Non-financial Performance Statement 2024

Altice France Group

SFR | altice

Editorial.

Arthur DREYFUSS
Altice France Chairman and CEO

2024 marks a turning point in Altice France's strategy. Following the divestment of its media assets, the Group has refocused on its Telecom business and its iconic SFR brand. This shift is embodied in the launch of SFR imagine, an internal mobilisation plan built around a bold ambition: to reclaim the position of France's favourite operator by offering the best value for money on the market by 2028. With SFR imagine, we are reaffirming our purpose and driving force: to enable all our customers to live confidently in a connected world.

This past year has also seen us strengthen our commitments to ethics, notably with the update of the Code of Ethics for our Telecom operations. On the sustainability front, we have defined a more ambitious environmental policy, Le Cap, accompanied by a cross-functional action plan currently being rolled out across our subsidiaries. An initial emissions reduction trajectory has been

"We will continue to develop our sustainable, supportive and ethical initiatives"

filed with the Science Based Targets initiative for the Telecom division - Continental France scope.

The Group has stepped up its efforts in fostering youth inclusion and increasing the representation of women in technical roles by forging new partnerships with the Génération Numérique, Time2Start and Elles bougent associations. These initiatives are in line with our ambitious work-study policy and our Careers for Women programme, which aim to help young people enter the job market and support the professional development of women. Finally, the Group continued its recruitment drive throughout the year, encouraging internal promotions and meeting its targets for the recruitment of people with disabilities.

We are approaching 2025 with renewed energy and a shared determination to carry forward an ambitious, unifying corporate project, driven by a commitment to each and every one of our customers. We will continue to develop our sustainable, solidarity-based and ethical initiatives across local communities. This is a key focus for an engaged company like ours.

Contents.

1. Business Model

1.

The activities and challenges of the Altice France Group

As a key player in telecoms and outsourcing, the Altice France group[1] (hereinafter "the Group" or "The Altice France Group") provides everyone with a comprehensive range of telecommunications services and customer relationship outsourcing solutions. Through the synergy of its activities, it participates in the creation of collective value for the benefit of its stakeholders and society as a whole. Its strategy is structured around several development axes:

- **investment to roll out and maintain increasingly high-performance and very high-speed communications networks;**
- **innovation and support for the public with technical expertise (deployment, cybersecurity, customer service, etc.);**
- **and improving the multi-channel customer experience to meet customer needs as closely as possible.**

Human challenges

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

Environmental challenges

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

Technological challenges

The rollout of 5G and Fibre, investment in new technologies, advances in Artificial Intelligence (AI), the provision of innovative services and data protection are the main technological challenges that the Altice France Group is working to meet.

Economic challenges

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

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

Telecom division

Through its Telecom division, which is made up of the Telecom division - Continental France[2], the Telecom division - French Outermost Regions[3] (FOR) and the MVNOs[4], the Altice France Group is a key player in telecommunications serving more than 26 million customers. The Telecom division is present in various markets, whether for individuals, businesses, operators or local authorities. With a very high-speed fixed and mobile network covering the entire French region, the Telecom division enables everyone to take advantage of all the possibilities offered by digital technology. These potentialities give high-speed infrastructures their full effect in accelerating economic development and modernising society.

Intelcia

Intelcia[5] is a major player in customer relations, offering its customers a complete range of outsourcing services based on digital solutions and artificial intelligence in particular.

Altice Technical Services

Altice Technical Services (ATS)[6], via ERT Technologies, specialises in the design, construction, operation and maintenance of network infrastructures. This expertise is used to develop and maintain a high-quality telecommunications network for the Altice France Group.

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(1) The scope of the Altice France Group's non-financial reporting is defined in the "Key performance indicators reporting methodology" section of the document (see section 3, Reporting perimeter).
(2) The Telecom division - Continental France comprises the following entities: SFR, SFR Fibre (including activities in Corsica for these two entities), Completel and SFR Distribution. All these entities are consolidated within the non-financial reporting of the Altice France Group.
(3) The Telecom division - French Outermost Regions comprises several entities, of which only SFR Réunion (hereafter SRR) is consolidated within the non-financial reporting of the Altice France Group.
(4) Mobile Virtual Network Operators. MVNOs are not consolidated within the non-financial reporting of the Altice France Group.
(5) Only Intelcia's activities in its French-speaking market are part of the Altice France Group.
(6) ATS groups together several entities, of which only ERT Technologies is consolidated in the non-financial reporting of the Altice France Group.

Value creation at the Altice France Group

To report on its growth and shared value creation strategy, the Altice France Group has formalised its business model in accordance with the guidelines of the International Integrated Reporting Council (IIRC). It therefore incorporates as an input the capital used in the form of resources, which subsequently generate value for the Group and all its stakeholders. Unless otherwise stated, the figures presented are aggregated for all consolidated entities within the extra-financial reporting of the Altice France Group.

Telecom division
Continental France/FOR/MVNO

Deployment, design and operation of electronic communications networks
Provision of electronic communications services
Sales of mobile terminals, accessories and connected objects
Support for digitalisation

Intelcia

Customer Relations
Business Process Outsourcing (BPO)
IT consulting and digital solutions

Altice Technical Services

Deployment and maintenance of communication networks
Technical studies: design and engineering

Industrial and commercial capital

Our resources
- **More than 39.7 millions** fibre optic connections (FTTH / FTTB[1])
- **874 M€** in Network Investments in the Telecom division - Continental France
- **More than 30** call centres across Europe and Africa

Our value creation
- **10,368.4 M€** in revenue
- **2nd** largest French telecom operator
- **More than 26 millions** Telecom customers
- **More than 11,500** municipalities connected to 5G
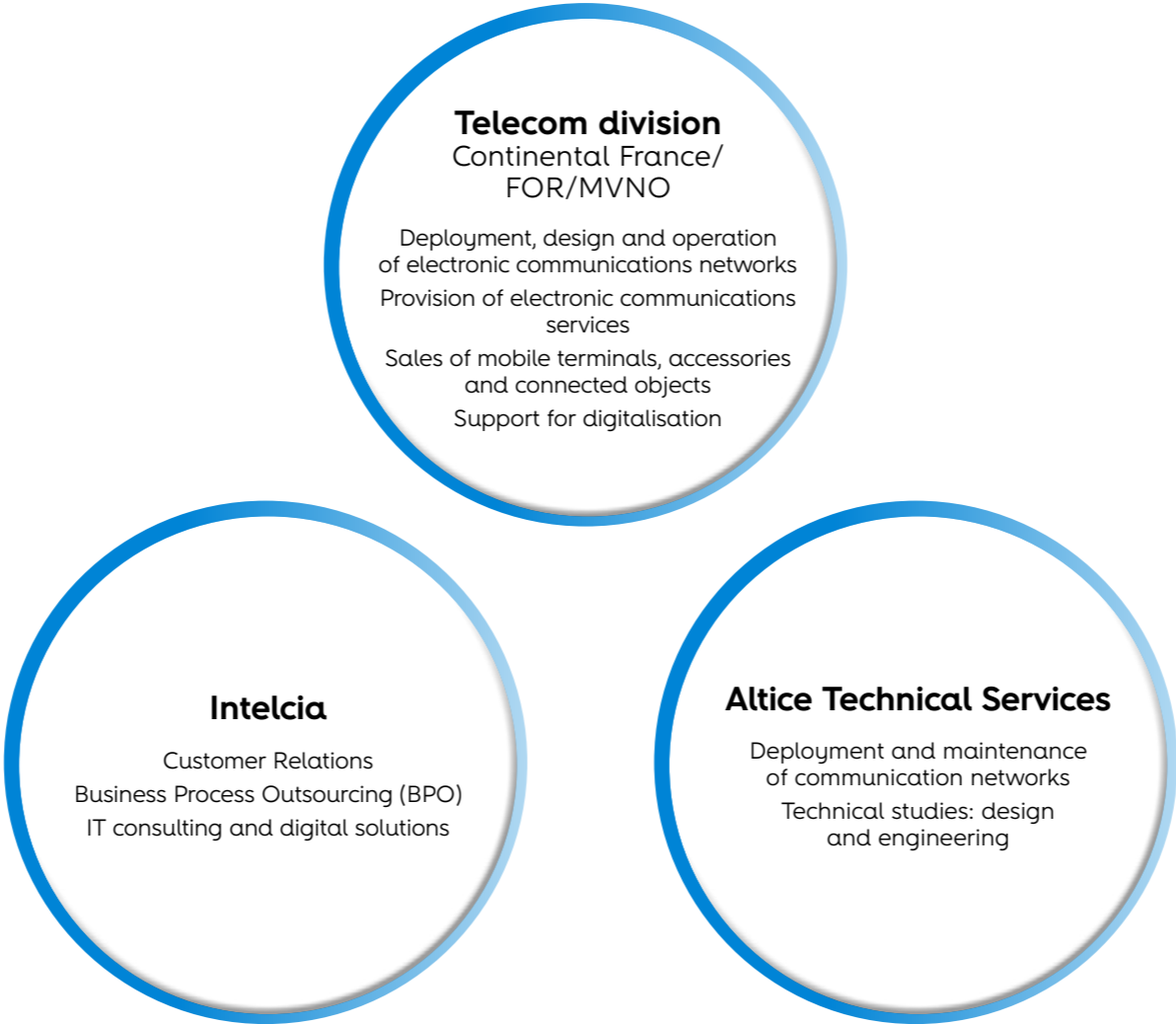
Social capital

Our resources
- **762** employees with disabilities
- **2,642.1 M€** in purchases and subcontracting
- **1** Corporate foundation (SFR Foundation)
- **30%** of people excluded from the labour market among Intelcia hires

Our value creation
- **140** projects and initiatives supported by associations and social enterprises
- **1 million euros** donated to partner associations by the SFR Foundation
- **471** CSR assessments of the Continental France Telecom division's suppliers since 2016

Environmental capital

Our resources
- **798 GWh** of energy consumed
- **138,848 m³** of water consumed

Our value creation
- **16%** of renewable energy
- **68%** of refurbished boxes, including **94%** of non-obsolete boxes
- **47%** recovery of WEEE(1) in the Telecom division - Continental France and ERT Technologies
- **50%** re-use of EEE[1] in the Telecom division - Continental France and ERT Technologies
- **Greenhouse gas emissions reduction trajectory** submitted for validation to the Science-Based Targets Initiative (SBTi) for the Telecom division

Intellectual capital

Our resources
- **Partnerships** with government institutions (ANSSI[1])
- **IT[1] and cybersecurity expertise**

Our value creation
- **ISO 27001 + HDS[1] certification** for the Telecom division - Continental France[2]
- **ISO 27001 certification** for Intelcia[3]

Human capital

Our resources
- **1,174.1 M€** personnel costs
- **37,306** Altice France Group employees[4]
- **683** Telecom division and ERT technologies work-study trainees

Our value creation
- **More than 1.2 million** hours of training
- **1,002** participants in personal safety training courses provided by the Telecom division
- **102** agreements signed with the social partners of the Telecom division
- **6,217** permanent hires

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(1) See index.
(2) The Telecom division - Continental France is ISO 27001 and HDS certified for the corporate market, covering cloud computing services (Cloud V3) and colocation hosting across 8 data centers: Aubervilliers (integrated in 2024), Bordeaux, Courbevoie, Rennes (integrated in 2024), Strasbourg, Trappes, Val de Reuil, and Vénissieux.
(3) Intelcia is ISO 27001 certified for all its sites in Morocco, Cameroon, Côte d'Ivoire, Senegal, Mauritius, Madagascar and France.
(4) Average annual headcount (full-time equivalent).

Dialogue with stakeholders

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

STAKEHOLDERS	SUBCATEGORIES	ISSUES	SDG	DIALOGUE PROCEDURES
Employees	Employees and non-employees Management bodies Works Council Staff representatives	Career management, jobs and skills Creating sustainable jobs Quality of life and well-being at work Social dialogue Employee health and safety Fair and transparent remuneration system		Employee satisfaction surveys Sharing and discussion forums with regular presentations by senior executives Discussions and negotiations with social partners
Customers	Consumer customers Business customers	Risk management and business continuity Transparency and fulfilling commitments to customers Customer satisfaction and product/service quality Accessibility of offers to the greatest number of people Data protection, security and confidentiality Product innovation		Customer satisfaction surveys: • "Voted Customer Service of the Year" for Intelcia; • Net Promoter Score (NPS) surveys for SFR; • Meeting with customer ambassadors (REDactors) for RED by SFR.
Investors	Investors and shareholders Rating agencies Banks, credit institutions and insurance companies	Risk management and business continuity Product innovation Data protection, security and confidentiality Customer health, safety and security Responsible strategy		Ongoing dialogue with the Altice Group Lux Investor Relations Department Regular exchanges with financial players
Business partners	Suppliers of products and services Service providers Subcontractors	Responsible purchasing Sustainable supplier relations Anti-corruption efforts Respect for human rights in the value chain		Ongoing dialogue with business partners as part of contractual relations CSR assessment of the most critical suppliers and monitoring of the action plans put in place for the Telecom division - Continental France Evaluation of third parties and compliance monitoring for the Telecom division - Continental France
Associations, NGOs(1) and the media	Associations and NGOs International and local media	Transparency and respect for commitments to customers Respect for the rights of people in the value chain Diversity, equal opportunities and non-discrimination		Regular dialogue with the departments responsible for relations and partnerships in each subsidiary
Local communities / civil society	Local communities and residents	Economic and social development of the regions in which it operates Support for projects of general social, solidarity-based or environmental interest		Support for local and community players, in particular through the actions of the SFR Foundation and Intelcia's commitment policy
Institutions	Public bodies, institutions and local authorities Professional federations	Risk management and business continuity Transparency and fulfilling commitments to customers Fair competition and intellectual property Responsible strategy		Participation of SFR in various working groups with French operators and institutions, including: • the AGEC(2) law working group, with ADEME(3); • the meetings and working groups of the "Fédération Française des Télécoms(4)" (FFT), of which SFR is a member; • the working group with Ekho and the InfraNum federation for creating a sectoral guide on quantifying greenhouse gas emissions in the telecommunications sector.
Environment and ecosystems	Soil, air, water, biodiversity (marine and terrestrial)	Mitigating climate change Adapting to climate change Resource consumption and digital sobriety Limiting waste and pollutants Ecodesign and the circular economy Biodiversity and ecosystems		The Altice France Group is committed to considering environmental challenges associated with its activities and has implemented a dedicated policy, "Le Cap", as well as a specific Eco-Responsibility Charter for Intelcia.

2. CSR risks and issues

2.

An analysis of the Group's challenges, to promote sustainable performance

The Altice France Group built a materiality matrix in 2022, an essential tool for managing its performance. It includes several levels of analysis, including the essential level of CSR risks.

Throughout this study, the Altice France Group, accompanied by the specialist firm Goodwill Management, carried out consultations with its managers, directors, employees and external stakeholders, such as its customers, partners and suppliers. These discussions helped to highlight the most significant issues for the Group's activity as well as the expectations and concerns of internal and external stakeholders. Through the results of this study, the Group was able to analyse 30 issues arising from the ISO 26000 standard and define its priorities for action.

