions involved women.

#### Equality and parity within the Media division

Equality between women and men is also a priority within Altice France's Media division. At the end of 2020, women represented **56%** of BFMTV's permanent staff and **36%** of RMC's permanent staff.

Altice France's Media Centre has set up a Diversity Observatory which monitors gender parity throughout the year on its stations. Contrary to the general trend, BFMTV had an increasing representation of women during the lockdown (38.68% in March, 39.9% in April and 39.2% in May).

In addition, RMC has adopted a proactive policy in 2020 in favour of parity, with the nomination of several women as presenters or co-presenters and by having the only radio/TV morning show in France embodied by a solo woman.

**37%**  
of women  
out of all hires  
in 2020

**Professional equality index**  
communicated in 2020:  
93/100 SFR SEU  
87/100 SFR Distribution  
91/100 Next SEU

## Combating gender-based violence and violence against women

Altice France implements preventive actions against sexist behaviour and sexual harassment, including:

- ▲ the signature by the Media division of Altice France of the Charter for Women in the Media in 2019;
- ▲ awareness-raising actions carried out internally in the various Management Committees;
- ▲ updating the section dedicated to harassment as part of the compulsory training of new managers on psychosocial risks;
- ▲ information and training sessions on how to deal with street bullying.



In addition to the proactive policy conducted within the group, the BFM and RMC stations made a significant contribution in 2019 to the fight against gender prejudice and violence against women, with more than **700 topics and programmes devoted to these themes and the promotion of the telephone number 3919 for women victims of violence**. In addition, RMC Story devoted 9.3% of its programming to combating gender bias and violence against women and RMC Découverte 7.6%. The French television channels have devoted the largest number of hours to this topic.

## Supporting the employment of people with disabilities

### Commitments in favour of workers with disabilities



In November 2019, Altice France signed the first **Manifesto for the inclusion of people with disabilities** in economic life, reaffirming its commitment alongside a hundred other companies.

For more than 20 years, the group has been promoting equal opportunities through strong commitments to support employees with disabilities in terms of job retention, integration, awareness raising and career development. The group also promotes indirect employment through the purchase of public services and products from companies in the protected and adapted sector such as Handicall<sup>1</sup>, Log'ins<sup>2</sup> or Ap'aips<sup>3</sup>.

In February 2020, all the entities of the Telecom division signed the 1<sup>st</sup> group agreement, reaffirming their desire to mobilise all the necessary resources to recruit and integrate a greater number of employees with disabilities. The agreement sets out ambitious measures to promote inclusion, including:

- ▲ information and support mechanisms: an Intranet site, a hotline and a dedicated disability mission;
- ▲ possible adjustments to the workplace, working hours or assignments;
- ▲ specific support in the professional development of employees: Validation of Acquired Experience, skills assessment, etc.
- ▲ facilities for the mobility needs of employees: adaptation of the vehicle, payment of the additional cost of the driving licence, etc.
- ▲ an increase in special absence authorisations and the amount of Cheques for Universal Employment Services (CESU) for employees recognised as disabled or with a disabled child.

**256**  
employees  
with disabilities

**21**  
work-study  
students with  
disabilities

1) <https://www.handicall.fr/>

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

3) <http://www.apaips.com/>

**Opération Inclusion, devenez acteur dès aujourd'hui !**

**DERNIERS JOURS**  
POUR PARTICIPER ET FAIRE GRIMPER  
LE COMPTEUR DE L'INCLUSION

**Jusqu'au 27 novembre**

Participez à la **Semaine Européenne**  
pour l'Emploi des Personnes Handicapées

Une expérience 100% digitale

<p><b>SENSI'PLAY</b></p> <p>Jouez</p> <p>Sensi'Play, le jeu qui replace le sujet du handicap en entreprise. Quelques minutes pour tester vos connaissances</p>	<p><b>PODCASTS</b></p> <p>Ecoutez</p> <p>80%, le podcast qui donne la parole au handicap. Découvrez 5 témoignages de salariés Altice France</p>	<p><b>WEBINAIRE</b> Vendredi 20 novembre à 11h</p> <p>Voir le replay</p> <p>« Avec le masque, je suis complètement sourd » L'audition, parlons-en ! Un webinaire interactif et participatif</p>
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**Opération Inclusion, devenez acteur dès aujourd'hui !**

altice SFR BFM RMC

Communication and raising awareness amount employees

Communication and awareness-raising initiatives are also carried out each year among employees to change the way they view and represent disability. In 2020, on the occasion of the European Disability Employment Week (EDEW), Altice France, for example, launched a series of podcasts entitled "80%, le podcast qui donne la parole au handicap" ("The podcast giving voice to the disability"), in which employees agreed to share their stories and experiences of disability in the company.



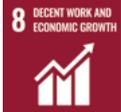
During the EDEW, Altice France also took part in **the DuoDay operation**, in the presence of Sophie Cluzel, Secretary of State for People with Disabilities and Jérémie Boroy, President of the National Consultative Council for People with Disabilities (CNCPH). On this occasion, people with disabilities were able to meet volunteer employees from the Telecom and Media divisions, who shared their experience and introduced them to their profession.



In addition, BFMTV, RMC Story and RMC Découverte signed on December 3, 2019 the **Charter on the representation of disability**, drawn up by the French media regulator, Conseil Supérieur de l'Audiovisuel (CSA). This charter aims to make the issue of disability more visible in the main French media.

#### 4.2.c. Promoting dialogue

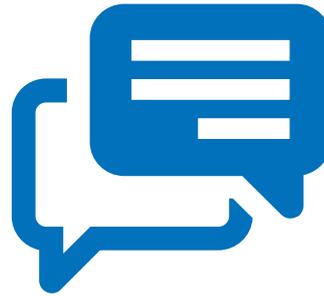




▲ Jobs and social relations

**Key performance indicators:**

- Altice France & Vous engagement rate: 70.6%



#### A company close to its employees

##### Time for discussion and sharing throughout the year

Altice France has set up a number of actions to encourage exchanges with employees and share with them the group's project, strategy and results:

- ▲ the annual "Altice France & Vous" survey aims to collect the perception of employees in the Telecom and Media divisions about the company and their working environment and to measure the level of commitment of the teams. In 2020, the survey showed a very strong collective commitment, with an engagement index of 70.6%;
- ▲ regular exchanges are organised between the members of the Executive Committee and the group's 500 top managers. And an online Q&A session between senior management and employees takes place every year;
- ▲ every year, the HR teams meet with employees to present a retrospective of the year's HR highlights. This roadshow, "La Fabrique & Vous", took place in 2020 virtually for all the employees of the Telecom division.