ISO 26000 principles	Risks	Paragraphs of the NFPS detailing the policies and projects implemented, results and performance indicators	Key issues of the matrix	Priorities resulting from the materiality
Responsible and sustainable governance	Business continuity	Business model Business continuity, a priority for the Altice France Group Anticipating the risks of climate change Ensuring first class Internet access and customer service for everyone	Risk management and business continuity Transparency and respect for commitments to customers	2
	Responsible strategy & Stakeholder relations	Business model A pragmatic social dialogue Business ethics	Responsible strategy Dialogue with stakeholders	2
Environmental protection	Climate change	Anticipating the risks of climate change Raise awareness: for increasingly engaged customers and employees Study to control environmental impact and associated risks A low-carbon strategy based on emission reduction trajectories Achieving greater energy sobriety and efficiency Decarbonising transport and travel	Climate change mitigation Climate change adaptation Responsible consumption and raising customer awareness	1
	Biodiversity	Understanding interactions with ecosystems Limiting the Group's impact and preserving resources Protecting biodiversity and restoring ecosystems	Biodiversity and ecosystems Limiting waste and pollutants (air, soil, water, etc.) Responsible consumption and raising customer awareness	3
	Circular economy	Extending the lifespan of equipment and promoting the circular economy Raise awareness: for increasingly engaged customers and employees	Ecodesign and the circular economy Consumption of resources and digital sobriety Responsible consumption and raising customer awareness Limiting waste and pollutants (air, soil, water, etc.)	2
Human rights	Information Security and Data Ethics	Information security within the Altice France Group	Data protection, security and confidentiality Customer health, safety and security	1
	Human rights and fundamental freedoms	Business model Attract talent and integrate young people into the Group Professional equality: ensuring equality between women and men Supporting the employment of people with disabilities Ensuring shared ethical standards in business and data management	Respect for people's rights in the value chain Diversity, equal opportunities and non-discrimination	2
Customer interests	Product and service quality & Innovation	Ensuring first class Internet access and customer service for everyone Developing innovative services for customers using AI Making services accessible to all	Customer satisfaction and quality of products and services Product innovation	1
	Digital inclusion	Make digital technology an opportunity for all	Accessibility of offers to as many people as possible	4
Responsible working relationships and conditions	Employability & stability	Developing employees skills to drive the innovations of today and tomorrow A pragmatic social dialogue	Creation of sustainable jobs Social dialogue	3
	Talent management	Attracting talent and integrating young people into the Group Living well together Work organisation and remuneration within the Altice France Group	Fair and transparent remuneration system Quality of life and well-being at work Employee health and safety Career, jobs and skills management	2
Local development and investment in local communities	Investment in local communities and creating shared value	Acting for greater equality, inclusion, and solidarity	Economic and social development of the territories where it operates Support for social, solidarity or environmental projects of general interest	3
Business ethics and fair practices	Business ethics	Business ethics	Responsible purchasing Sustainable supplier relations Fair competition and intellectual property Prevention of corruption	2

Business continuity, a priority for the Altice France Group

The risk of business interruption refers to a situation where the Group's operations are seriously compromised due to a major crisis or disaster. The causes can vary and may arise from an event affecting the availability of facilities (destruction caused by fire, explosion, flood, cyberattack, and more), IT systems, personnel (pandemic, social movement, amongst others) or a critical supplier or subcontractor (power blackout, for example).

Closely tied to its risk management strategy, the Altice France Group has implemented a business continuity policy and a set of resilience strategies to address risks that could disrupt the operation of its essential activities and, thus, ensure the optimal maintenance of its services.

The policy is designed to protect the Group's essential activities, safeguard its personnel, preserve the interests of its clients and partners, maintain its reputation, and ensure compliance with legal and regulatory obligations.
It applies to all the departments of the Telecom division - Continental France and the Telecom division - FOR of the Altice France Group, with the following measures:

- creation of an organisation responsible for business continuity by implementing Altice France's policy across each department (assigning specific responsibilities and allocating the necessary resources).

- monitoring and controlling the system to assess its effectiveness, in particular through regular exercises and tests of the various business continuity plans;

- crisis monitoring and surveillance, in coordination with the other safety channels.

Planning a comprehensive and appropriate response strategy

The approach is structured around a Business Continuity Plan (BCP) designed to address scenarios where resources critical to maintaining essential activities - such as key personnel, premises, workstations, information systems, or key service providers - become unavailable.
In compliance with ISO 22301, the Group's Business Continuity Management System (BCMS) is based on the cycle of: "plan, do, check and act" to implement, maintain and continuously improve the effectiveness of the BCMS.

The decision to spread the Group's activities and infrastructure across several geographically dispersed sites in France contributes to an organisation that is inherently more resilient.
Operational solutions are ready to be deployed and vary according to the disruptive event and its impact on the business: IT continuity plan, cross-backup recovery plan (User Fallback Plan), remote working solution, activity distribution strategies, amongst others.
The Business Continuity Plan comprises a network of 28 BCP managers (business divisions, subsidiaries) and is organised around the BCP monitoring and coordination unit and the Decision-Making Crisis Unit, in liaison with the Executive Committee, which sets guidelines and priorities, including activation of the BCP.

Evaluating the systems put in place and ensure continuous improvement

A number of exercises to prepare for different crisis scenarios were carried out in 2024, including:

- taking part in government exercises to prepare and test responsiveness and the ability to form part of the chain of command in the event of a major crisis, as part of the preparations for the 2024 Olympic and Paralympic Games and as part of an earthquake exercise organised by the Alpes Maritimes prefecture;

- a crisis exercise in the event of flooding on the Seine, as part of the IT contingency plan;

- a cyber crisis exercise,

- scheduled service continuity tests on sensitive telecommunications network equipment;

- regular tests to assess the ability to move target employees to a planned fallback site in the event of the system being activated (network supervision, sensitive activities, amongst others).

In addition, at the end of 2024, SFR updated its assessment of the vulnerability of fixed and mobile networks to the risk of exceptional flooding of the Seine, based on the latest data made available by the DRIEAT[1] (new maps of the hazards associated with rising water tables and the resulting new ENEDIS vulnerability maps). The objectives are to update the Flood BCP and associated crisis management, reduce SFR's vulnerability and improve its resilience to this risk, and take part in the next SEQUANA exercise[2] organised by the public authorities.

Feedback from the 2024 Olympic and Paralympic Games

As part of the BCP, the Altice France Group activated a weekly Group steering committee to prepare for the 2024 Olympic and Paralympic Games.
Security perimeters and traffic restrictions required adjustments to work organisation, with a significant shift to remote work for all employees in the Île-de-France region. Employees identified as essential for maintaining telecom event coverage were provided with professional travel permits and accreditations.
After three years of preparation, the deployment of enhanced measures and the strong mobilisation of teams involved in network resilience and improvement, SFR's network coverage achieved record results, with continuous availability of the mobile network and mobile customer data speeds maintained at a high level.

Telecommunications activities met the challenges of this international sporting event: continuity of services, maintaining availability and quality for all customers. Network capacity was increased and cyber security vigilance was stepped up.

Anticipating the risks of climate change

Adapting to climate change, alongside mitigation efforts, is a critical priority in addressing global climate challenges. Aware of these increasingly pressing issues, which intensify year after year, the Altice France Group is mobilising to anticipate climate risks that could impact its operations.

Analysis and mapping of major climate risks

A science-based approach

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

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

This methodology has made it possible to project the global and local consequences of changes in weather conditions over the medium and long term on the activities of the Telecom division - Continental France.

Business as Usual Scenario: preponderance of physical risks

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

Ecological Transition Scenario: anticipating the societal changes of the transition

Transition risks stem from the anticipated consequences of transforming economic models to enable compliance with the Paris Climate Agreement (2015). With this in mind, the Telecom division - Continental France is anticipating changes in demand and developments linked to a market less dependent on fossil fuels. These risks are likely to have an impact on the activities of the Telecom division - Continental France, in particular through an increase in energy costs which may require investments to improve the energy efficiency of installations, more difficult access to certain materials or risks of non-compliance with new non-financial requirements.

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

A process of adaptation and resilience

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

(1) Its overarching goal is to keep "the increase in global average temperature well below 2°C above pre-industrial levels" and to continue efforts "to limit the temperature increase to 1.5°C above pre-industrial levels". **L'Accord de Paris** | CCNUCC.

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3.

Governance of the Altice France Group

3. Governance of the Altice France Group

A dedicated governance to more sustainable performance

The Altice France Group has set up governance systems at the highest level, including committees that meet regularly. This organisation ensures performance, compliance with national, European and international regulations and data protection in each of its activities.

This governance set-up aims to ensure that principles of accountability and transparency are respected and the interests of internal and external stakeholders are taken into account, while guaranteeing respect for human rights and the environment.

Arthur DREYFUSS
CEO Altice France

Executive Committee

- Environmental, Social and Governance Committees
- Information Security Relay
- Compliance Officer
- Data Protection Officer

Mathieu COCQ
SFR Chairman and Chief Executive Officer

- Environment, Social and Governance Relays
- Information Security Relay
- GDPR[1] Relay
- Compliance Officer

SFR   RED BY SFR   SFR BUSINESS

Karim BERNOUSSI
Co-Founder and CEO Intelcia

Executive Committee

- Compliance Officer
- Data Protection Officer
- Corporate CSR Manager

Karim BERNOUSSI
Co-Founder and CEO

- Operational Processing Managers (OPM) Network
- Regional Compliance Officers

intelcia

Mathieu LE RENARD
CEO ERT Technologies

Executive Committee

- Compliance Officer
- Data Protection Officer
- Environment, Social and Governance Sponsor

Mathieu LE RENARD
Chief Executive Officer

- Environment, Social and Governance Referent
- Environment, Social and Governance Operational Relays

ERT TECHNOLOGIES

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(1) General Data Protection Regulation.

3.

Sustainable development strategy

Altice France, an engaged player

Ambition #1
Make digital technology an accelerator for talent

Make diversity a vector of performance, motivation and development for the company and its employees and thus act in favour of equal opportunities.
- Promote the employment of young people and support them in building their professional future.
- Promote gender equality (recruitment, career development, amongst others); work-life balance and fight against gender stereotypes.
- Support the integration and retention of people with disabilities.
- Support the development of all employees and encourage their professional advancement.

Ambition #2
Make digital technology an ally of the ecological transition

Reduce the environmental impact of the Group's activities and work towards a digital environment that serves the ecological transition.
- Reduce greenhouse gas emissions by 42% by 2030 compared with 2022.
- Avoid, reduce or offset all greenhouse gas emissions by 2040 for scopes 1 and 2.
- Avoid, reduce or offset all direct and indirect greenhouse gas emissions by 2050 for scopes 1, 2 and 3.
- Develop products and services to help reduce energy consumption and preserve ecosystems.

Ambition #3
Make digital technology a tool for inclusion

Act in favour of digital inclusion and equal opportunities and make employee engagement an accelerator for solidarity initiatives.
- Make digital technology an opportunity for all: develop digital inclusion in the regions by equipping, connecting or training 100,000 people by 2025.
- Because everyone deserves a chance: support the professional integration of 8,000 young people per year from working-class backgrounds, with the partner associations of the SFR Foundation.
- SFR teams mobilised for greater solidarity: conduct solidarity initiatives throughout the country ("Pièces Jaunes", "Sidaction", amongst others).

4.
SFR imagine
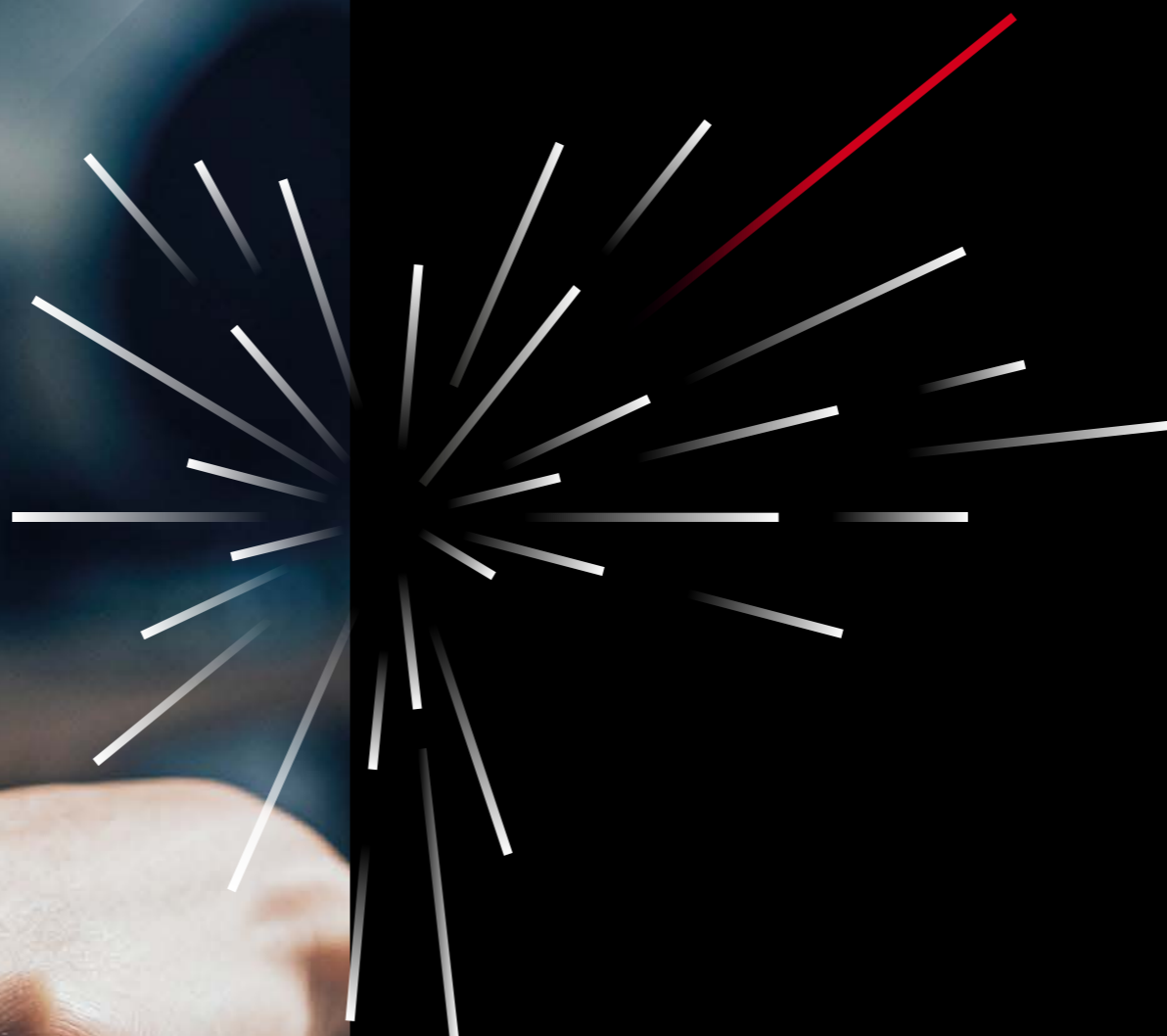
4. SFR imagine

In the autumn, SFR launched an internal mobilisation project to build the SFR of tomorrow. This vision and its practical implementation have been developed with the Executive Committee and a large number of employees. This corporate project, entitled SFR imagine, is built around a core purpose: enabling everyone to live confidently in a connected world, by combining expertise with a human touch.

SFR imagine embodies an ambitious goal: to be recognised as the preferred operator, offering the best value for money on the market. To achieve this, SFR must offer products and services that are simple and straightforward, an excellent quality of technical service and ensure that every customer interaction is an opportunity to make a difference - every employee's contribution to these objectives is essential.

SFR imagine's values are built around the customer: customer centricity, collaboration, excellence, boldness, commitment.

To achieve this ambition, 5 strategic pillars have been defined:
- strengthening customer engagement;
- enhancing the value proposition;
- driving and embodying the SFR's transformation;
- developing talent;
- improving efficiency and fostering excellence.