##### Reinforced communication in times of health crisis

Faced with the exceptional nature of the health crisis and its economic consequences, the management and the trade unions of the Telecom division signed an agreement providing important guarantees for all employees, including:

- ▲ for employees in partial employment, the maintenance of their net monthly pay with the company paying the supplement to the allowance paid by the State;
- ▲ for sales representatives, neutralisation of the impact of the lockdown period on variable compensation;
- ▲ a gross bonus of €200 for all employees whose activity continued during the period of lockdown to reward their commitment;
- ▲ maintenance of the budgets allocated for the proper functioning of the Social and Economic Committees (SECs).

In addition to these measures, the exceptional additional purchasing power bonus of €1,000 gross for employees on permanent, fixed-term or work-study contracts was introduced in December 2020 to reward the efforts and commitment of employees throughout this unprecedented year.

Management also endeavoured to maintain a direct and close link with the group's employees, through regular emails providing information and sharing best practices, the creation of a dedicated Intranet section and the regular updating of a FAQ, answering all the questions that employees and their representatives may have had. Dedicated workshops and webinars were also offered to managers and employees to support them in this unprecedented situation.

In addition, the listening and support systems available to employees were strengthened, in particular with the establishment of a listening unit dedicated to employees with disabilities. Psychological counselling was provided remotely during this period.

In order to enable employees on short-time working to develop their skills during this exceptional period, the HR Development Department set up a dedicated training offer. More than 400 employees in the Telecom and Media divisions were able to benefit from it.

### The promotion of quality social dialogue

The promotion of quality social dialogue between the social partners and General Management is an important element of the Altice France group's Human Resources policy. All the more so given the importance of the strategic and organisational projects needed by the group to adapt to the demands and rapid changes in the Telecom and Media markets.

The aim is therefore to have a pragmatic, efficient and agile social dialogue that gives the various players the means to operate, taking into account the group's interests and challenges.

This is reflected in particular in the significant resources given to union activities in the various agreements concluded which define social dialogue within the group. But also by the richness of the social relations developed with the actors of the national bodies (SEC and CSEC, group committee)



and with the Representative Union Organisations via the union coordinators of the group and the Central Union Delegates or Union Delegates of each entity. Altice France is committed to guaranteeing respect for the exercise of trade union freedoms and the prohibition of all forms of discrimination, in particular those linked to the exercise of a trade union mandate or employee representative mandate.

In view of the geographical distribution of the sites, Altice France has also set up local representatives in some of its entities in order to maintain quality social dialogue as close to the ground as possible. These local representatives are intended to act as "sensors of feedback from the field" concerning employees' direct working environment.

They are attentive to local issues and deal with them in relation to the sites concerned (HR, management, general services, etc.).

### The richness of social dialogue maintained in 2020

The health news of 2020 has not been without social consequences and has in fact considerably mobilised the various social actors: Managers, HR Teams, Trade Union Bodies and Organisations of the Altice France group.

Flexibility solutions have been found to address all regulatory issues and their operational translations. Thus, regular meetings of an ad-hoc joint committee and the Health, Safety and Working Conditions Committee were scheduled from the first half of the year and until the end of 2020 in certain areas, in order to implement pragmatic solutions to the challenges encountered by the Covid-19 global pandemic.

In addition, solutions were implemented to enable meetings of the SEC, their committees, or meetings of Local Representatives to be held remotely in the context of the health crisis, with in particular a remote voting tool solution if necessary. Finally, a new economic and social database, more intuitive in its use, was set up for staff representatives.

Thus, in 2020, it was possible to organise a total of 167 SEC meetings, as follows:

<b>SFR SEU Central SEC</b>	28
<b>SFR SEU SEC R&amp;SI</b>	20
<b>SFR SEU SEC B2B</b>	19
<b>SFR SEU SEC B2C &amp; FS</b>	16
<b>SEC SRR</b>	14
<b>SFR Distribution SEC</b>	25
<b>Next SEU SEC</b>	34
<b>SMR SEC</b>	11

Despite the specificities of the year 2020, 15 agreements were signed on various topics, including:

- ▲ Skills sponsorship: applicable from January 1, 2020, with a Sponsorship time Package giving employees the opportunity to offer their services between 2 and 8 days per year to one or more associative actions and the end of career Sponsorship allowing employees close to retirement to free up 20% of their working time to put their personal and professional skills to work for an association.
- ▲ The collective company retirement savings plan (PERCOL): a real social innovation that now enables all employees of the companies in the Telecom division to benefit from a single, harmonised retirement savings scheme.
- ▲ Management of the Covid-19 health crisis: an agreement providing important guarantees for all employees in the face of the pandemic.
- ▲ The employment, integration and retention of employees with disabilities: ambitious measures in favour of inclusion for all employees in the Telecom division.

Read more in:  
**"A company close to its employees"**

Read more in:  
**"Supporting the employment of people with disabilities"**

## 4.3 A more responsible digital world



**J'AVANCE  
AVEC ALTICE**

Today, the preservation of the environment is at the heart of the debates and constitutes a real collective challenge, whether for citizens, public authorities, companies or associations.

Aware of its responsibility, particularly as a major player in the digital sector in France, Altice France, which has long been committed to environmental issues, was the first operator to offer in 2006 an ecological designed box that consumed 30% less energy than the previous ranges.

Altice France's environmental policy is mainly based on the three issues identified in the context of its activities: support and engage the company in the energy transition, enable its stakeholders to consume in a reasoned and ethical manner and pursue its circular economy approach, particularly for its customers' equipment and that used internally.

Today, faced with the development of new technologies and new uses, the role of Altice France is increasingly important to support a constantly evolving society. Indeed, teleworking, videoconferencing, telemedicine or connected objects are all tools which, by reducing travel and the use of natural resources, help to reduce the human environmental footprint.

In order to make an ever-increasing contribution to reducing its environmental footprint, Altice France launched an ambitious action plan in 2020: *J'avance avec Altice* ("I'm going further with Altice")<sup>1</sup>. This plan is global (Telecom and Media), co-constructed with employees, progressive, concrete and immediate.

Altice France's ambition is to put digital technology at the heart of the ecological transition by imagining tomorrow's solutions.



- ▲ Energy efficiency and reduction of energy consumption
- ▲ Emissions and climate change

#### Key performance indicators:

- annual reduction in electricity consumption in relation to customer use: -17.5%;
- 5.15 tonnes of CO<sub>2</sub> per employee

#### Objectives:

- to reduce by 10% annually the electricity consumption of the network in relation to customer use;
- to reduce greenhouse gas emissions related to the company's activities.

### 4.3.a. Energy performance

The energy transition is a national issue that aims to moderate the environmental impact by reducing consumption. In a context of constantly increasing uses and technological developments, Altice France has embarked on a policy aimed at reducing its energy impact.

The group's energy consumption is mainly related to the technical sites that make up the telecommunication network. It accounts for 90% of its overall electricity bill. Optimising energy consumption is a priority for Altice France in order to meet one of its main environmental challenges. With this in mind, Altice France has been working towards voluntary certification of its energy management system (ISO 50001) since 2015. This certification covers the SFR, SFR Fibre, Completel and SRR networks, which account for the bulk of the group's energy consumption.

1) <http://alticefrance.com/manifeste-j%E2%80%99avance-avec-altice>

Consumption and emissions report

	Altice France		Telecom		Media	
	Consumption	Emissions	Consumption	Emissions	Consumption	Emissions
Scope 1	24,208 MWh	8,341 tCO2	23,473 MWh	8,226 tCO2	735 MWh	115 tCO2
Scope 2	960,004 MWh	52,158 tCO2	949,738 MWh	51,753 tCO2	10,266 MWh	405 tCO2
Scope 1 + Scope 2	984,212 MWh	60,499 tCO2	973,211 MWh	59,979 tCO2	11,001 MWh	520 tCO2

**Altice France, committed to digital energy efficiency**

Energy issues are of paramount importance to Altice France and the trend will increase in the coming years with the increase in customer usage. The electricity consumption of network operators in France represents 1.2% of total electricity consumption, so the stakes are high.

Altice France's energy management system, established on its network according to the ISO 50001 standard, has direct effects on energy consumption. It improves operations and uses, avoiding malfunctions, but also allows for long-term effects thanks to a proactive energy policy over several years. This energy policy is based on several axes and objectives:

- ▲ between now and 2022, Altice France has set itself the target of reducing its energy consumption by 10% annually by technical infrastructures, which are the main energy consumers, in relation to customer uses;
- ▲ favour as far as possible the purchase and use of less energy-consuming products and services;
- ▲ improve the configuration of network buildings to achieve optimized PUE (Power Usage Effectiveness)<sup>1</sup>;
- ▲ integrate energy issues from the design stage;
- ▲ strengthen communication with its stakeholders and promote good practices;
- ▲ ensure regular reporting of its energy performance.

As part of this system, a new regional organisation was set up at the end of 2018. It includes energy correspondents for each zone who participate in the implementation of the energy policy. In particular, they help to raise awareness of energy issues among the maintainers of the energy performance of technical sites.

In 2020, the group's efforts to achieve energy efficiency will be even more accentuated, despite the global health context. The network operations teams have worked in this

direction in collaboration with the main data centre subcontractors. According to the technical network engineering forecasts established in 2015 and in view of the increase in data usage, the electricity consumption of the network should increase by 7% per year. The actions carried out within the framework of the energy management system have made it possible to reduce this growth rate and thus achieve savings of nearly 218 million kWh since 2015, equivalent to the annual consumption of more than 46,000 French households<sup>2</sup>.



1) PUE is a measure of the efficiency with which the energy that powers the data centre is used. The aim is to evaluate over one year the total amount of energy consumed by the site in relation to the amount of energy required to operate the IT equipment. This indicator is often used to compare the energy performance of data centres. The closer the result is to the number 1, the less energy the data centre consumes, and the more it is considered "eco-responsible".

2) Based on an estimated average annual consumption for a French household of 4,710 kWh.

<https://particuliers.engie.fr/electricite/conseils-electricite/conseils-relever-compteur-electricite/consommation-electrique-francais.html>

Furthermore, electricity consumption in relation to customer use has been reduced by 17.5% between 2019 and 2020, reflecting the increasing energy performance of the network and thus far exceeding the -10% annual target set in the energy policy.

Thanks to the actions undertaken by the group's employees and partners, the average PUE of its strategic sites has risen from 2.2 in 2019 to 2.15 in 2020, compared with a national average of 2.5 (in 2019)<sup>1</sup>. Moreover, the group's latest data centre deployed has one of the best performances in the sector with a PUE of 1.4.

The translation of this energy consumption into emissions is given by the group's carbon intensity. In 2020, it amounted to 5.15 tonnes of CO<sub>2</sub> per employee.

All the group's employees have been informed and made aware of the energy challenges and the ambitious objectives set by the energy policy. The customers of Altice France also have the possibility of finding out about its commitments through communications on its corporate site and via internal communications on the physical sites.

### Altice France, committed to a shared low-carbon transition

Altice France is also committed to reducing the impact of the services offered and is working towards a more responsible digital environment. In order to improve the environmental performance of its products and services, Altice Media's advertising network will offer carbon-neutral advertising space to advertisers starting in January 2021. Accompanied by the certified organisation EcoAct<sup>2</sup>, the network will give advertisers the opportunity to evaluate the carbon footprint of their digital campaigns and to deploy a strategy of offsetting through low carbon actions.

In addition, Altice France has developed a pallet stacking system with its refurbishment partner, CORDON Electronics<sup>3</sup>, for the shipment of three of its box ranges. This technique, which consists of stacking or superimposing products, makes it possible to:

- ▲ doubling the volume of pallets shipped by truck to the logistics company;
- ▲ significantly reduce the number of lorry journeys.

This new system reduces the fuel consumption of Altice France's supply chain and the logistics activity of its partner, CORDON Electronics, and thus the greenhouse gas emissions linked to their partnership by 6,377 kg of CO<sub>2</sub>.

Over the period from its effective launch on December 8, 2020 to January 5, 2021, this method was applied to 88% of the lorries chartered.



Finally, Altice France inaugurated its partnership with Ecosia<sup>4</sup> during the last quarter of 2020. Ecosia is a search engine that carries out the planting of trees thanks to its users' Internet searches. While this partnership demonstrates the group's commitment to biodiversity, it above all enables it to engage, raise awareness and empower its employees on environmental issues. From 2021, a monthly report dedicated to the searches of the group's employees will make it possible to measure its impact.

1) Based on Greenvision data, 2019 - <https://www.greenvision.fr/menu-greenit/menu-pue#:~:text=En%20moyenne%20les%20data-center%20fran%C3%A7ais,moins%20un%20indicateur%20universellement%20reconnu>

2) <https://eco-act.com/>

3) <https://www.cordongroup.com/fr/index.html>

4) <https://www.ecosia.org/>

### 4.3.b. Digital and circularity



▲ Circular economy and waste management

**Key performance indicators:**

- Share of refurbished boxes: 96.6%;
- Share of mobile trade-ins: 15%

**Objectifs :**

- reduce product packaging: 100% of the products marketed compliant with the packaging ecological design charter in 2023;
- responsible design 100% of the products marketed compliant with the ecological design charter in 2025.

The circular economy is about producing goods and services in a sustainable way by limiting the consumption and waste of resources and the generation of waste. One of the fundamental pillars of the circular economy is waste management, from collection to recycling/destruction.

Altice France promotes the reuse of the equipment made available to its customers and the reduction of their raw materials in a life-cycle approach which takes into account all aspects of manufacturing right up to the end of life, in line with its environmental strategy<sup>1</sup> in order to combat the scarcity of available natural resources.

#### Altice France encourages the use of reconditioned telephones

Reconciling digital development and responsible use is a major challenge for the years to come. Altice France promotes the circular economy offering its customers the possibility to purchase quality refurbished telephones at attractive prices.