This new impetus is reflected through a range of transformation projects, including the "Plan Marshall NPS[1]", "AGITE", the redesign of the "Ambassadors Programme", the new "Stream" project methodology as well as initiatives around AI[2], offering concrete evidence of progress toward achieving its corporate goals.

Plan Marshall NPS: the aim of this plan is to enhance service quality and customer experience by ensuring efficient issue resolution from the first contact, eliminating repeated failures, simplifying the customer journey and guaranteeing an optimal relationship at every touchpoint. Initially launched for the consumer segment, the plan was expanded to business customers and operators at the beginning of 2025.

Agite: this programme to modernise SFR's IT tools, built on streamlined business processes, is at the heart of the SFR imagine corporate project. It unites teams across all departments with a shared ambition: to reinvent SFR's information systems, delivering a simpler, more agile and more efficient experience for both customers and employees.

Ambassadors Programme: The Ambassadors Programme enables each employee to be both advocate and active participant in the SFR brand: advocate, by gaining privileged access to SFR offers and services and active participant by helping to improve the quality of the SFR customer experience. SFR imagine has set up dedicated mechanisms allowing employees to provide feedback and suggestions to improve the SFR's offerings and overall customer experience.

Stream: in recent months, an in-depth analysis of SFR's operational practices has led to the development of the new STREAM project methodology: SFR - Transversality - Rapidity - Engagement - Alignment - Methodology. The aim of the STREAM method is to prioritise high-impact projects, whether in terms of customer satisfaction (NPS) or financial performance, improve the clarity of business requirements and accelerate the delivery of solutions that truly make a difference for customers.

SFR imagine

With its expertise and close engagement, SFR allows everyone to navigate a connected world with confidence.

Collaboration   **Commitment**
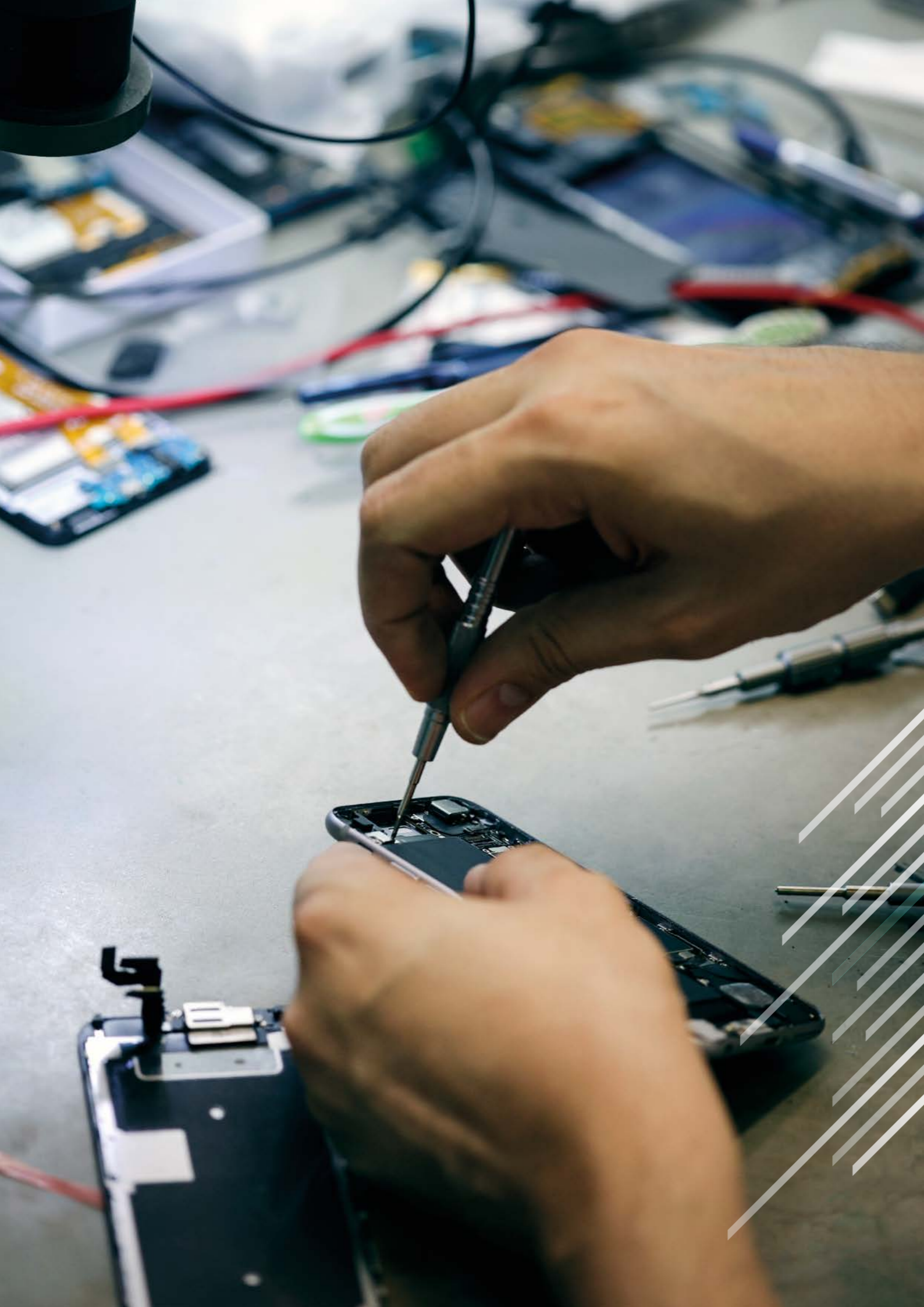
Customer

Boldness   **Excellence**

5. Our Commitments

5.

Offering high-quality, simple, and innovative products and services

Through its various business units, the Altice France Group offers a wide range of services: internet access, fixed and mobile telephony, customer relations and cyber security services. The Altice France Group strives to offer all of its customers the best quality and accessibility for each of its services and to enable everyone to benefit from the latest innovations.

Ensuring first class internet access and customer service for everyone

I. Via a mobile etwork

Rollout of a high-performance 5G network

Through the rollout of its 5G network throughout France, the Telecom division – Continental France is responding to users' demand for speed and efficiency, as well as the uses of the future in the fields of the Internet of Things, Industry 4.0[1] and telemedicine[2].

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

SFR is gradually rolling out its latest-generation core network to provide the best possible services to its customers, such as the 5G Stand Alone (SA), an evolution of the 5G network, making it totally independent of the 4G network and including new functionalities such as network slicing[3]. In this new phase, SFR is being supported by Nokia, a leader in cutting-edge communications technologies. In December 2023, SFR activated 5G SA at the same time as the launch of a new 5G SA B2B offer using the network slicing functionality. Slicing makes it possible to optimise the use of bandwidth for sensitive uses, for example during peak periods. On 23 October 2024, SFR accelerated the development of 5G SA with the first massive 5G SA switch-on in central Paris.

At the end of 2024, just four years after its launch, nearly 83% of the population was covered by 5G, with more than 11,540 municipalities benefiting from it. SFR continues to provide everyone with equal access to the latest technologies and the most innovative services.

Published in 2025, the results of the nPerf mobile internet connections barometer 2024 ranked SFR as 1st operator for overall mobile internet performance in France over the whole of 2024. The nPerf barometer is calculated using an application that allows users of different operators to assess the quality of their internet connection. The results of this study confirm the ambition of SFR, already ranked joint 1st for mobile internet performance in the 1st half of 2024 by nPerf, to offer its customers the best network quality. The work, expertise and know-how of employees also enabled SFR to be ranked 1st for mobile network upload speeds and joint 1st for 5G performance.

SFR'S 5G AT THE PARIS 2024 OLYMPICS AND PARALYMPICS

In July 2024, France hosted the Paris 2024 Olympics and Paralympics, attracting millions of tourists and the world's best athletes. SFR set up around 20 mobile infrastructures, ensured 5G coverage at all sites and deployed an extensive fibre optic network to guarantee optimal connectivity. This meant that everyone was able to fully enjoy the sporting events, whether in the stands or in front of their screens. To ensure that users benefitted from the best quality of service during the event, SFR has also made 5G available to all its mobile subscribers at no extra cost. This free migration to 5G has been accompanied by the launch of a new range that includes 5G in each of its mobile offers, to make this technology available to as many people as possible.

(1) New way of organizing means of production thanks to digital tools and the Internet, for example via connected, robotized and smart factories.
(2) Remote medical practice, such as teleconsultation.
(3) Virtual division of the network enabling the provision of differentiated services according to user needs.

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Continued involvement of SFR in the implementation of the New Deal

In January 2018, all telecom operators, the Government and Arcep[1] reached a historic agreement, the "New Deal for Mobile", aimed at generalising quality mobile coverage throughout the French territory. The following commitments were made:

- widespread rollout of 4G on all mobile networks: equip all mobile sites with 4G;
- targeted coverage: improve coverage in a localised manner to meet the needs identified by public authorities;
- coverage of transport routes: cover the main road and rail routes to enable everyone to communicate while travelling;

- progressive improvement of the quality of mobile networks: raise the standard of requirements for mobile coverage obligations and bring transparency to sites that are down or under maintenance;
- indoor coverage: provide additional solutions to enable everyone to communicate inside buildings;
- development of fixed 4G: provide a fixed service using 4G to provide additional coverage to fixed networks.

With regard to the targeted coverage mechanism, rollouts continue to progress: 785 new multi-operator 4G masts were built and commissioned by the end of 2024.

As for the rollout of 4G, SFR achieved its overall objective of upgrading its customer base to 4G by the end of 2020 (including 99,98% of shared 4G sites in underserved areas).

Concerning the coverage of priority roads, the aim was to obtain 4G coverage by the end of 2020 in "outdoor[2]" mode and by January 2022 in "in-car[3]" mode. These objectives have been achieved and SFR continues to extend its coverage beyond the initial objectives, always with the aim of offering the best quality of service to its customers.
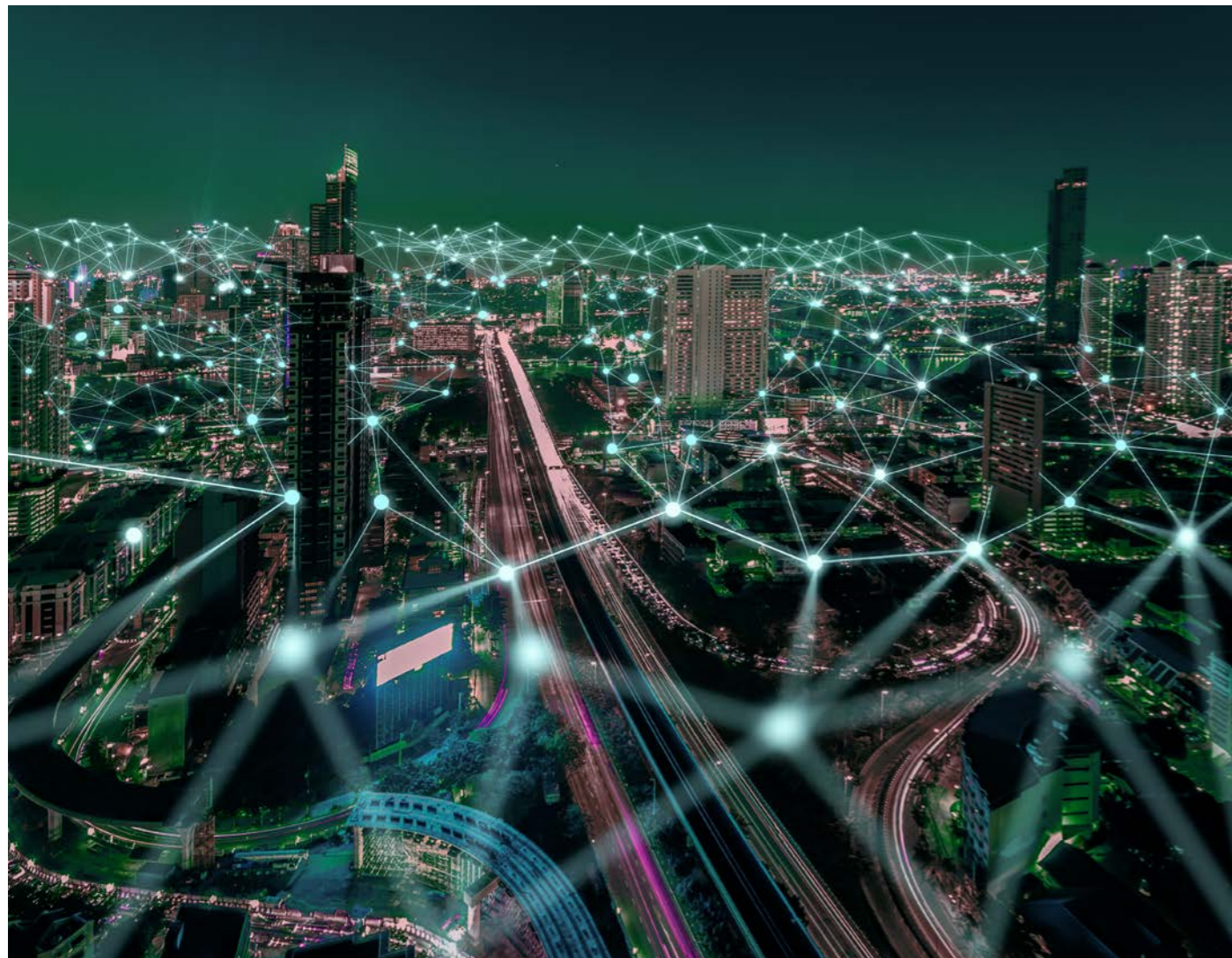
II. Via a fixed network

Fibre for all

The Altice France Group continues to invest in fixed networks, particularly very high speed via its "FTTH[4]" infrastructures, in order to offer a quality service to all citizens, regardless of their geographical location. The Group is particularly committed to deploying fibre in less dense populated areas, through XpFibre, in order to offer all French residents the best possible access to services and to fight against digital exclusion.

Nearly
3.4 million
new FTTH/FTTB connections[5] marketable (at the end of December 2024)

3,511
new municipalities eligible for fibre (i.e. more than 32,300 municipalities in total at the end of December 2024)

ERT Technologies' expertise at the service of the SFR network

For more than 20 years, ERT Technologies has been involved in the expansion of SFR's telecommunications network[6]. As part of the "Plan France Très Haut Débit[7]" launched in 2013, ERT Technlogies' technical teams have enabled fibre optic connectivity to more than 1.5 million French homes since 2021. In 2024, the company connected almost 700,000 individual and business customers. ERT Technologies is also responsible for the performance of the infrastructure through the maintenance teams deployed across continental France, who work around the clock to ensure network accessibility and provide quality service to SFR customers.

In total, more than
39.6 million
eligible connections (FTTH/FTTB) in Continental France (at the end of December 2024)

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

EdenRed, Engie, Mutavie (MACIF Group) and Dékuple Elected Customer Service of the Year 2025

Intelcia's employees, and in particular its customer advisers, work hard every day to provide a quality service both to the consumers who contact them and to the customers on whose behalf they act. This quality of service is achieved through a number of mechanisms:
- initial and ongoing training of advisers;
- setting up test areas at Intelcia sites that reproduce the environment of certain customers such as SFR (TVs, boxes, smartphones, tablets, etc.);
- mobilising the latest technologies (particularly those linked to artificial intelligence) to improve interactions with consumers and internal processes; and
- regular reporting and exchanges with our customers, so that we can work together to deliver the best possible experience for consumers.

In 2024, the mobilisation of Intelcia teams during several weeks of mystery tests enabled several Intelcia customers and partners to be elected Customer Service of the Year 2025 in their respective categories: Edenred, Engie, Mutavie (MACIF Group) and Dékuple.