In 2020, on the occasion of the European Sustainable Development Weeks, Altice France offered a range of refurbished smartphones that are even more accessible for consumers looking for a new mobile. This special offer was a resounding success as the three refurbished references concerned accounted for 64% of sales of refurbished mobiles over the period. Thanks to the promotion of refurbished mobiles in shops and, throughout 2020, on the website<sup>2</sup>, sales of this equipment have increased by 132% compared to 2019.

Altice France has also set up various collection systems for mobile equipment:

- ▲ In-store collections encouraged by a voucher issued for the return of a user phone. This virtuous business practice not only reduces the carbon footprint of the business and the use of raw materials, but also builds customer loyalty;
- ▲ the installation of collection points, which enabled the collection of almost 444kg of mobile phones in 2020;
- ▲ the collection of B2B customers' mobile fleets, representing nearly 374kg of equipment in 2020.

**15%**  
of phone sales  
lead to the  
collection of  
a mobile

The mobiles collected, when they cannot be directly made fit for reuse, are entrusted to Ateliers du Bocage, a member of the Emmaüs movement. Ateliers du Bocage seek first and foremost to make them fit for reuse. Whenever possible, the funds released make it possible to support solidarity economy actions. Otherwise, Ateliers du Bocage will recycle or destroy them.

1) See 4.3 A more responsible digital world

2) <https://www.sfr.fr/offre-mobile/reconditionne%20>; <https://www.red-by-sfr.fr/telephones/reconditionne/choisir-un-telephone-re-conditionne.html>

## Altice France is part of an ecological design and raw material reduction approach

Altice France is working to continuously improve its ecological design performance in order to reduce the environmental footprint of its products.



On average, 10% of a product's environmental impact comes from its packaging<sup>1</sup>. For example, Altice France has worked on defining an ecological design charter for the packaging of its fixed products and aims to apply it to 100% of its new and refurbished products by 2023. It includes a lighter, eco-friendly graphic charter, the use of recyclable and/or recycled materials<sup>2</sup>, the reduction of single-use plastic materials with the aim of eventually eliminating them, and the optimisation of packaging formats.

In parallel with the ecological design charter for its packaging, Altice France is carrying out a complete study of its products in order to propose an ecological design charter dedicated to its fixed equipment. Altice France has therefore set itself the objective of applying it to 100% of its products by 2025.

In addition, Altice France raises the awareness of its Telecom customers on the importance of reusing the packaging of its boxes when they are reshipped and promotes the recycling of raw materials in a virtuous logic of preserving the earth's resources. According to the analysis of fixed equipment returned by customers in November 2020, 57% were returned in their original packaging.

Thanks to a design focused on durability and a high level of demand from the repair chain, almost 96.6% of the boxes recovered are refurbished and put back on the market.

In partnership with Cordon, in November 2018 Altice France launched the polishing of one of its remote control ranges during their refurbishment. This project allows the

reuse of the housings and also reduces the production, use and disposal of plastics. In 2020, almost 48,000 remote controls were put back on the market, i.e. about 50% more than in 2019<sup>3</sup>.

On the strength of this success, since November 2020, Altice France and Cordon have also been refurbishing the covers of three of the box references thanks to a painting technique that avoids replacing the covers when they do not meet the aesthetic criteria to be put back on the market. This meant that 40,500 boxes could be refurbished and the same amount of plastic could be saved.

In parallel with this project, Altice France and Cordon have developed a project to refurbish one of the box ranges using regenerated plastic. The project, which is scheduled to start in 2021, will convert the ground material from the user's covers into plastic balls that can be used again for the production of covers. Cap Eco Recycling<sup>4</sup> and PMG (Véolia group)<sup>5</sup>, partners who will be responsible for grinding the covers and generating the plastic balls are also based in France, which will reduce the emissions linked to the refurbishment of this range of boxes.

Altice France is also committed to reducing paper consumption, taking advantage of the evolution of communication media towards ever greater digitalisation. In addition to these significant reductions, Altice France favours the use of environmentally friendly materials, recycled or from sustainably managed forests. In 2019<sup>6</sup>, nearly 91% of the paper put on the market came from recycled fibres or sustainably managed forests. Thanks to the efforts made that same year, Altice France was able to reduce the volume of paper containing recycling disruptors by almost 8%.

1) <https://www.citeo.com/grand-dossier/leco-conception-preserve-nos-ressources/>

2) Preferably labelled and/or eco-compatible

3) Data 2019: more than 32,000 polished remote controls

4) <http://www.capeco-recycling.com/>

5) <http://www.pmg-snc.com/>

6) This data was transmitted by our eco-organisation in 2020, based on 2019 data

An environmental commitment at the service of companies



SFR Business is committed to an environmental approach and is based on the ISO 14001 standard, relating to environmental management, the management of the recovery, reuse and recycling of electrical and electronic equipment (WEEE).

**Actions implemented:**

- ▲ improvement in the rate of recovery and reuse of equipment;
- ▲ optimisation of transport to reduce CO2 emissions on the certified perimeter;
- ▲ selection of ISO 9001/14001 certified service providers for services with a significant environmental impact;
- ▲ promotion of the ecological design of packaging.



**4.3.b. Complementary environmental issues**

In addition to the environmental issues identified<sup>1</sup>, Altice France's stakeholders are interested in related issues on which Altice France is taking action in order to continue to reduce its ecological impact.

**Water**

Altice France has been implementing measures for several years to reduce water consumption at some of its tertiary sites, e.g. the installation of pressure reducers and dual-flush toilets. In addition, the new buildings comply with the new rules and recommendations in order to optimise water use.

	Altice France	Telecom	Media
<b>Water consumption</b> (m <sup>3</sup> )	65,712	57,559	8,153

**Biodiversity**

In 2019, Altice France started a project aimed at ensuring 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 at minor - risk to the environment and biodiversity.

In 2020, all the sites concerned were registered on the control tool allowing precise and regulatory monitoring.

The Altice France 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.

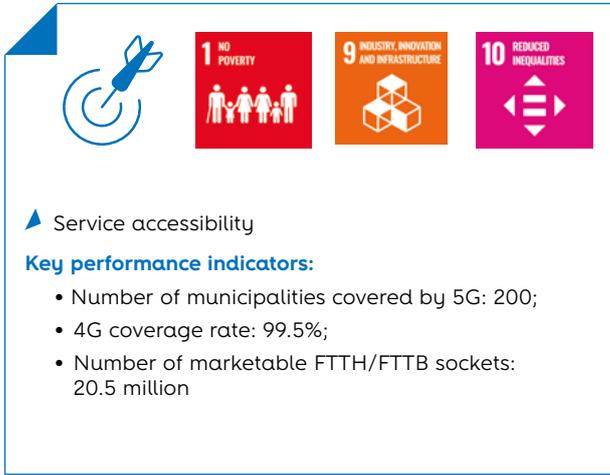
In order to prevent accidental pollution, certain actions are taken such as:

- ▲ building evacuation drills, in case of fire;
- ▲ leakage checks integrated into the maintenance ranges of air conditioning systems to prevent leaks of refrigerants, which are greenhouse gases with a high global warming potential (GWP);
- ▲ a fuel unloading procedure established at sites that require it.

1) These issues are listed in the boxes in section 4.3 A more responsible digital world

## 4.4. Quality of service and ethics at the service of our customers

### 4.4.a. A high-performance network, media and services for all



▲ Service accessibility

**Key performance indicators:**

- Number of municipalities covered by 5G: 200;
- 4G coverage rate: 99.5%;
- Number of marketable FTTH/FTTB sockets: 20.5 million

#### Very high-speed access for all

Every year, Altice France invests in its networks in order to provide a quality service to all citizens, regardless of their geographical location. The group invests in particular in FTTH infrastructures and is committed to deploying these infrastructures in less dense areas. The impact of the group's investments on the accessibility of its services, and in particular the broadband technology represented by fibre, is a major issue throughout France:

- ▲ 99.5% of the French population covered by 4G, with more than 7,000 new 4G antennas deployed and more than 3,000 4G sites in 2020;
- ▲ 20.5 million eligible sockets on the fibre network (FTTH / FTTB), with more than 5 million new sockets in 2020.

In addition, the quality of SFR's mobile network was rewarded by the results of the annual ARCEP audit. In terms of data usage, SFR is in second place on ARCEP's main criteria, i.e. improvement of national bandwidth, improvement of Perfect Video quality and improvement of Data quality on the roads.

The network's performance in La Réunion was praised in the latest nPerf barometer, which places SRR in first place in the ranking with the "prize for the best mobile internet network" for 2020<sup>1</sup>.

#### Nice: first French city to benefit from 5G thanks to SFR



At the end of November 2020, Altice France set the starting signal for 5G in France with the inauguration of SFR's 5G network in Nice. After being the first to launch 3G and then 4G, SFR is now confirming its ambition for 5G. The first operator to cover a French city in 5G, SFR now covers nearly 200 municipalities with this technology. This opening demonstrates

the relevance of the deployment strategy for all Very High Speed technologies, which accelerated over the year 2020.

SFR offers the general public a range of four plans ranging from 80 Gigas to unlimited 5G in order to meet the uses of these new frequencies. They include two new applications, the SFR Gaming App and the SFR 5G Xperience App, illustrating the new 5G mobility experiences. As far as power outlets are concerned, 3 5G plans are available, depending on their use in France and abroad, with a security service included.

1) [https://media.nperf.com/files/publications/FR/2021-01-18\\_Barometre-connexions-mobiles-DOM-RE-nPerf-2020.pdf](https://media.nperf.com/files/publications/FR/2021-01-18_Barometre-connexions-mobiles-DOM-RE-nPerf-2020.pdf)

## Adapted services for our customers with disabilities

As a committed player, Altice France acts every day in favour of its customers with disabilities by supporting them at the pace of technological advances.

### Offering customers terminals, offers and services adapted to their needs

#### Terminals

##### The SFR THD box



The all-in-one box concept (modem, router, telephony, decoder, recorder, multimedia player) gives a product that is easy to use and technically stable.

The "Preferences" menu is customisable and gives access to shortcuts such as activating subtitles and audio description. It facilitates access to functionalities dedicated to people with hearing or visual disabilities and makes it possible to set the default activation settings for all subtitling and audio-description.

It is also possible to trigger a sound from the box by remote control using the "Remote Finder" mode, which makes it easy to locate the box, especially for people with vision problems.

##### Ergonomic remote control



It uses two means of transmission, which means that it is not necessary to point directly at the box with the remote control to access the services.

People with visual or motor impairments can therefore use it naturally.

This intelligent remote control is equipped with an accelerometer that detects movement and makes it easy to switch to search mode.

In addition, its ergonomic keyboard system is designed for visually impaired people. The properties of the remote control allow internet access directly on the TV set which facilitates communication and social integration.

### Evolution of accessibility on BFMTV since August 24, 2020



BFMTV has extended its French Sign Language (FSL) offer to the weekend. FSL is now present daily on BFMTV all year round.

The subtitling offer has also been enriched in response to strong demand from the public: the accessibility of political life. The 8:35 am flagship interview, from Monday to Friday, is now subtitled live.

### Informing and supporting our customers

In addition to its offers and services, Altice France wanted to support its audiences on a daily basis. To this end, Altice France has made the following commitments:

#### For Media, the signing of a charter

BFMTV, RMC Story and RMC Découverte signed on December 3, 2019 the Charter on the representation of disability, drawn up by the CSA. This charter aims to make the issue of disability more visible in the main French media.

#### For SFR, the launch of the following systems:

- ▲ in 1997, the first customer relationship adapted for visually impaired people with the "HandiCapZéro"<sup>1</sup> association;
- ▲ in 1997, the translation and distribution of legal and commercial material in Braille, enlarged characters or audio, also with "HandiCapZéro";
- ▲ in 2010, the first customer relationship adapted for deaf or hard of hearing people with the start-up DEAFI<sup>2</sup>, largely anticipating the legal obligations dating from 2018;
- ▲ since October 2018, SFR has been providing accessible telephone services to people with hearing, visual or speech disabilities to enable them to communicate using an innovative mobile application developed by RogerVoice<sup>3</sup>;
- ▲ accessibility of SFR's sales outlets to People with Reduced Mobility (PRM). The new shops systematically incorporate a facility for people with reduced mobility and are designed to ensure that the offers are accessible to all.

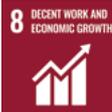


1) <https://www.handicapzero.org/>

2) <https://www.deafi.com/>

3) <https://rogervoice.com/en/>

#### 4.4.b. Business and data ethics



- ▲ Responsible purchasing
- ▲ Business ethics
- ▲ Human Rights
- ▲ Business continuity
- ▲ Security and confidentiality of customer data

**Key performance indicators:**

- percentage of employees made aware of anti-corruption issues: 80%;
- growth rate of employees made aware of the risk of cyber attacks: 100%

Altice France places the rules and principles of ethics at the heart of its economic and commercial relations. This commitment is reflected in the implementation of ethical practices, particularly in the fight against corruption and influence peddling, as well as in the protection of its users' personal data.

#### Responsible purchasing: a shared responsibility

As part of its Responsible Purchasing policy, SFR has set up an annual evaluation process for its strategic partners. It is oriented around 3 components: commercial, operational and CSR.