Developing innovative services for customers using AI

To meet key challenges, such as the need for increasingly personalised customer interactions, optimising maintenance costs and developing more secure networks, the Altice France Group is actively deploying innovative AI-driven solutions.

By the end of 2024, nearly 100 AI use cases were identified across the operations of the Telecom division - Continental France. Network management optimisation, employee support for time-consuming tasks, enhancing fibre optic rollout and customer relations, traffic prediction for energy efficiency, improved cyberattack detection and response, optimised intervention planning to reduce delays, personalised offers for customers, are all examples of the operational application of AI within the Telecom division - Continental France and at Intelcia.

In line with the SFR Imagine corporate project and its ambition to be France's preferred telecom provider, AI is leveraged to enhance customer experience and processes. Aware of its role in social and environmental issues, the Telecom division - Continental France also supports the development of more responsible AI.

I. Improving the customer experience and optimising processes

Thanks to its end-to-end vision of the subscriber journey, the Altice France Group is constantly striving to improve its services, and in particular the quality and accuracy of the responses it provides to customers. A number of AI-driven solutions are already operational across within the Group's businesses, and many others are currently being tested. The aim is to strengthen the Group's agility, improve the quality of services delivered to customers and minimise cybersecurity risks.

E-voluciona by Intelcia: innovating to improve customer relations

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

In 2022, Intelcia capitalised on this expertise by launching E-voluciona by Intelcia in the French market, a customer experience and transformation consulting service coupled with innovative technological solutions: AI, speech analytics[2], Robotic Process Automation (RPA), smart predictive[3], virtual reality, amongst others. For example, E-voluciona offers its corporate customers the use of the AVI chatbot[4], developed in-house, or the capabilities of "u&ai", its Generative AI platform, to enhance customer relations. The customer relations sector offers a major field of application for AI, particularly in terms of the amount of data produced. By using AI to analyse the interactions between a brand and its customers, it is possible to gain a better understanding of irritants so as to offer a better customer experience. Low value-added interactions can also be automated, reducing the average time taken to process customer requests and freeing up customer advisers to focus on more complex, higher value-added tasks.

Two years after its launch in the French market, E-voluciona by Intelcia has supported around thirty international companies in various sectors in France: banking, retail, telecommunications, insurance, automotive, and more

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(1) ISO 9001 specifies quality management requirements and ISO 18295-1 specifies service requirements for customer contact centres to ensure customer satisfaction.
(2) Speech analytics: a process that extracts data and meaning from audio recordings. Speech analytics software transcribes spoken words into text and analyses them to understand their purpose.
(3) Predictive analysis involves using data to predict future behaviour or outcomes.
(4) AVI is a chatbot adevelopped by E-voluciona by Intelcia that customer service employees can use to better answer customers demand.

A partnership between SFR and Google Cloud to leverage AI for customer experience

In 2024, SFR took the integration of AI into its customer service a step further: in partnership with Google Cloud, a generative AI based on Google's Gemini model was developed and implemented in the customer service department. Gemini is a Generative AI model based on a Large Language Model (LLM). By integrating this LLM into customer service platforms, it becomes possible to analyse exchanges between customer advisers and customers to provide an instant and in-depth understanding of interactions. Thanks to this solution, SFR's customer service benefits from real-time automated support to address customer requests, provide the best solutions, and draft case follow-ups, all in significantly less time. Customer advisers also gain a better understanding of the challenges faced by customers, thereby improving the relevance of their responses. This innovation demonstrates SFR's commitment to leveraging the best technologies to strengthen the expertise of its teams and provide an optimal experience for its customers.

II. Optimising the quality of the fibre network

The rollout of fibre throughout France and the quality of the connections made by our technicians are major challenges for the Telecom division - Continental France. In a spirit of continuous improvement, the Telecom division - Continental France has used Computer Vision, the image analysis branch of AI process, via the Deepomatic solution to optimise connections on its fibre network, thanks to instant analysis of interventions carried out on street cabinets and network access points.

Deepomatic[1] is a digital platform that assists technicians in performing their interventions and optimises the quality control of field operations. The solution analyses, in real time, the quality of each photo taken by the technicians throughout the connection process, and checks the conformity of the actions taken through predefined control points. Real-time reporting validates the stage being carried out by the technician or flags any anomaly, prompting the technician to repeat the step until it meets the standard defined by the Telecom division - Continental France. The solution can also be used to identify problem areas on the FTTH network using asynchronous analysis, designed to collect any faults that can be seen on a photograph.

The use of AI enables the Telecom division - Continental France to apply high-quality standards consistently across its entire fibre network, and to reduce connection failures as well as technician callouts.

III. The Telecom division - Continental France, an engaged player in the deployment of more responsible AI

The Telecom division - Continental France is aware that the rapid growth in Internet traffic, fuelled by AI advancements, poses challenges for the transition to a more sustainable digital future. To meet sustainability goals and reduce greenhouse gas emissions amid rising service demands, digital operators must take greater responsibility.

To this end, SFR and the Telecom division in general are actively working to reduce the environmental impact of their networks and the equipment offered to their customers, in particular through energy efficiency and eco-design initiatives[2].

The Telecom division - Continental France also supports innovative companies that use AI to reduce environmental impact in the digital and mobility sectors. This is the case of French start-ups Greenoco (a tool dedicated to companies to measure and reduce the carbon footprint of their website) and Mobility Metrix (a platform combining AI and machine learning to guide mobility decisions through data analysis).

Finally, the SFR Foundation supports associations committed to promoting responsible and ethical AI. For instance, it supports Latitudes, an association driving two major initiatives with the support of the SFR Foundation: AI for Good, a programme to raise awareness of AI among players in the Social and Solidarity Economy and the Future for Tech workshops, which introduce secondary school pupils to AI-related careers and impacts.

The Telecom division - Continental France is thus committed to AI as a source of progress and innovation for its employees, customers and society, ensuring that it remains ethically sound, transparent and inclusive.

Making services accessible to all

The Group strives to reduce the areas not covered by its mobile network and supports customers with disabilities to ensure they can access its services.

A mobile network accessible to all

Since 2003, SFR has been actively involved in the "Zone Blanches[3]" coverage programme, which aims to serve uncovered areas through continuous efforts and cutting-edge technology. In 2018, these coverage initiatives became part of the government's New Deal for Mobile programme[4] , following on from the various programmes launched more than 20 years ago.

(1) Deepomatic.
(2) See sections on "Extending the life of equipment and promoting the circular economy" and "Achieving greater energy sobriety and efficiency".
(3) Zone Blanches: Underserved areas.
(4) See section "Continued involvement of SFR in the implementation of the New Deal" of the document.

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A dedicated after-sales service for the deaf and hard of hearing with Samsung Electronics Morocco

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

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

Accessibility features of the Telecom division

A pioneer in the accessibility of digital services, SFR has made its customer relations accessible to deaf and hard of hearing customers since 2010 through its partnership with Deafi. Deaf video advisers provide a relationship with customers in writing using a chat facility or in French sign language via webcam. Since 2018, 3 new channels complete the service offering: "Webcam Langage Parlé Complété[1]" (LPC Webcam), written transcription and Whatsapp. The LPC Webcam solution enables you to obtain information via videoconferencing using the LPC code. By choosing this solution, the customer is put in touch with a qualified LPC coder who transcribes the exchanges between the hearing telephone advisers and the deaf or hard of hearing customers who use LPC code. In 2024, Deafi handled 11,517 calls.

Since 1997, HandiCaPZéro has been working with SFR to develop devices adapted to the needs of blind or visually impaired prospects and subscribers by publishing documents in Braille or enlarged print, which can also be consulted online in an accessible digital environment. In 2024, HandiCaPZéro adapted 18,076 SFR documents in Braille and enlarged characters, including 14,577 invoices and 3,499 generic documents (offer guide, general conditions, box notices).

Finally, since October 2018, deaf and hard of hearing customers can use the adapted Telephone Relay Centre[2] for their interpersonal calls. This service, operated by the French start-up Rogervoice, is based on an innovative application. A Braille-based communication system is available for the deafblind people, as well as a 3-hour monthly plan for making interpersonal calls via Rogervoice during extended hours. The Telephone Relay Centre is open including in the evening and on Saturdays.

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(1) Webcam Langage Parlé Complété: Cued Langage Webcam.
(2) Telephone Relay Centre: Centre Relais Téléphonique.

5. Our Commitments
Acting for greater equality, inclusion, and solidarity

«At SFR, we firmly believe that our engagement is fundamental to driving societal change. Today, more than ever, the company is mobilised to take civic action and help meet the many challenges facing us collectively. Making digital technology an opportunity for all, promoting equal opportunities, fostering diversity and inclusion, innovating to meet environmental challenges - these are the commitments that shape our decisions and shape the way we work. More than ever, we want to be accelerators of inclusion and solidarity, contributing to a more open, more responsible, fairer and more inclusive society. »

Marie LHERMELIN
Deputy General Secretary Altice France and Group Director of Engagement

«This year, beyond the ongoing projects, two major priorities have structured our approach: strengthening our environmental reporting and deploying more structured CSR governance at all levels of the company.

Regular committees have been set up at different levels of the organisation (both at country and regional level), as well as cross-functional committees dealing with common issues. In this way, we are strengthening the management of our CSR policy. By leveraging data, these committees enable better alignment and coordination of our actions. This governance also aims to deploy a comprehensive and harmonious CSR approach across all our countries.

This year, Intelcia also continued to expand its data collection efforts related to greenhouse gas emissions in the French-speaking region, now adopting the GHG Protocol methodology and including Scope 3 emissions. Having started our registration with the Science-based Target Initiative, we are currently working on analyzing our emissions reduction trajectory and the associated action plans.

Finally, we are actively preparing for the implementation of the Corporate Sustainability Reporting Directive (CSRD) and other upcoming regulations by conducting the necessary groundwork and strengthening our systems to comply effectively. »

Nadia BEN BAHTANE
Intelcia Brand and Engagement Director

Telecom division

The Telecom division places engagement at the heart of its corporate culture, in terms of environmental, human and social issues. This engagement is structured around three key pillars: ecological transition, equal opportunities and digital inclusion, and talent acceleration.

Intelcia

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

- engagement with local communities, whether by inclusion through employment, or participation in the territorial dynamic, in particular through the promotion of entrepreneurship;
- solidarity with communities, with three major causes: education of children and young people, health, and support for all forms of vulnerability;
- sponsoring local actions, aimed at getting Intelcia involved in local life

Key performance indicators

Risks	Telecom division - Continental France	Telecom division – French Outermost Regions	Intelcia	ERT Technologies	Key performance indicators	2023	2024
Local engagement and the creation of shared value	X	N/A	N/A	N/A	Amount donated by the SFR Foundation for financial sponsorship	€1M	€1M
	X	N/A	N/A	N/A	Number of young people helped to achieve professional success thanks to the support of associations	7,853	8,438
	X	N/A	X	X	Number of projects supported by the SFR Foundation, Intelcia or ERT Technologies during the year[1]	88	140
	X	X	N/A	N/A	Number of employees who sponsored a project under the Fonds de Soutien Citoyen during the year	NEW	78
	X	X	N/A	N/A	Number of employees involved in skills sponsorship during the year	39	49
Digital inclusion	X	X	N/A	N/A	Number of prepaid top-ups offered by SFR and SFR Réunion to Emmaüs Connect during the year[2][3]	12,000	299,459

N/A: Not applicable; NEW: New indicator.
(1) Data for 2023 does not include ERT Technologies, which has included this indicator in its reporting for 2024.
(2) Data for 2023 does not include the Telecom division – French Outermost Regions, which has included this indicator in its reporting for 2024.
(3) The difference in volume between prepaid top-ups donated by SFR in 2023 and 2024 is due to the postponement of part of the deliveries scheduled for 2023, which were finally delivered in 2024. Added to this are deliveries agreed for 2024.

Telecom division

Since the creation of the SFR Foundation in 2006, the Telecom division has placed social issues at the heart of its engagement strategy. The Foundation's aim is to promote equal opportunities, integration and solidarity, particularly by facilitating access to digital technologies and fostering digital literacy. In particular, it relies on the engagement of the Telecom division's employees, who have been involved in a number of solidarity initiatives throughout 2024: sponsorship of associations, participation in fund-raising events and mentoring to help young people from disadvantaged backgrounds transition into professional life.

To support and encourage employee participation, the SFR Foundation team also organised a large tour of many company sites to present its actions and missions. These engagement initiatives were showcased to employees at the Bordeaux, Toulouse, Lyon Saint-Priest, Bron, Aix-en-Provence, Saint-Herblain, Metz, and Lille sites. In addition, Engagement Day, dedicated to showcasing the Telecom division's efforts alongside partner associations in promoting equal opportunities, was a great success on June 6, 2024.

Intelcia

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

Its engagements range from one-off actions requiring urgent sponsorship to long-term partnerships. Intelcia makes it a point of honour to involve its employees or to encourage initiatives that they promote. As a result, more than 1,800[1] Intelcia employees were involved in 2024 across all sites in the various countries, including 1,000 participants at an event in Rabat (Morocco).

The objectives of the Altice France Group

Risks	Telecom division - Continental France	Telecom division – French Outermost Regions	Intelcia	ERT Technologies	Objectives	2023	2024
Local engagement and the creation of shared value	X	N/A	N/A	N/A	Help 8,000 young people a year to succeed in their careers through the support of associations	7,853	8,438
Digital inclusion	X	N/A	N/A	N/A	Equip, connect and train over 100,000 people by 2025 with Emmaüs Connect	97,681	127,681

N/A: Not applicable.

Make digital technology an opportunity for all

Through the deployment of its telecommunications network throughout France, including in very rural areas, SFR plays a major role in revitalising regions and limiting the digital, social, and geographical divide. Access to mobile telephony and the Internet is a key driver of social and professional inclusion for people facing hardship or exclusion. Digital inclusion is therefore one of the company's core concerns.

« Today, companies are expected to be: good corporate citizens, engaged and responsible. With its Foundation, SFR has been investing for nearly 20 years in 2 priority fields of action, digital inclusion and professional integration of young people from disadvantaged backgrounds. Working alongside its partner associations and supported by its community of engaged ambassadors, the company actively contributes through skill-based sponsorship, mentoring, and association sponsorship. At SFR, through the Foundation, we see ourselves as accelerators of inclusion and solidarity, serving the Social and Solidarity Economy. »

Corinne PONCEY COURTOIS
Managing Director of the SFR Foundation and Head of Engagement at Altice France

Fondation SFR

Chez **SFR**, avec **La Fondation**, nous sommes fiers d'agir comme **accélérateurs d'inclusion** et **de solidarité**, au service de l'Economie Sociale et Solidaire.

Equip, connect and support with Emmaüs Connect

Connect: as a telecommunications operator, SFR is committed to donating connection kits every year. Over the past 11 years, more than 1 million prepaid top-ups have been distributed at solidarity prices to people facing hardship across 18 digital solidarity centres.

Equip: In 2020, "Emmaüs Connect" launched "LaCollecte. Tech", the first solidarity platform dedicated to collecting donations of used equipment from companies to equip people excluded from the digital world. Every year, SFR donates its fleets of used computers, which are then directed towards local digital recycling solidarity schemes.

Support: Since 2013, more than 165,000 individuals have been equipped and supported by Emmaüs Connect through its digital solidarity centres.

Since 2013, SFR's support for Emmaüs Connect has represented:
- More than 165,000 people equipped and supported
- 11,000 computers donated to Emmaüs Connect
- More than 1 million prepaid top-ups distributed to the most disadvantaged at solidarity prices
-

In 2024:
- 13,350 people facing hardship benefited from SFR connection kits
- 116,000 GB donated to Emmaüs Connect
- 299,399 prepaid top-ups distributed

WeTechCare: supporting the digitally excluded

"WeTechCare", an association co-founded by the SFR Foundation, fights to bridge the digital divide by enabling everyone to help people in difficulty. Through its "LesBonsClics" platform, the association provides information on the challenges of digital inclusion and provides helpers with content to train themselves on the essential skills to be passed on. SFR and WeTechCare have been supporting public service operators, local authorities and social inclusion players in their digital inclusion strategy for the past 7 years. SFR and the association regularly organise web conferences to help local authorities take digital inclusion into account in their public policies.

In 2021, WeTechCare and the SFR Foundation launched "Le Déclic", the first digital platform for youth integration. Le Déclic is an app that, through just a few messages, helps young people in their job search. Mentors can also provide tailored coaching to meet the needs of young beneficiaries. Key milestone achieved in 2024: 10,000 young people have been guided toward employment since the platform's creation in 2021.

Les Restos du Cœur's "digital inclusion" workshops

The SFR Foundation entered into a new partnership with "Les Restos du Cœur" in September 2023. Since 2022, throughout France, Les Restos du Cœur has stepped up its assistance to people facing hardship by helping them to become self-sufficient in administrative matters.

A digital inclusion phase, launched in collaboration with the SFR Foundation's partner associations Emmaüs Connect and WeTechCare,

enabled the creation of a tailored learning pathway:
- A network of volunteers was trained in digital literacy.
- Nearly 1,000 people were helped to acquire the digital skills they need to develop their pathway to integration.
- Support was provided to 11 associations in the department, including 5 with the "digital inclusion" label.

The SFR Foundation supports and works alongside Les Restos du Cœur in rolling out this model across the country, with the aim of doubling the number of departmental associations with the "digital inclusion" label within its network. This support will also make it possible to increase the number of different types of drop-in centres and to train new volunteers.

Raising awareness of digital uses among children and teenagers with Génération Numérique

The priority mission of the "Génération Numérique" association is to act as a complementary resource to the French national education system and family education by offering prevention, information and popularisation activities on the use of digital technology for children and teenagers. Génération Numérique works closely with the CNIL[1], ARCOM[2], the "Défenseur des Droits[3]", and the Ministries of Education, Culture and the Interior.

24 trained and specialised facilitators work in 2,200 secondary schools, teaching more than 400,000 pupils about digital technology every year. A new awareness-raising module on digital uses and combating misinformation, specifically designed for young people in the "Quartiers prioritaires de la politique de la ville[4]" (QPV), was tested in 2022 at the "Cité éducative[5]" in Sarcelles. The support of the SFR Foundation has enabled Génération Numérique to roll out

this project aimed at secondary school pupils in several QPV since 2023, adding a practical dimension which enables students to engage in concrete projects as part of their learning experience. Thanks to this funding, almost 10,000 secondary school pupils have benefited from a prevention day.

Launch of the 7th Call for Digital Solidarity Projects

In September 2024, the SFR Foundation launched its 7th Call for Digital Solidarity Projects, aimed at supporting associations working towards greater inclusion of vulnerable and digitally excluded groups through new technologies. This Call for Digital Solidarity Projects, with

funding of €100,000, amplifies the SFR Foundation's actions across local communities. The five winning projects, selected by a jury of SFR employees following pitch sessions, each receive a grant of €20,000 to develop innovative initiatives that promote digital solidarity.

Fondation SFR — appel à projets numérique solidaire

Latitudes, artificial intelligence at the service of the non-profit ecosystem

The "Latitudes" project is based on the following observations: the AI revolution is underway, bringing with it a host of negative externalities (an exponential rise in users of tools like ChatGPT, with associated challenges regarding employment, the environment, reliability, biases, privacy, etc.). At the same time, AI represents an extraordinary lever to accelerate social and environmental change: productivity gains, new innovations, and the scaling up of

local solutions. However, non-profits lack the knowledge and resources to adopt these new technologies effectively.
Winner of the latest Call for Digital Solidarity Projects, Latitudes aims to educate and support non-profits in new forms of generative AI, helping them harness these technologies to better serve their beneficiaries.

Latitudes — Exploring tech for good

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(1) CNIL: French Data Protection Authority.
(2) ARCOM: Regulatory Authority for Audiovisual and Digital Communication.
(3) The Defender of Rights is an independent institution responsible for defending individual rights and freedoms.

(4) Specific areas where government and local authorities take action in order to reduce development disparities between these areas and their urban unit.
(5) Program to intensify socio-educational support for children and young people in QPV.

Because everyone deserves a chance: supporting the professional integration of young people from disadvantaged backgrounds

For more than 15 years, the Altice France Group has been working daily with vulnerable groups to restore equal opportunities, focusing its action on young people. Intelcia takes action as close as possible to the areas where it operates, by mobilising its employees and supporting local associations working on these issues.

The SFR Foundation, for its part, is dedicated to supporting the professional success of young people from disadvantaged backgrounds. It leverages tools to help them build self-confidence, develop their projects, and believe in their future. The aim is to provide practical assistance tailored to their needs, guiding them towards employment. SFR and its Foundation have been working every day for nearly 20 years to promote equal opportunities and professional success for young people in QPV by establishing numerous partnerships with associations whose work in this field is now recognised: empowering young women towards employment with "Rêv'Elles", integration through sport with "Sport dans la Ville", equal opportunities in professional integration with "Mozaïk RH", "L'Ascenseur", "La Cravate Solidaire" and "Le Déclic", support for young entrepreneurs from QPV with "Time2Start". More than 8,000 young people were helped in 2024 thanks to the support of the SFR Foundation.

I. Supporting young people in career orientation and employment pathways

Fostering an entrepreneurial spirit among disengaged young people with Les Idéateurs

Created in 2015, the "Collectif pour l'Emploi[(1)]" brings together 6 foundations, including the SFR Foundation. The "Parcours Créa Ecole-Entreprise", initiated by the Collectif pour l'Emploi and by the association "Les Idéateurs", aims to develop an entrepreneurial spirit among young secondary school students by offering them an immersive one-day or one-week entrepreneurial experience involving the creation and management of a small business.

This programme is offered to secondary school pupils who have dropped out or are experiencing serious difficulties at school in 28 schools in Seine Saint-Denis. Since November 2023, the SFR Foundation has been supporting Les Idéateurs in developing this project in the Ile-de-France region, in line with its priority areas of action.

Facilitating access to employment with La Cravate Solidaire

La Cravate Solidaire, a partner association of the SFR Foundation for the past five years, has the mission of facilitating access to employment for people who are being integrated or reintegrated into the workforce by fighting against discrimination based on appearance. It offers free business attire to job seekers, image advice and mock interviews. In 2024, a two-week national collection of professional clothing was organised at twelve SFR sites across mainland France. Thanks to the efforts of SFR employees, 680 kg of clothing were collected for La Cravate Solidaire.

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(1) French initiative dedicated to supporting job seekers and promoting employment opportunities.

Social and professional inclusion through sport with Sport dans la Ville

Founded in 1998, Sport dans la Ville is France's leading association for integration through sport. It operates in the heart of QPV and more particularly in 60 sports centres across 4 regions (Auvergne-Rhône-Alpes, Ile-de-France, Provence-Alpes-Côte d'Azur, Hauts-de-France).

As a partner of Sport dans la Ville since 2019, the SFR Foundation supports the association through financial sponsorship, particularly its "L dans la Ville" programme, which focuses on professional integration and personal development for young girls. Launched in 2009, the L dans la Ville programme has provided support to 2,400 young girls. Today, to strengthen its impact, the association has set a goal to promote equality and diversity in sports and the workplace.

During this exceptional Olympic year, SFR decided to strengthen its support for the association by inviting it to participate in a major event organised by RMC, highlighting the theme of inclusion through sport. As part of a three-way partnership

with RMC and the SFR Foundation, Sport dans la Ville joined the RMC Challenge adventure on June 8, 2024

at the Charlety stadium with its own team representing the association.

Empowering aspiring entrepreneurs from working-class neighbourhoods with Time2Start [(1)]

The SFR Foundation supports Time2Start, an association dedicated to supporting young entrepreneurs from QPV across France in their entrepreneurial journey. Time2Start helps these entrepreneurs to overcome barriers by offering a programme tailored to their needs, including: masterclasses, personalised coaching, expert workshops, co-development sessions, individual follow-up and financial grants.

Several pitch sessions, including one dedicated to the "Lev'Elle Up" programme which supports women entrepreneurs, were organised on the Altice campus in 2024. These sessions allow young talents coached by Time2Start to present their business projects before a committee of SFR employees, who contribute their professional expertise.

Diversity and equal opportunities as a factor of social dynamism and performance with Mozaïk RH

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

Since its launch in 2018, the SFR Foundation has been supporting the inclusive platform "MozaTkstalents.com". Its aim is to increase the number of contacts between companies and candidates who are assessed not only on their CV but also on their potential and personality.

SFR has also been a partner of the movement for economic inclusion initiated by the Mozaik Foundation in 2022 and took part in the Economic Inclusion Summit held on November 25, 2024 at the Ministry of Economy and Finance and on November 26, 2024 at the Palais de la Porte Dorée. On this occasion, SFR hosted a workshop showcasing careers in

telecommunications, met with young people supported by Mozaïk RH, and took part in a panel discussion on talent recruitment.

The SFR Foundation also supports the "Fonds Sens", a financing and

mentoring programme for more inclusive entrepreneurship initiated by the Mozaïk Foundation and the Time2Start association.

Intelcia: partnerships for sustainable inclusion

Intelcia took specific action in 2024 to promote equal opportunities and professional inclusion in France.

For example, at its Lyon site, Intelcia launched, in collaboration with the "Mission locale", a 3rd programme aimed at supporting young people disconnected from education or employment. Missions locales, present across France, are public

service organisations dedicated to assisting young people aged 16 to 25 in their journey toward professional and social inclusion. Through this 3rd programme, 12 trainees completed a 490-hour course, during which they received training in customer relations and developing their professional demeanour in the workplace. At the end of the course, 5 young people secured permanent

contracts with Intelcia.

The Lyon site also extended its partnership with "France Travail[(1)]" to recruit people from disadvantaged neighbourhoods (20 new recruits) and senior citizens (20 new recruits). When selecting the profiles submitted to Intelcia, France Travail focuses on these target populations.

(1) France Travail is the public employment agency in France.

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II. Promoting equal opportunities

Dismantling limiting barriers and empowering young girls through Rêv'elles

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

In 2024, the association helped 250 new beneficiaries and 256 alumnae thanks to the support of the SFR Foundation. Through this partnership, which began 7 years ago, the SFR Foundation regularly organises meetings between these young girls and SFR employees. As part of the "Rêv'Elles Moi l'Entreprise" initiative, two immersion days were organised at SFR in 2024, on the Paris campus and on the Lyon Bron site. In total, 22 employees volunteered to share their career paths, inspiring these young girls and guiding them in their turn.

Promoting equal opportunities and showcasing inspiring career paths with L'Ascenseur

An incubator bringing together 20 associations and social entrepreneurs committed to equal opportunities, L'Ascenseur celebrated its 5th anniversary in 2024. SFR participated in the creation of this unique facility in Europe alongside BNP Paribas, Astra Zeneca and PwC. SFR contributed its expertise to this pioneering initiative, providing fibre, WiFi, networks, connectivity and technology, becoming its digital partner.

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

L'Ascenseur and the SFR Foundation have joined forces with BFM Business and RMC Story to create a TV and digital programme of testimonials presenting inspiring career paths. The idea behind the "Exemplaires" programme is to showcase the life stories of a number of young people supported by the associations in this coalition, who are now moving forward with confidence in their professional careers. The 4th season concluded at the end of June. The final profile featured Souad Boutegrabet, founder of "Les Décodeuses", who shared her career path in support of this engaged initiative. The goal of this programme is to convey a message of hope and optimism to the new generation, as well as to raise awareness among economic and political decision-makers about the importance of trusting talents that better reflect the diversity of our society.

Equal opportunities are a shared objective, and the SFR Foundation is keen to develop this partnership by encouraging new projects that are just as inclusive and inspiring for today's young people.

Breaking down gender stereotypes and raising awareness among young women about technical careers with the Elles Bougent association

"Elles Bougent" is a network of nearly 10,000 female mentors throughout France who take part in awareness-raising activities for 40,000 secondary school and university girls every year. The aim of these initiatives is to break down gender stereotypes, introduce young girls to engineering and technical professions and enable them to see themselves in the future through the testimonies of "Rôles-Modèles".

Since 2021, the association has been offering the "Elles bougent en primaire" programme, aimed specifically at pupils in years 4 to 6. The aim of the programme, which has been rolled out in 17 schools, is to raise awareness among pupils, boys and girls alike, of the gender mix in careers and of scientific and technical subjects from an early age. Elles bougent en primaire is a three-part module: a presentation by a mentor in class, a visit to a company or an engineering school and then a presentation by the students in class. Since 2023, the SFR Foundation has been supporting the Elles Bougent association in rolling out this awareness-raising programme aimed at primary school pupils in 25 schools located in QPV. To build on this momentum, the association and the SFR Foundation aim to work in 15 new schools by 2025.

III. SFR teams mobilised for greater solidarity

Employee involvement is the key to the success of the company's engagement. This is why SFR launched the "Team SFR Solidarity" initiative in September 2024, a community of engagement ambassadors who meet regularly to exchange ideas on engagement actions and promote these initiatives internally among all employees.

As part of its responsible and civic-minded approach, SFR, via its Foundation, has set up a number of employee engagement schemes, enabling employees to participate in mentoring, skills-based sponsorship or sponsoring an association.

Mentoring

Since its creation in 2004, "Article 1[1]" has been supporting talented young people from modest backgrounds in their academic and professional success, in particular through mentoring and the "Tous Entrepreneurs" pre-incubation programme. Over the past 19 years, 1,725 young mentees have received individual support from engaged SFR employees. In 2024, Article 1 continued the development of its "DEMA1N.org" platform, which democratises mentoring so that employees or self-employed volunteers can support students in their academic and professional success. Through its Foundation, SFR supports this effort by relaying an internal campaign to promote the platform and its mentoring opportunities.

Sponsorship of an association

As part of its responsible and civic-minded approach, SFR, via its Foundation, has set up a number of employee engagement schemes, including the "Fonds de Soutien Citoyen[2]", which allows employees to sponsor an association project. More than 1,000 associations have been supported by employees of the SFR Social and Economic Unit[3] (SEU) since 2006. Each year, the SFR Foundation selects associations whose common objective is to promote professional, sporting or cultural integration, digital inclusion, support for young people from disadvantaged backgrounds, support for people in vulnerable situations (hardship, disability, etc.) or the fight against all forms of discrimination.

Of the associations that applied to the Fonds de Soutien Citoyen, 30 received a grant of €5,000 from the SFR Foundation. Additionally, three standout projects, identified as favourites by employees, each receive an additional grant of €5,000.

Fondation SFR

Il y a plusieurs façons de s'engager, choisissez la vôtre !

LE MÉCÉNAT DE COMPÉTENCES

SFR is the first French company to have negotiated, in 2006, a company agreement on skills sponsorship allowing employees to get involved in an association during their working hours. All employees of the SFR SEU can devote between 2 and 8 days per year to one or more associative actions. Employees at the end of their career can devote 20% of their working time to an association. A solidarity engagement platform was launched in April 2020 to enable employees to carry out a solidarity action with an association in need of volunteers. Since the platform was set up, more than 2,600 employees have registered to take part in solidarity initiatives.