On the CSR theme, the selected partners are audited on the ACESIA platform<sup>1</sup>, a solution managed by the Afnor Group<sup>2</sup>, which addresses the following prisms: social, environmental, cross-functional, organisational and regional anchoring. By the end of December 2020, 203 assessments had been carried out, i.e. 3 times more than in 2016. In addition, as part of its duty of vigilance, the Altice France contract clause on Societal and Environmental Responsibility is also systematically appended to all Telecom contracts<sup>3</sup>. By signing the clause, suppliers undertake to respect the principles of the International Labour Organisation and the United Nations Global Compact relating to respect for human rights, working conditions, the environment and the fight against corruption.

#### Zero tolerance with regard to corruption and influence peddling



As part of its ethical and responsible approach, and aware of the importance of these subjects, the Altice France group applies a principle of "zero tolerance" with regard to corruption and influence peddling, in all its forms and in all the group's activities. More specifically, and in accordance with the provisions of Law No. 2016-1691 of December 9, 2016 relating to transparency, the fight against corruption and the modernisation of economic life (known as "Sapin II"), which are applicable to it, the Altice France group has implemented the following measures:

- ▲ a code of conduct, integrated into the internal regulations, defining and illustrating the different types of behaviour to prohibit as likely to characterise acts of corruption or influence peddling. This code is supplemented by a practical anti-corruption guide designed to provide practical details for employees of the Altice France group. Both are available on the group's Intranet;
- ▲ a disciplinary regime, also integrated into the internal regulations, to sanction the company's employees in case of violation of the company's code of conduct.

1) <https://acesia.afnor.org/>

2) <https://www.afnor.org/>

3) See Altice France vigilance plan

▲ an internal whistleblowing system to allow the collection of alerts from employees and relating to the existence of behaviour or situations contrary to the company's code of conduct; This system consists of a dedicated mailbox managed by the Compliance Officer;

▲ a risk map to identify, analyse and prioritise the company's risks of exposure to external solicitations for the purposes of corruption, according in particular to the sectors of activity and geographical areas in which the company carries out its activity. A major issue in the construction of the anti-corruption programme, the risk mapping of the Altice France group takes the form of an Excel document and is regularly updated and completed by the compliance team;

▲ procedures for assessing the situation of customers, first-tier suppliers and intermediaries with regard to risk mapping. In particular, the group has set up a very comprehensive system for assessing its suppliers, involving the sending of an anti-corruption questionnaire and a systematic prior analysis of warning signals for each new contact with a supplier. The group has also set up a system for analysing its B2B customers when they enter into a relationship.

▲ internal accounting control procedures, to ensure that books, records and accounts are not used to conceal acts of corruption or influence peddling. These controls are carried out by the accounting and financial control services specific to the Altice France group;

▲ a training programme for executives and staff who are the most exposed to risks of corruption and influence peddling, The Altice France group has very widely deployed its training system by launching an awareness campaign in 2020 for all its employees via compulsory e-learning. This enabled 6,353 people to be made aware of the risks of corruption and influence peddling, as well as the group's policy to combat them. In addition, specific training for managers and identified at-risk populations is regularly carried out, in particular:

- ▲ training of compliance officers (16 people trained);
- ▲ training of N-1 Executive Committee (40 people trained);
- ▲ training of the entire purchasing department (62 people trained);
- ▲ training of the legal department (30 people trained);
- ▲ training of commercial actors (26 people trained).

▲ an internal system to control and evaluate the measures implemented.

**80%**  
of the population  
made aware via  
e-learning

**56%**  
of managers  
trained

**76%**  
of at-risk  
populations  
trained

### Shared journalistic ethics

All Altice Media entities have an ethical framework applying to journalists and guaranteeing their editorial independence. The group's channels adhere to a Charter<sup>1</sup> 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.

1) <https://www.bfmtv.com/charte-deontologie/>

### For ethical data governance

With this year's Covid-19 health crisis and the lockdown imposed at the national level, working conditions have changed to move towards telework. This way of working is conducive to the threat of cyber attacks. The Altice France group has had to adapt to face these threats and reconcile remote working and data protection.

Thus, 200 access account reviews were carried out, covering 100% of the group's sensitive applications.

The number of employees trained **doubled** compared to 2019

The management of roles and identities was also reviewed with an audit of 90% of the group's Active Directories<sup>1</sup>. Then, a global action plan was deployed to guarantee a high level of security for these Active Directories.

In another way, a specific awareness-raising campaign was conducted to make employees aware of good teleworking practices and enable them to mobilise against any cyber attack. The number of employees trained thus doubled compared to the previous year.



The group's information security system is supplemented by a permanent and active monitoring of various media, such as the web, deep web and social media, in order to help anticipation; prevent data leakage; and identify, categorise and analyse potential threats to the security of employees, assets and infrastructure.

A monitoring team was mobilised throughout the year on the Covid-19 health crisis in order to provide relevant and useful information for business continuity.

Altice France is also strongly mobilised in the fight against audiovisual piracy, under the control of its anti-piracy governance. The main objectives of this governance are to protect the broadcasting of the Group's licensed content and television channels and to ensure compliance with the security requirements of Altice France's networks and platforms. During the year 2020, actions targeting live streams, illegally broadcast on the web and on social networks, in particular, were stepped up.

### SFR Business: The security commitment at the service of our customers

SFR Business translates security requirements through an Information Security Management System (ISMS) to protect functions and information from loss, theft or alteration, and to protect IT systems from intrusion or damage.

In addition to auditing activities, SFR Business' Cyber defence department provides advice and support to ensure that companies have continuous control over their level of technical security and their compliance with standards and regulations, allowing them to focus on their core issues. This same team also supports the internal B2B security teams, in project security procedures, in particular with its ability to carry out intrusive tests and risk analyses.

1) Active Directory: business directory service

## SFR Business is committed to data protection and relies on various standards for its services

### SFR Business standards and certifications

- ▶ **ISO 27001 certification** for its "Service Operation Centre (CES), Operational Security Centre (COS), Cloud Computing (Cloud V3) managed services, and shared Hosting services within data centres" (Declaration of Applicability of 10/01/2020) at the sites in Paris 15th, Les Ulis, Bordeaux (DC), Courbevoie (DC), Val-de-Reuil (DC), Vénissieux (DC), Strasbourg (DC).
- ▶ **PASS-RGS qualification** for Architecture Audit, Configuration Audit, Intrusion Testing and Organisational and Physical Audit activities at the Toulouse, Aix-en-Provence and Les Ulis sites.
- ▶ **Health Data Hosting (HDS) accreditation** for the hosting of platforms managing personal health data via its "Managed Health Services" and "SFR Cloud Computing" offers.