More than 4,000
missions available

More than 2,600
registered employees

More than 3,500
registered associations

Carrying out solidarity initiatives to facilitate access to healthcare for all

The Altice France Group's commitment also takes the form of raising awareness among its external stakeholders, such as its customers, and through regular support for solidarity initiatives linked to access to health for all. By partnering with "Sidaction[1]" and the "Fondation des Hôpitaux[2]", the Telecom division is working to ensure that everyone has access to essential services. For their part, Intelcia and ERT Technologies also support solidarity initiatives, in particular the fight against breast cancer.

Engaging customers in SFR and RED by SFR's solidarity efforts

Since 2013, SFR has offered its customers the opportunity to support partner associations by subscribing to a "solidarity option". With this non-binding option, customers can choose to donate €1 a month to a charity. Since 2020, SFR and RED by SFR subscribers can donate €1 per month to the Fondation des Hôpitaux to improve the daily lives of patients, carers and assistants in hospitals.

Actions for hospitalized children with the Fondation des Hôpitaux and the Pièces Jaunes operation

For the past 36 years, the "Pièces Jaunes[3]" operation organised by the Fondation des Hôpitaux has supported a wide range of projects in paediatric health establishments, to improve the day-to-day lives and comfort of children and adolescents in hospital.
Each year, SFR supports this initiative by collecting donations through an SMS campaign sent to its subscribers, who can make a donation by SMS debited from their phone bill. The Telecom division - Continental France also relays the donation campaign in all its shops, on its websites, its applications and among its employees. In 2024, €76,000 was raised.
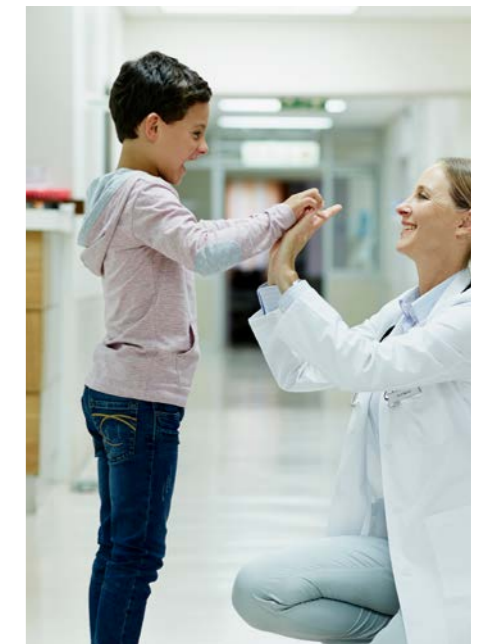
(1) French association for the fight against AIDS/HIV and annual fundraising event for the fight against HIV.
(2) Fondation des Hôpitaux : mieux vivre à l'hôpital et en EHPAD.

(3) Fundraising campaign to collect as much small change as possible to improve the daily lives of children and teenagers in hospital.

Solidarity operation for the Téléthon at ERT Technologies

For the 3rd consecutive year, ERT Technologies participated in the "Téléthon" in 2024 to support research on rare genetic diseases. On November 29, 2024, all the branches and several work centres joined forces to contribute to this important cause, which affects thousands of families around the world. To mark the occasion, ERT Technologies invited all its employees, whose numbers grow each year, to bake cakes which were then sold to raise funds for the association. Every euro raised is doubled by ERT Technologies before being donated to the Téléthon. In 2024, the company collected more than €1,700, exceeding the €1,000 raised in 2023.

The Altice France Group: more than 20 years of engagement alongside Sidaction

In 2024, Intelcia employees got together to support Sidaction. In France, 157 employee volunteers from the Amiens, Laval and Charleville-Mézières sites took part in Sidaction with their families, collecting more than €26,000 in pledges.
The Telecom division also remains engaged alongside Sidaction. For the past 24 years, SFR has been providing Sidaction with telecom infrastructure and services to route donors' calls to the various telephone reception centres set up for the operation. This service allows Sidaction to be autonomous and to better manage the arrival of donor calls and their distribution to partner call centres. Thanks to this infrastructure, Sidaction is also able to consult traffic statistics and the times when calls are made.
In 2024, 52 employee volunteers from the Telecom division took calls at the Altice Campus and from home, from 8pm to midnight.

Octobre rose: Intelcia and ERT Technologies support the fight against breast cancer

For the first time in 2024, ERT Technologies offered a unique and engaged experience to all its employees on the occasion of one of the major public health events of the year: "Octobre Rose[1]". All 10 of the company's branches throughout France took part in a race in aid of breast cancer screening, involving more than 130 employees. To further this engagement, the company has set up the "Challenge fenêtres créatives[2]". Each branch received erasable pink markers to write awareness messages on office windows, spotlighting the importance of breast cancer awareness, which affects thousands annually. This solidarity initiative was shared on the company's intranet and website[3] and on its LinkedIn page[4].

At Intelcia, Octobre Rose was actively observed across all sites in every country of operation, with initiatives ranging from breast cancer prevention awareness to specialist-led interventions and screenings. In Morocco, Intelcia mobilised its teams to host a one-day event at the Fondation Mohammed V Errahma centre in Casablanca, in partnership with Dar Zhor, an association renowned for its commitment to supporting women with cancer. Fifteen Intelcia volunteers joined the association's doctors to conduct awareness and screening activities. Over 100 women from disadvantaged backgrounds received free uterine cancer screenings, underscoring the importance of early detection and prevention. Young girls were also vaccinated to prevent cervical cancer.

(1) Octobre Rose | Ligue contre le cancer.
(2) Challenge fenêtres créatives: Creative windows challenge.
(3) https://www.ert-technologies.fr/actualites/octobre-rose-%F0%9F%8E%97%EF%B8%8F-notre-signe-de-soutien-a-la-lutte-contre-le-cancer-du-sein-%F0%9F%8F%83%F0%9F%8F%BB%E2%99%80%EF%B8%8F/.
(4) https://www.linkedin.com/feed/update/urn:li:activity:7256938006958280704/.

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

Intelcia is unique in that it operates in almost twenty countries, particularly in Africa and the Indian Ocean. Local engagement is therefore essential, so that the Group's activities can be organised in line with the realities of each region.
Intelcia is actively involved in numerous initiatives aimed at supporting local community structures in different areas: health, education, vulnerabilities, etc. The Group supports both one-off measures requiring emergency sponsorship and long-term partnerships. What sets Intelcia apart is that it involves its employees in its actions, and encourages the initiatives they put forward.

France
Portugal
Tunisia
Morocco
Senegal
Côte d'Ivoire
Cameroon
Mauritius
Madagascar
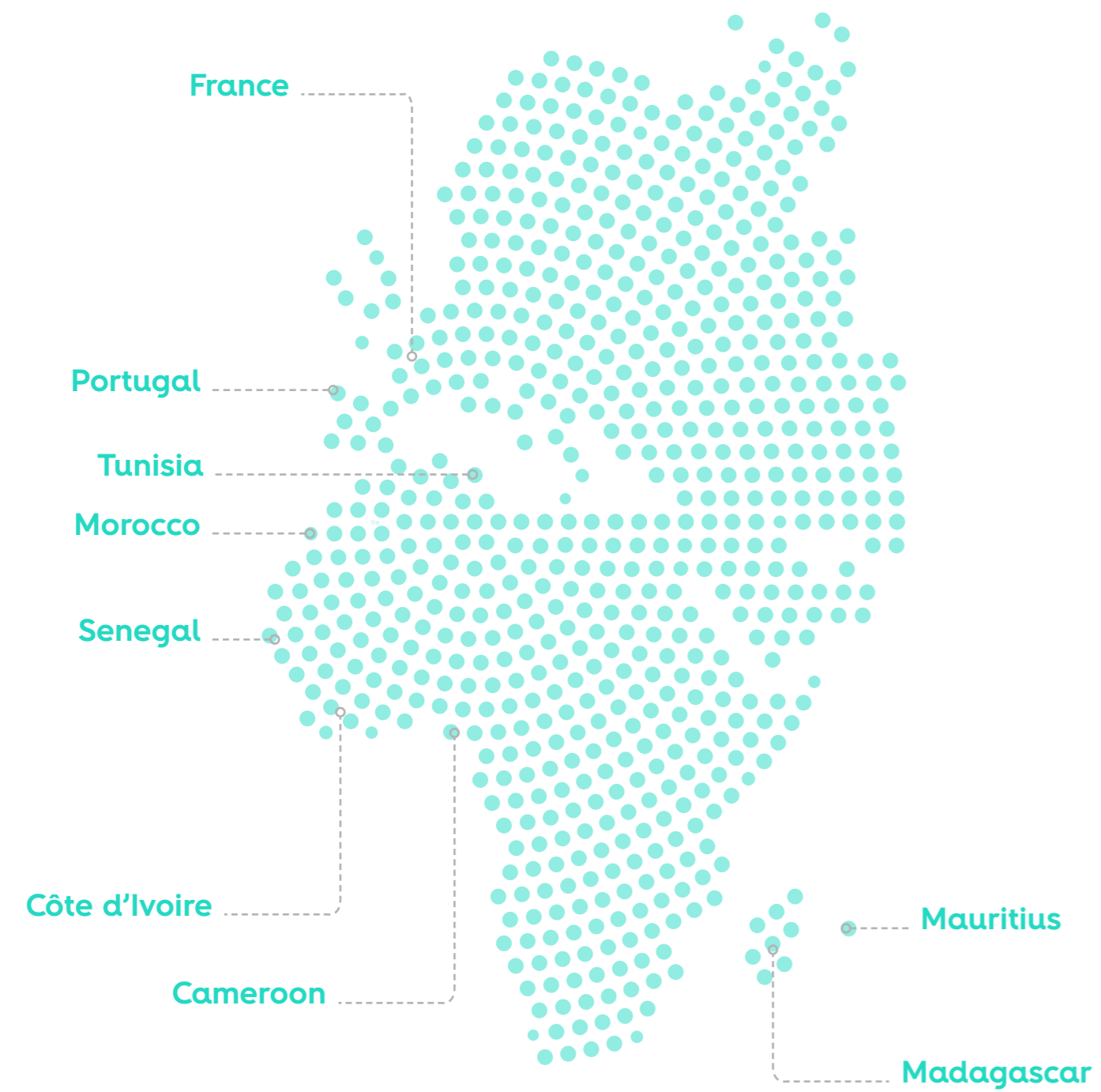
Support for local associations

Intelcia is particularly committed to helping the most disadvantaged sections of the population by offering its employees the opportunity to support associations such as:
- **The Tsimoka centre in Madagascar.** Two actions were organised in 2024 with Intelcia employees to collect clothes and toys and donate them to orphans at the Tsimoka centre. Food hampers were also distributed on the national holiday;
- **The Dar Moussinine Ennassim retirement home in Morocco.** For almost 10 years, Intelcia has been supporting this non-profit retirement home, which provides a home for elderly people without families and ensures their social and medical care. Every year, Intelcia organises a "ftour", a meal at the end of the fasting period during Ramadan, for the residents. Musical entertainment is provided by a live band made up of volunteer Intelcia employees.

In France, various collection drives are regularly organised to support solidarity initiatives and promote inclusion. These collections of bottle caps, where the funds raised are used to purchase equipment for people with disabilities; collections of reading glasses, to provide glasses to visually impaired people facing hardship; as well as clothing collections to help the most disadvantaged.

Promoting access to essential goods and services

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

In 2024, Intelcia continued its efforts to help those affected by the earthquake in Morocco on September 8, 2023. Intelcia teamed up with the "Amal Biladi" association, renowned for its commitment to sustainable development, to offer 24 "noualas", homes made of earth and other ecological materials, set up in the space of two weeks. These quickly constructed, durable homes (with at least a two-year lifespan) can accommodate families, providing not just shelter but also stability and hope for those still homeless in the Al Haouz region. At the same time, training in the construction of these structures is provided to local residents, underlining the importance of skills transfer and local empowerment.

Work on the ecological noualas was launched at the end of February 2024, providing lasting security for over 100 people.

Solidarity is also a priority in the other regions where Intelcia operates. In sub-Saharan Africa, 120 employee volunteers took part in blood donations, helping more than 300 people.

Education and solidarity: bridging the digital divide

As part of its commitment to education and solidarity, in 2024 Intelcia worked with young people from the "Interact Massignon" association (affiliated to the Rotary Club NGO) to provide access to technological tools and the Internet for pupils at the Ouirgane school. Through this initiative, 40 computers were distributed to students, equipping them with essential learning tools. Basic computer training sessions were also held, helping young beneficiaries become familiar with the technology. Finally, at the beginning of 2024, Intelcia signed an agreement with the "Fédération des Technologies de l'Information, des Télécommunications et de l'Offshoring[1]" and the association "SOS Villages d'Enfants Maroc" to equip 50 villages in the Al Haouz regions affected by the 2023 earthquake with Internet connections. This action is part of the "Smart Douars" programme, which aims to reduce the digital divide by providing satellite Internet connections and promoting technological solutions for education, economic development, and public services.

5. Our Commitments
Committing to the ecological transition

Economic and social actors are more than ever faced with the challenges of preserving the environment and combating climate change. Various reports from the Intergovernmental Panel on Climate Change (IPCC), recent international summits, and the increasing frequency of extreme climate events have heightened global awareness of these issues.

In particular, joint analyses by the French Agency for Ecological Transition (ADEME) and Arcep have multiplied in recent years, highlighting the importance of controlling and reducing the environmental footprint of digital technology and supporting the sector's transition. In France, in 2022, national digital uses account for around 11% of electricity consumption[1], and contribute to 4.4% of the national carbon footprint[1]. Manufacturing and use of devices (smartphones, computers, televisions) account for around 50% of this footprint[1]. According to projections, a low-carbon scenario could reduce the digital sector's carbon footprint by 16%, while a business-as-usual scenario would multiply its impact by 3 by 2050[2]. These figures illustrate the importance of adopting ambitious measures to contain this increase.

The Altice France Group reinforces its commitment to the environment with its new policy: Le Cap

In 2024, the Altice France Group wished to step up its commitment to the ecological transition through its new environmental policy, "Le Cap[3]" ("goal seeking"), released in September. This programme aims to provide a clear direction for the coming years and reinforces the scope and effectiveness of the Group's environmental commitments. Designed to take account of the latest knowledge on the subject, and to support transformations over time, the programme intends to be enriched and adjusted each year by meaning of dedicated committees, thus ensuring monitoring and feedback of indicators up to the Executive Committee. It constitutes a global reference framework to which all subsidiaries can contribute through their respective policies. Implementing this policy requires a collective effort involving all departments and all employees.

Organised around three fundamental pillars - Understand, Reduce and Contribute - this plan sets out concrete objectives to assess and mitigate the Group's environmental footprint:

- **Understand** - to grasp key issues, measure and study the environmental footprint to act effectively on the Group's impacts and risks;

- **Reduce** - to avoid and mitigate impacts at all levels through medium and long-term objectives supported by concrete actions;

- **Contribute** - to offset residual emissions and restore natural ecosystems and biodiversity.

(1) Source : ADEME Magazine, «Numérique : quel impact environnemental en 2022 ?».
(2) Source : ADEME-Arcep study, «Assessment of the digital environmental footprint in France in 2020, 2030 and 2050», Press kit, 2023.
(3) Environnemental policy: le CAP.

Intelcia

The Intelcia group's environmental approach[1] has been structured and consolidated over several years. Adopted in 2021, the "Eco-Responsibility Charter" has helped to structure Intelcia's ambitions and actions, in particular through the complete overhaul of the General Resources department and the introduction, in 2022, of a generalised reporting process to monitor environmental performance.

INTELCIA GROUP'S ECO-RESPONSIBILITY CHARTER

The charter is based on 3 priority objectives:
- minimise all direct and indirect greenhouse gas emissions;
- reduce the environmental impact of purchases and consumption, in particular by adopting a circular approach to the life cycle of products;
- educate and raise awareness among employees and all stakeholders, initiate and support voluntary actions.

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

intelcia

NOTRE CHARTE
D'ECO-RESPONSABILITE

AGIR SELON NOS VALEURS
Octobre 2021

ERT Technologies

Since 2021, ERT Technologies has been implementing a digital sobriety policy to reduce its environmental impact. As part of this approach, ERT Technologies asked the consultancy firm IJO in 2022 to carry out an audit and identify areas for improvement across various topics.
This support, organised around working groups, resulted in a roadmap encompassing ten improvement actions, such as paper collection, extending smartphone lifespans, implementing a data management policy, and monitoring the company's carbon footprint.

Key performance indicators

Risks	Telecom division - Continental France	Telecom division – French Outermost Regions	Intelcia	ERT Technologies	Key performance indicators	2023	2024
Climate change	X	X	X	X	Scope 1 GHG[1] emissions (Tonnes CO_2 eq.)	22,698	24,264
	X	X	X	X	Scope 2 GHG[1] emissions (Tonnes CO_2 eq.)	60,151	51,841
	X	X	N/D	X	Scope 3 GHG[1] emissions (Tonnes CO_2 eq.)	662,377	623,728
	X	X	X	X	Share of renewable energy in building electricity consumption	8%	16%
Circular economy	X	N/D	N/D	X	EEE re-use rate[2][3]	47%	50%
	X	N/D	N/D	X	Recovery rate for waste EEE[2][3]	46%	47%
	X	X	N/A	N/A	Share of refurbished boxes in the active range[4]	85%	94%
	X	X	N/A	N/A	Refurbished boxes as a percentage of all boxes collected[4]	67%	68%
	X	N/D	N/A	N/A	Share of sales resulting in a mobile trade-in	20%	22%

N/A: Not applicable; N/D: Not disclosed.
(1) Greenhouse gases.
(2) Electrical and electronic equipment.
(3) Data for 2023 does not include ERT Technologies, which has been reporting data for this indicator since 2024.
(4) Data for 2023 does not include the Telecom division – French Outermost Regions, which has included this indicator in its reporting for 2024.

The objectives of the Altice France Group

Risks	Telecom division - Continental France	Telecom division – French Outermost Regions	Intelcia	ERT Technologies	Objectives	2023	2024
Climate change	X	N/D	N/D		Reduce total GHG emissions by 42% by 2030 compared to 2022	+ 4.73%	- 2.04%
	X	N/D	N/D		Avoid, reduce or offset all CO_2 emissions by 2040 for scopes 1 and 2[1]	- 0.87%	- 12.60%
	X	N/D	N/D		Avoid, reduce or offset all direct and indirect emissions by 2050 for Scopes 1, 2 and 3[1]	+ 4.73%	- 2.04%
	X	N/D	N/D		Achieve 20% renewable electricity by 2025 and 50% by 2030[2]	8%	16%

N/D: Not disclosed.
(1) The 2023 and 2024 values are obtained by calculating the rate of change relative to the 2022 reference year.
(2) The objective presented in the 2023 statement (achieve 20% of renewable electricity by 2024) has been revised in the view of the favorable trend in the cost of renewable electricity in early 2025.

(1) The Intelcia group's environmental approach is global and common to all the territories in which the group operates. For more detail, please refer to "Reporting methodology for key performance indicators" section.

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UNDERSTAND
Study, Raise Awareness, Train

As part of its new environmental policy, Le Cap, the Altice France Group is committed to understanding its environmental footprint and providing everyone with the tools needed for targeted and effective action. This is reflected in the ongoing study of the Group's impact and the risks associated with the climate crisis, pressure on ecosystems and the increasing scarcity of natural resources, in addition to awareness-raising and training initiatives for employees and customers.

I. Study to control environmental impact and associated risks

Quantify greenhouse gas emissions

In 2024, the Altice France Group continued to improve the reliability of its carbon footprint calculations across all its business units.

Telecom division
Since 2023, the Telecom division (Continental France and French Outermost Regions) has been calculating its greenhouse gas emissions inventory ("GHG Inventory") for Scopes 1, 2 and 3. In 2024, the division's GHG Inventory underwent a thorough review as part of the development of an emissions reduction trajectory aligned with the Paris Climate Agreement (2015), the objectives of which were submitted to the Science-based Targets Initiative (SBTi)[1].

ERT Technologies
In 2023, ERT Technologies engaged the consultancy firm EcoAct to conduct its first GHG Inventory for Scopes 1, 2, and 3. This initial exercise identified the main emission sources linked to the company's activities.
In 2024, ERT Technologies deployed the Sweep software, an ESG and carbon data management platform to measure and manage carbon emissions. This tool will improve autonomy in measuring the carbon footprint and ensure better reliability in the consolidation of carbon data at the Altice France Group level.

Breakdown of Altice France Group's greenhouse gas emissions

83%

3%

7%

7%

- Scope 3 (upstream)
- Scope 3 (downstream)
- Scope 2
- Scope 1

N_2O HFCs

CO_2 NH_4

PFCs SF_6

Greenhouse gas

SCOPE 2
DIRECT
Electricity, heating, and cooling consumption

SCOPE 3
INDIRECT
Manufacturing of purchased goods & services
Fixed assets
Transportation & supply chain logistics

Employee commuting   Business Travel   Waste generated

SCOPE 1
DIRECT
Company vehicles
Generators and other company installations

SCOPE 3
INDIRECT
Transportation & distribution
Use of sold products
Waste generated at the end of product life

UPSTREAM ACTIVITIES   OWNED EMISSIONS   DOWNSTREAM ACTIVITIES

Details of Altice France Group's greenhouse gas emissions

GHG emissions linked to the activities of the Altice France Group are presented in the table below. They were calculated using the GHG Protocol methodology. For the sake of clarity, Scope 3 emissions have been split between activities in the Group's upstream value chain and those in the downstream value chain.

	Year	Scope 1 (tonnes CO2 eq.)	Scope 2 (tonnes CO2 eq.)	Scope 3 (tonnes CO_2 eq.)	
				Scope 3 upstream	Scope 3 downstream
Altice France	2023	22,698	60,151	617,076	45,301
	2024	24,264	51,841	577,691	46,037
Telecom division - Continental France	2023	14,831	52,906	555,651	44,791
	2024	16,098	28,219	499,510	44,353
Telecom division - French Outermost Regions	2023	Included in Telecom division - Continental France	Included in Telecom division - Continental France	Included in Telecom division - Continental France	Included in Telecom division - Continental France
	2024	226	15,179	20,025	1,411
Intelcia	2023	637	7,183	N/D	N/D
	2024	860	8,389	N/D	N/D
ERT Technologies	2023	7,230	61	61,425	510
	2024	7,079	54	58,156	274

N/D: Not disclosed.

In 2024, the scope of non-financial reporting changed with the sale of activities linked to the Media division and the disposal of 257 data centres formerly attached to the Telecom division - Continental France. As a result, the structure of Altice France Group's GHG emissions inventory, particularly for the Telecom division - Continental France, has changed.

In 2024, Altice France Group's greenhouse gas emissions decreased by 6% compared to the previous year. This trend is primarily driven by a fall in shipments of the Group's new fixed terminals, as the proportion of refurbished terminals in overall shipments increased, alongside a general decline in shipments in 2024. Additionally, purchases of network equipment also decreased in 2024 compared to 2023. This is partly due to the fact that fibre and 5G network rollout targets have largely been met across mainland France, and partly because the sale of data centres has led to a reduction in infrastructure expenditure. Finally, this sale also contributed to a decrease in electricity consumption recorded under Scope 2 emissions in 2024.

Understanding interactions with ecosystems

The operation of telecommunications infrastructures, the rollout of the network and the extraction and use of raw materials have impacts on biodiversity and ecosystems. In line with its commitments to mitigating climate change and protecting biodiversity, the Altice France Group undertook its first biodiversity footprint assessment this year, focusing on the Telecom division. The goal was to better understand the direct and indirect impacts of its activities on biodiversity and ecosystems.

This initial study was carried out in partnership with the consultancy firm EcoAct, and identified the following impacts in particular:
- The transmission and distribution of electrical energy, which is essential to the operation of the Group's telecommunications network, requires land transformation, particularly for burying electrical cables.
- Network infrastructures such as data centres and mobile antennas contribute to land artificialisation due to their physical footprint.
- The installation of fibre optic cables involves soil transformation.

To expand on these initial results, a second and more comprehensive study should be carried out in 2025 to gain a better understanding of the indirect impacts of some of the Group's activities, such as the extraction and processing of the raw materials needed to produce modems, decoders and mobiles offered to its customers. A detailed analysis of the Group's impacts is a vital first step in implementing targeted and effective actions to help preserve biodiversity and restore ecosystems.

II. Raise awareness: for increasingly engaged customers and employees

Raising employee awareness

The Altice France Group, aware of the importance of involving employees to ensure the success of its new environmental policy, promotes their engagement through several awareness-raising initiatives centred on current environmental challenges.

Telecom division - Continental France

Since April 2023, "Climate Fresk" workshops have been rolled out on an ongoing basis in the Telecom division - Continental France and in the Telecom division - Outermost Regions. Based on the IPCC's scientific reports, Climate Fresk is a fun way for employees to understand the complex issue of climate change in just 3 hours. The Climate Fresk methodology is based on recruitment and training of in-house facilitators who guide and supervise these workshops, which are open to all employees. They can participate either individually or through teambuilding workshops. This initiative had significant reach, with 1,031 employees taking part in these workshops in 2024.

In parallel, e-learning modules are offered to employees on a dedicated internal platform to help them understand and address the impacts of digital technology. In particular, they can sign up for the "awareness of responsible digital use" and "awareness of responsible choices and uses of digital equipment" courses to understand the issues involved and how to implement a responsible digital approach, both individually and within the organisation in everyone's line of work. These modules provide everyone with the basic understanding necessary to effectively reduce the negative impacts of digital technology. Finally, more general conferences are regularly offered to all employees. In 2024, the Altice Campus hosted Jean-Marc Jancovici, one of the inventors of the Bilan Carbone© methodology, and co-founder of the Carbone 4 consultancy and The Shift Project think tank. Recognised as one of the leading experts on climate change, he delivered a lecture entitled "Energy Transition – Simple Formality or Insoluble Problem?". The lecture highlighted humanity's dependency on fossil fuels and advocated for a rapid and effective ecological transition while emphasising the crucial role of the media and digital technology. This conference was attended live by over 1,400 employees (and viewed more than 1,000 times on replay).

In 2024, the Altice France Group took advantage of the European Sustainable Development Week to communicate and disseminate its environmental policy, Le Cap, as widely as possible, both internally and externally.

Aware of its impact, this year the Telecom division - Continental France once again stressed the importance of extending the lifespan of terminals and actions focused on the "4R": Repair, Reuse, Refurbishment and Recycling.

Intelcia

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

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

In Senegal and Côte d'Ivoire, an awareness-raising campaign was set up inviting people to use water wisely and share practices for reducing consumption.

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

- The "Go Green" awareness campaign: every year, awareness-raising campaigns are organised at every site with KOUN collection bins, focusing on waste sorting and recycling. The campaign includes a quiz with rewards for employees who achieve the best score. To mark the occasion in 2024, Intelcia partnered with the "Association des Enseignants des Sciences de la Vie et de la Terre[3]" (ASVT) to offer

Various operations have been carried out on these themes, such as:

- The demonstration of the "La Factory by Altice" service offered on the Paris Campus, enabling 200 employees to benefit from tailor-made protection for their smartphones.
- The presentation of SFR and RED by SFR refurbished mobile phone offers, thanks to stands set up around the campus.
- The launch of the «Responsible choice and use of digital equipment» e-learning course
- Lastly, a photo shoot followed by an exhibition was organised with photographer Mary-Lou Mauricio[1] as part of the "Born in … PPM[2]" art project, in which 92 employees took part, resulting in 80 photographs. The aim was to raise awareness of rising CO_2 concentrations since the industrial revolution. Each participant posed with the PPM (Parts Per Million) of their year of birth, to illustrate the sharp rise in CO_2 in the atmosphere over recent decades.

interactive workshops and games.

- In 2023, an e-learning module on waste sorting and recycling was developed by the partner KOUN and rolled out to employees.

In addition, various voluntary actions are regularly organised to enable employees to take part in initiatives. In partnership with Coliba, actions to collect plastic waste were carried out around the sites in Cameroon and Côte d'Ivoire.

In France, alongside waste collection activities, the "WeWard Challenge" was introduced in 2024 for all employees. This challenge encourages employees to limit the use of their cars by getting around on foot. The number of steps is tracked in the WeWard application, and everyone can try to win rewards by taking as many steps as possible.

These initiatives are not only encouraged among employees across all countries where Intelcia operates but also involve families, especially children, who are the future drivers of eco-responsibility.

Raising customer awareness

According to ADEME, the average French citizen emits 10 tonnes of CO_2 per year[1], whereas only an average of 2 tonnes per year per person would enable us to meet the +1.5°C target set out in the Paris Climate Agreement. Responsible consumption and individual investment are therefore important levers in the fight against global warming. Ecogestures and "realistic" investments could reduce individual carbon footprints by up to 25%[2].

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

A page dedicated to ecodesign actions and digital ecogestures is available on the SFR and RED by SFR websites. Consumers are advised to keep their smartphones for as long as possible, to opt for refurbished products where possible, or to minimise their energy consumption. In addition, since 2022, fixed and mobile customers have had access to the impact of their carbon data consumption, directly in the SFR and RED by SFR applications.

An awareness campaign on eco-friendly habits and the scale of digital impacts was also shared on social media throughout the year to encourage SFR and RED by SFR customers to adopt more sustainable and responsible digital practices.

For SFR Business, a page was created on the brand's website to promote more responsible practices related to professional mobile fleets, accompanied by a social media awareness campaign. An awareness-raising campaign on this theme was also broadcast on social networks.

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

With this in mind, during the European Sustainable Development Week (ESDW), SFR and RED by SFR focused on raising awareness among their customers by highlighting the positive impact of refurbishment and repair. They offered eco-subscriptions and discounts exclusively on refurbished SE iPhones, as well as offers for refurbishing smartphones. RED by SFR has also launched a responsible campaign as part of the ESDW, supporting the "A Tree For You" donation project to reforest forests (see "Protecting biodiversity and restoring ecosystems" section), by doubling customer donations during this period. These campaigns took the form of competitions, surveys and educational publications on Instagram and TikTok, accumulating 1.7 million views, with an engagement rate of up to 47.89% on certain publications.

III. Training for increasingly expert employees

Training employees in the environmental issues specific to their jobs and sectors of activity is essential. It enables them to develop the key skills they need to take part in the transition within the company.

In 2024, as part of the "Altice Sustainable Academy" programme, the Telecom division continued to strengthen its training initiatives in relation to Sustainable Development and in particular the environmental aspect. These actions have two main focuses:

- **Expand the training offered to employees by including courses that intersect job-specific challenges with environmental issues.**
  - In 2024, for example, a course on the eco-design of digital services was added to the catalogue. This training course was designed in partnership with an external training organisation and involved around ten employees from SFR's Information Systems Department, in order to design a customised programme and content, as close as possible to the reality on the ground and the expectations of employees.