# INDEX

- AFA:** French Anti-Corruption Agency
- ADEME:** Environment and Energy Management Agency
- ANSSI:** National Agency for the Security of Information Systems
- ARCEP:** Regulatory Authority for Electronic Communications  
Postal Services and Press Distribution
- CNCPH:** National Consultative Council for People with Disabilities
- CNIL:** French Data Protection Agency
- CSA:** French Broadcasting Authority
- CSE:** Social and Economic Committee
- CSEC:** Central Social and Economic Committee
- DDOS:** Distributed Denial of Service
- FAQ:** Frequently Asked Questions
- IP:** Internet Protocol
- SDGs:** Sustainable Development Goals
- PUE :** Power Usage Effectiveness indicator
- CSR:** Corporate Social Responsibility
- SASB:** Sustainability Accounting Standards Board
- EDEW:** European Disability Employment Week
- SEGPA:** Adapted General and Vocational Education Section

# METHODOLOGICAL 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 methodology for non-financial indicators

### a. Reporting framework and standard

#### 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 anti-corruption. Altice France undertakes to contribute to the achievement of the SDGs and to analyse the impact of its activities on these objectives.

#### 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, Altice France has drawn inspiration from the requirements and recommendations formulated by the Global Reporting Initiative (GRI).

### b. Reporting perimeter

In its business model, Altice France presents its integrated strategy for all its business lines, i.e. the Telecom, Media and Expertise divisions. The data presented in the business model concern only the Telecom and Media perimeters, unless explicitly mentioned otherwise. For confidentiality reasons, financial information is not disclosed. The issues and objectives, as well as all the sections dedicated to the presentation of performances, are included this year, except where explicitly mentioned:

- ▲ in the societal, environment, quality of service and ethics sections, the Telecom and Media perimeters covering 99% of its turnover and 41% of its employees;
- ▲ in the social section, the Telecom and Media perimeters, as well as part of the Expertise perimeter (Intelcia), thus covering 41% to 80% of the workforce.

An action plan has been put in place for a more complete integration of the Expertise perimeter from 2021.

The "Telecom" perimeter includes the consolidated data of all legal entities within the scope, i.e. SFR, SFR Distribution, SFR Fibre, Completel, SFR Business Distribution and SRR.

The "Media" perimeter includes the consolidated data of all the legal entities in the perimeter, i.e. BFM Business TV, BFM Lyon, BFM Paris, BFM Publicité, BFM TV, Business FM, Studio Next, Next Media Solutions, NEXINTERACTIVE, NEXTPROD, NEXTRADIOTV, RMC, Diversité TV France, RMC Découverte, RMC Sport and SPORTSCOTV.

### c. Reporting period

The data presented in this statement covers the activity of the entities concerned over the period from January 1 to December 31, 2020. In the context of this first Non-Financial Performance Statement year, a comparison with the previous year is not available. It will be presented as of financial year 2021.

### d. Key performance indicators and methodological specificities

#### Societal data

- ▲ **Amount paid as financial sponsorship:** this is the sum of donations paid to the SFR Foundation's partner associations. This indicator concerns the Telecom perimeter only.
- ▲ **Number of projects supported:** is the number of projects supported by the SFR Foundation, in the Telecom perimeter only.

#### Social data

The key performance indicators presented in the social section concern, with the exceptions specifically mentioned below, the Telecom and Media perimeters. The indicators that concern part of the Expertise perimeter (Intelcia) are presented in the "Complementary social issues" section of part 4.2.a Promoting and supporting employees. Except for the total workforce, the data presented for 2020 is a projection based on actual data for the first three quarters.

- ▲ **Total workforce:** is the total number of employees (permanent and fixed-term contracts excluding trainees) in the group at the end of the period.
- ▲ **Percentage of employees who have completed at least one training course:** this is the ratio of the number of employees who have taken at least one training course to the total number of employees as at December 31. This indicator concerns only the Telecom perimeter, excluding SFR Distribution.
- ▲ **Conversion rate of work-study contracts into permanent or fixed-term contracts:** this indicator is calculated from the ratio between the number of work-study contracts converted into permanent or fixed-term contracts over the same calendar year and the total number of work-study contracts ending over the same calendar year. It only concerns the Telecom perimeter.
- ▲ **"Happy Trainees" recommendation rate:** this is the proportion of students on an internship or work-study contract who answered "agree" or "totally agree" to the question "I recommend my company to a friend for an internship/work-study programme" according to the ChooseMyCompany survey. This indicator concerns the Telecom and Media perimeters.
- ▲ **Employee engagement rate:** this indicator is calculated on the basis of the average of four indicators from the Altice & Vous barometer - an internal survey aimed at employees - namely satisfaction with the situation in the company, recommendation of the company as an employer, adherence to the company's future orientations and pride in belonging. The rate concerns the Telecom and Media perimeters as well as the Ivory, SFR FTTH and SMR entities, which are not included in the perimeter of the NFPS.
- ▲ **Share of new recruits under the age of 30** this is the share of employees under the age of 30 among the total number of new permanent employees. This indicator does not take into account changes between Telecom companies or between Telecom support companies.
- ▲ **Gender equality in the workplace index:** this index is calculated from the Ministry of Labour's evaluation grid. This index is only regulated in France and therefore only concerns the Telecom and Media perimeters.
- ▲ **Overall employment rate of employees with disabilities:** is the ratio between the number of employees declared to be disabled and the total number of employees at the end of the period. This indicator concerns only the Telecom perimeter, excluding SFR Distribution.

## Environmental data

- ▲ **Reduction of electricity consumption in relation to customer use:** electricity consumption in relation to customer use is calculated from the ratio between the annual electricity consumption of the network sites and the annual peak of data use by our customers. This indicator therefore concerns the Telecom perimeter only. The reduction in electricity consumption in relation to customer use is calculated in relation to the value for the year N-1.
- ▲ **Emissions per employee:** they are calculated from the ratio between the CO2 emissions of scopes 1 and 2 and the average annual number of employees.
- ▲ **Share of refurbished boxes:** this indicator is calculated from the ratio between the number of boxes collected, refurbished and returned to the circuit and the total number of boxes collected. This indicator therefore specifically concerns the Telecom perimeter.
- ▲ **Share of mobile trade-ins:** 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. This indicator relates specifically to the Telecom perimeter.

## Quality of service and ethics data

- ▲ **4G coverage rate:** this indicator, which only concerns the Telecom perimeter, is calculated based on the rate of population covered by the number of 4G sites commissioned. The population coverage rate is calculated from the Pitney Bowes population base. This indicator is regularly audited by Arcep.
- ▲ **Number of marketable FTTH/FTTB sockets:** this indicator is calculated from the number of FTTH and FTTB sockets commissioned and marketable. It specifically concerns the Telecom perimeter.
- ▲ **Number of municipalities covered by 5G:** the municipalities considered to be covered by 5G are the municipalities for which the population rate covered by 5G is significant. This indicator therefore specifically concerns the Telecom perimeter.
- ▲ **Percentage of employees made aware of anti-corruption issues:** this indicator is calculated based on the ratio between the number of employees made aware of anti-corruption issues, particularly through e-learning programmes, and the total number of employees. This indicator specifically concerns the Telecom perimeter.
- ▲ **Growth rate in the number of employees made aware of the risks of cyber attacks:** it is calculated by comparing the number of employees made aware of the risks of cyber attacks in 2019 and 2020.

### e. Data collection and control methods

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

A specific, centralised reporting tool was set up in 2018 to improve and make the collection of non-financial environmental data more reliable. 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.

### 3. External audit and report of the Independent Third-Party Body

The information published in this Non-Financial Performance Statement has been verified by an Independent Third-Party Verification Body which verifies:

- ▲ the consistency of the Statement with the provisions of Article R. 225-105 of the Commercial Code;
- ▲ the accuracy of the information provided pursuant to 3° of I and II of Article R. 225-105 of the Commercial Code, i.e. policy outcomes including key performance indicators and actions implemented in light of the principal risks.

The nature of the work carried out and the conclusions are presented below.

## Report by one of the Statutory Auditors, appointed as independent third party, on the consolidated non-financial statement

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*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.*

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For the year ended 31 December 2020

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 (Comité Français d'Accréditation or COFRAC) under number 3-1049<sup>1</sup>, we hereby report to you on the consolidated non-financial statement for the year ended 31 December 2020 (hereinafter the "Statement"), included in the entity's Management Report pursuant to the requirements of articles L. 225-102-1, R. 225-105 and R. 225-105-1 of the French Commercial Code (Code de commerce).

### Responsibility of the entity

The Management Board's is responsible for preparing the Statement, including a presentation of the business model, a description of the principal non-financial risks, a presentation of the policies implemented considering those risks and the outcomes of said policies, including key performance indicators.

The Statement has been prepared in accordance with the entity's procedures (hereinafter the "Guidelines"), the main elements of which are presented in the Statement and available upon request at the entity's head office.

### Independence and quality control

Our independence is defined by the requirements of article L.822-11-3 of the French Commercial Code and the French Code of Ethics (Code de déontologie) of our profession. In addition, we have implemented a system of quality control including documented policies and procedures regarding compliance with applicable legal and regulatory requirements, the ethical requirements and French professional guidance.

### Responsibility of the Statutory Auditors appointed as independent third party,

On the basis of 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 information provided in accordance with article R.225-105 I, 3° and II of the French Commercial Code, i.e., the outcomes, including key performance indicators, and the measures implemented considering the principal risks (hereinafter the "Information").

However, it is not our responsibility to comment on the entity's compliance with other applicable legal and regulatory requirements, nor on the compliance of products and services with the applicable regulations.

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1) Accreditation Cofrac Inspection, number 3-1049, scope available at [www.cofrac.fr](http://www.cofrac.fr)

## Nature and scope of our work

The work described below was performed in accordance with the provisions of Article A.225-1 et seq. of the French Commercial Code, as well as with the professional guidance of the French Institute of Statutory Auditors (Compagnie nationale des commissaires aux comptes or CNCC) applicable to such engagements and with ISAE 3000<sup>1</sup> :

- ▲ we obtained an understanding of all the consolidated entities' activities, and the description of the principal risks associated;
- ▲ we assessed the suitability of the criteria of the Guidelines with respect to their relevance, completeness, reliability, neutrality and understandability, with due consideration of industry best practices, where appropriate;
- ▲ we verified that the Statement includes each category of social and environmental information set out in article L.225-102-1 III;
- ▲ 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 principal risks, 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 presents the business model and a description of principal risks associated with all the consolidated entities' activities, including where relevant and proportionate, the risks associated with their business relationships, their products or services, as well as their policies, measures and the outcomes thereof, including key performance indicators associated to the principal risks;
- ▲ we referred to documentary sources and conducted interviews to:
  - assess the process used to identify and confirm the principal risks as well as the consistency of the outcomes, including the key performance indicators used, with respect to the principal risks and the policies presented;
  - corroborate the qualitative information (measures and outcomes) that we considered to be the most important presented in Appendix. Concerning certain risk<sup>2</sup> 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<sup>3</sup>.
- ▲ we verified that the Statement covers the scope of consolidation, i.e. all the consolidated entities 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 has put in place and assessed the data collection process to ensure 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 Appendix, 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 the definitions and procedures and reconcile the data with the supporting documents. This work was carried out on a selection of contributing entities and covers between 27% and 100% of the consolidated data selected for these tests;
- ▲ we assessed the overall consistency of the Statement based on our knowledge of all the consolidated entities.

We believe that the work carried out, based on our professional judgment, is sufficient to provide a basis for our limited assurance conclusion; a higher level of assurance would have required us to carry out more extensive procedures.

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1) ISAE 3000: international standard on assurance engagements other than audits or reviews of historical financial information

2) Employment and social relations, Circular economy and waste management, Accessibility of services, Security and confidentiality of customer data, Business continuity, Human rights, Responsible purchasing

3) SFR SA, SFR Fibre, SFR Business Distribution, Completel et SRR



### **Means and resources**

Our work was carried out by a team of five people between January and March 2021 and took a total of four weeks.

We were assisted in our work by our specialists in sustainable development and corporate social responsibility. We conducted about ten interviews with the people responsible for preparing the Statement.

### **Conclusion**

Based on the procedures performed, nothing has come to our attention that causes us to believe that the non-financial statement is not presented in accordance with the applicable regulatory requirements and that the Information, taken as a whole, is not presented fairly in accordance with the Guidelines, in all material respects.

### **Comment**

Without modifying our conclusion and in accordance with article A. 225-3 of the French Commercial Code, we have the following comments:

▲ As specified in the "Methodological Note", the Declaration having been implemented for the first time in fiscal year 2020, it does not present historical comparability and the performance indicators are presented on restricted perimeters, in particular the social indicators, which cover between 80% and 100% of the workforce.

Paris-La Défense, on February 26th 2021

KPMG S.A.

Anne Garans  
Partner  
Sustainability Services

Grégoire Menou  
Statutory Auditor

# APPENDIX

## Qualitative information (actions and results) considered most important

Actions in favor of diversity, equal opportunities and non-discrimination  
Results of the employee engagement survey "Altice France & Vous"  
Measures taken and agreements signed in favor of employment and social dialogue  
Actions to reduce energy consumption and greenhouse gas emissions  
Charter on the eco-design of fixed product packaging  
Measures taken in favor of the security and confidentiality of customer data  
Policies for ethical business conduct  
Policies in favor of respect for Human Rights  
CSR assessment of suppliers  
Donations, patronage and partnerships with the regions  
Actions taken for better accessibility of services  
Awareness of the fight against cyber attacks

## Key performance indicators and other quantitative results considered most important

Total workforce at the end of the period  
Number of permanent hires  
Percentage of employees having received training  
Share of women out of all hires  
Number of employees with disabilities  
Annual reduction in electricity consumption in relation to customer use  
Share of refurbished boxes  
Share of mobiles trade-ins  
Carbon intensity per thousand euros of turnover  
Percentage of employees made aware of anti-corruption issues