- **Deploy specific, tailored training for functions of a strategic nature, in particular because of their involvement in the company's environmental strategy.**
  - In 2024, 30 employees in the Supply Chain Department were trained in sustainable development issues relating to the supply chain. To mark the occasion, a "Sustainable Supply Chain" training course was specially designed in partnership between SFR and the training organisation Les Nouveaux Géants.
  - Additionally, 30 employees from various departments involved in product design and selection were trained in product eco-design, so that environmental criteria such as energy consumption, materials sourcing and reparability can be taken into account from the early stages of product development. Depending on their role, they attended 1 or 2 days of training to learn about the principles and tools of eco-design and how to apply them in their day-to-day work.

(1) Source: **ADEME - "Calculer son empreinte carbone"**.
(2) Source: **"Faire sa part" - Carbone 4 (2019)**.

REDUCE
Avoid and mitigate

As part of its low-carbon strategy, the Altice France Group has set itself some ambitious targets. They are based on action plans that evolve from year to year in line with scientific advances, the reality of the Group's business and its impact.

The Group's overall objective is to reduce its emissions in line with the Paris Climate Agreement, including offsetting residual emissions. It is broken down as follows:
- 42% reduction in direct and indirect emissions by 2030 compared to 2022.
- Avoid, reduce or offset all CO_2 emissions by 2040 for Scopes 1 and 2.
- Avoid, reduce or offset all direct and indirect emissions by 2050 for Scopes 1, 2 and 3.
- Develop products and services to help reduce energy consumption and preserve ecosystems.

I. A low-carbon strategy based on emission reduction trajectories

Telecom division

As part of the Altice France Group's commitment to the ecological transition and in line with the Group's updated environmental policy, Le Cap, in 2024, the Telecom division embarked on a science-based approach[1]. The following targets were submitted to the Science Based Target Initiative (SBTi):

- Reduce emissions by 42% on Scopes 1, 2 and 3 by 2030 compared with 2022;
- Avoid, reduce or offset all emissions on Scopes 1, 2 and 3 by 2050 compared with 2022.

At the end of December 2024, these targets are still under review by SBTi and have not yet been validated.

Through these objectives, the Telecoms division has defined a global trajectory for reducing emissions . Several workshops have been organised in 2023 and during 2024 to bring together employees whose roles are linked to the most significant contributors to the Telecom division's GHG Inventory. These workshops primarily focused on:
- fixed terminals (modems and decoders), for which the Telecom division has specific levers for action, particularly in terms of eco-design;
- the purchase and resale of equipment, in particular network equipment and mobile terminals;
- supplier engagement, an essential lever for reducing Scope 3 emissions in the Telecom division, which predominantly arise from the procurement of goods and services from third parties.

These workshops enabled the identification of priority action areas that will allow the Telecom division to follow its emissions reduction trajectory and achieve the objectives to which it has committed.

Target trajectory for reducing the Telecom division's GHG emissions
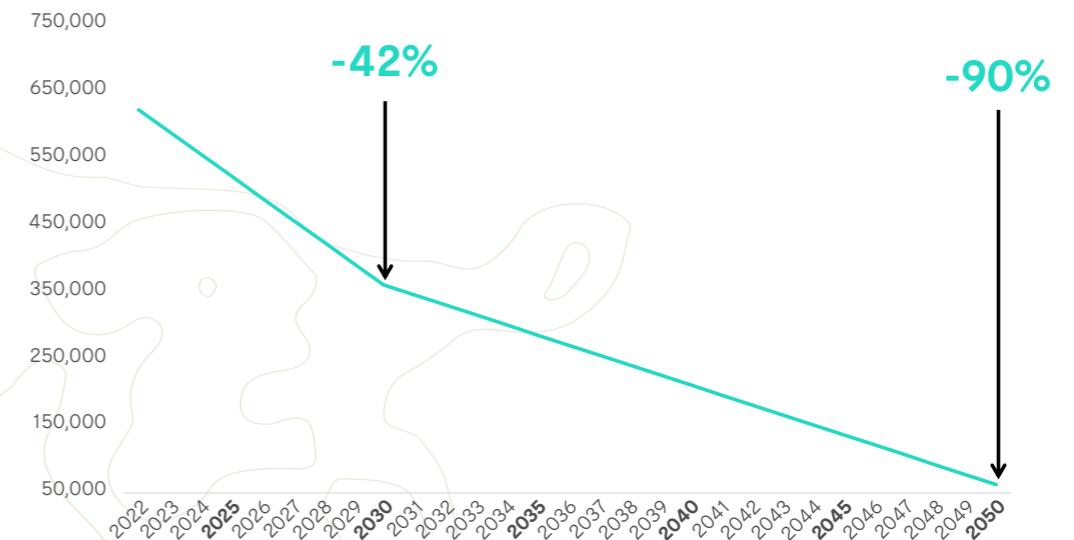
Intelcia

Intelcia has been tracking its Scope 1 and 2 greenhouse gas emissions for several years and began calculating its indirect emissions (Scope 3) at the end of 2023. The objective is to complete its first full GHG inventory for its French-speaking regions. In 2024, new projects were launched to define action plans to reduce greenhouse gas emissions. Intelcia proactively registered with the SBTi to publish its trajectory and results once its trajectory and action plans are finalised and validated.

II. Extending the lifespan of equipment and promoting the circular economy

The Greener Altice programme

In 2024, device purchases (modems, TV decoders and smartphones) represent 28% of the Telecoms division's greenhouse gas emissions. To address this major challenge, the Telecom division has been rolling out the Greener Altice programme since 2020. This global and responsible initiative is part of a continuous improvement process, reflecting the Group's commitment to the circular economy.

The Greener Altice programme's key areas of focus are as follows:

- **Eco-design of fixed and mobile equipment and accessories:** development and deployment of solutions incorporating eco-design principles to reduce environmental impact right from the design phase.
- **Monitoring and measurement of environmental impacts:** setting up quantitative indicators to accurately assess impacts throughout the lifecycle of products and services.
- **Involvement of the entire value chain:** the programme is based on a collaborative approach involving all stakeholders: suppliers, associations and other players in the ecosystem. Partners are actively engaged in adopting responsible practices that align with the environmental standards of the Group, thereby enhancing the sustainability of the Telecom division's supply chain.

Over the years, the Greener Altice programme has continued to expand, incorporating more products and reinforcing environmental criteria for the design and procurement of devices.

Prioritising eco-design in fixed product development

Eco-designed boxes

To reduce the Group's carbon footprint, a specific set of eco-design standards for boxes has been developed. Compliance with these standards is mandatory for all new products. Over the years, the criteria have become increasingly demanding, in line with best eco-design practices and recognised environmental certifications.

SFR also focuses on measuring the environmental impact of its products to better optimise them. Internal teams were trained in life cycle assessment methods at the start of 2024 and have since used these tools to evaluate every design project.

Finally, in 2024, SFR launched a raw materials audit of its fixed product suppliers to better manage its supply chain. The aim is to assess the risks associated with critical materials (metals, semi-conductors, rare earths), to analyse their environmental impact and to promote more sustainable practices. This approach also aims to increase the transparency and traceability of the sources of the materials used in the Group's cubicles.

ECO-DESIGN CHARTER FOR BOXES

The specifications impose numerous environmental criteria, amongst others:

- optimisation of weights and volumes to reduce the amount of material needed for production and optimisation of transport;
- the obligation to incorporate a minimum of 70% recycled material in plastic casings;
- limiting the use of harmful substances to guarantee human health and the safety of our customers;
- optimisation of the lifespan of boxes, thanks to longlife components (minimum lifespan: 10 years);
- search for ways to reduce the energy consumption of equipment, by implementing specific software modes;
- ease of refurbishment, ensuring boxes can be repaired or refurbished with easily replaceable spare parts;
- strict compliance with the eco-design charter for packaging (e.g. use of labelled recycled materials, vegetable-based inks, elimination of single-use plastics). The use of paper, in particular, has been reduced to a minimum by printing the installation instructions directly on the cardboard.

at least 70%
recycled plastic

Some actions resulting from the eco-design approach

Reducing standby power consumption

To address power consumption in standby mode, energy efficiency in the latest three generations of decoders has been enhanced with the integration of a «deep sleep» mode. This mode reduces power consumption to less than 2 watts - or even less than 1 watt for the latest models - when devices are not in use. The "deep sleep" mode deactivates electronic components not required for security and quality matters, but which could potentially consume energy. Combining energy savings and performance, a «wake-up time» of less than 15 seconds has been maintained so as not to penalise the customer experience and enable them to get back to their TV services very quickly.

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

Decoder remote controls, which are used by SFR customers on a daily basis, are among the items that generate a high rate of change during the refurbishment phase.
To reduce the environmental impact of this accessory, the range of remote controls has been redesigned to encourage the use of recycled plastic, while preserving the strength of the plastic and the repairability of the object.

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

Improving the eco-design of mobile equipment

Eco-designed mobiles

The Altice France Group is regularly working on expanding its range of responsible mobiles by including in its catalogue the latest models from several eco-responsible brands, whose smartphones are thought out and designed to have the least possible impact on the environment and are manufactured in the most socially equitable conditions possible. In 2024, the production facility for Altice's mobile range achieved ISO 14001 certification, demonstrating its commitment to responsible environmental management.
The Altice France Group has designed and offered its customers responsible smartphones since November 2021: the Altice E54 and E25 were joined in 2023 by the Altice E55. This latest eco-designed and economical model illustrates the Group's ambition to provide digital access for all, while seeking to minimise its impact on the environment.

LAltice E55 features:

- No halogen substances
- Contains recycled tin
- Certified FSC packaging
- Removable battery
- Natural inks
- Removal of the loader and the pedestrian
- Zero plastic sachet
- Paper ties
- Repairability index 8.7/10
- Warranty 3 years
- Modular approach
- Recycled plastics 75%
- Availability of spare parts 7 years
- Zero glue
- Maritime procurement

A new range of Altice accessories

Since 2023, the Altice France Group has revisited its entire range of accessories to comply with eco-design criteria and reinforce its environmental commitment[1].

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

- **Eco-design:** All products are designed using recycled materials, with the proportion varying from 30% to 100% depending on the type of product. The materials are certified by the Global Recycled Standard ("GRS") label;

- **Extended lifespan:** In collaboration with suppliers, product quality has been improved. For example, the new charging cables are certified by an independent laboratory to withstand 25,000 torsions, eight times more than a standard quality cable;

- **Extended warranty:** SFR offers a 3-year warranty on all new products in the range, one year longer than the minimum legal guarantee;

- **Eco-designed packaging:** The packaging uses 100% recycled FSC-certified cardboard, printed with vegetable-based inks. For the energy range (chargers and cables), the volume of packaging has been reduced by up to 50% compared with the previous range;

- **Maritime transport:** All products in the range, with the exception of protective cases, are shipped by sea to minimise the environmental impact of their transport.

3 year
warranty

Up to
100%
recycled plastic

GRS
certified materials

Since March 2024, a stock of products has been set up in Île-de-France for the best-sellers of the Altice accessories range.

This system helps to reduce the environmental footprint associated with transport, thanks to supplies being made exclusively by sea. It also actively contributes to social inclusion by employing only people with disabilities, in collaboration with the ESAT association[2] "Avenir".

ESAT AVENIR

La Factory

With the aim of reducing plastic waste and extending the lifespan of terminals, SFR has developed "La Factory", a tailor-made smartphone protection device. These compact machines, roughly the size of a printer, are installed in SFR stores and enable on-demand cutting of screen protectors for smartphones in just seconds, using a single universal protection film. This significantly reduces pollution related to production, transportation, and storage of such products. The protections are cut to order, which reduces obsolescence and facilitates stock management. This flexibility eliminates the need for air transport entirely.

La Factory protections represented more than
88%
of SFR's screen protection sales in 2024

Optimisation of the fleet of cutting machines and expansion of the range of protections

In 2024, SFR modernised its fleet of La Factory cutting machines installed in its stores. This strategic renewal has a number of objectives:

- Improved ergonomics and technical capabilities: The new machines can now cut protective films for a wider range of devices, including not only traditional smartphones, but also tablets and foldable smartphones.

- Reduced energy consumption: At the same time, an optimised standby mode has been incorporated to reduce the power consumption of the machines.

- Extended range of protective films:
  - with new films suitable for all smartphones, including foldable smartphones and tablets;
  - with the launch of a privacy film that combines shock protection and privacy protection, preventing side-view visibility;
  - but also with the integration of new materials for improved impact resistance and increased durability thanks to the self-healing properties of the films. Any scratches will disappear in just 48 hours.

These initiatives reflect SFR's commitment to sustainable innovation, while meeting its customers' growing expectations in terms of confidentiality and eco-responsibility. SFR is thus deepening its partnership with its film supplier, ISO 14001 certified. This certification guarantees the supplier's commitment to reducing its environmental impact.

Second life of equipment

Extending the lifespan of SFR and RED by SFR boxes

For several years, the Altice France Group has been running a system to refurbish modems and TV decoders under its SFR and RED by SFR brands. These products, which are designed to have a maximum lifespan, are repaired and refurbished as long as their technology is not obsolete, and are therefore re-used several times throughout their lifecycle.

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

94%
of active range boxes
are refurbished

68%
of all boxes collected
are refurbished

An increasing number of refurbishment offers
In 2024, 7 new models were added to the list of equipment that can be refurbished. In the context of refurbishing fixed B2C equipment, more than 2.5 million items were refurbished during the year.

Maximizing the reuse of box casings
To optimize the reuse of equipment, a paint solution has been implemented for several years to preserve more casings during refurbishment and reduce reliance on new plastics.
This solution, which uses water-based paints, made it possible to recover more than 200,000 casings during the year. For example, 47% of refurbished STB8 set-top boxes have benefited from this innovative technique, with no need to dismantle the equipment.
This initiative complements other processes to maximize the reuse of plastic components: polishing, applying stickers, flaming, regenerated plastics, amongst others.

Streamlining of equipment shipments
Over several years, SFR has worked to simplify processes and minimise waste by standardising packaging as far as possible across various equipment versions with their service providers. This strategy reduces the number of packaging types, facilitates inventory management, and optimises transport. For example, identical packaging is used for multiple versions of 4G pocket boxes and the five different versions of the NB8 box.

New refurbishment techniques
Since 2023, the implementation of a new solution for testing and renovating optical cables has made it possible to avoid having to manufacture and ship more than 200,000 new optical cables in 2024.

A second life for mobile phones

In order to encourage consumers to give their phones a second life when they change them, SFR offers two attractive deals:
- **mobile trade-in:** the old phone is recovered by SFR in a store or online, in exchange for a discount to be deducted from a purchase or paid directly into the bank account;
- **the trade-in bonus:** this is an additional discount on the purchase of a new phone, available on a selection of phones after SFR has taken back the old mobile.

According to ADEME[1], in the late 2010's, more than 54 million phones are stored in drawers, when they could be reused as they are, after refurbishment or repair, or to repair other phones.
Faced with this situation, the Group is taking action by offering its customers and prospects **the opportunity to collect their old phones:**
- thanks to a stamped delivery slip available free of charge online, on the RED by SFR website;
- by dropping off their phone in a dedicated area of the store.

For the most part, the phones are refurbished and subsequently join the global refurbished market. Phones that are not recycled via this first circuit are sent to "Ateliers du Bocage", a social and solidarity economic enterprise and member of the Emmaüs movement, where they are repaired and given a new lease of life. Ateliers du Bocage sell these phones in their shops at solidarity prices or donate them to charities. Finally, terminals that cannot be repaired are recycled in order to recover the materials in specialised centres authorised to do so under current legislation.

The Telecom division - Continental France also offers a wide range of refurbished mobile phones. In order to offer a solid alternative to new mobiles, particular attention is paid to the quality of refurbished mobiles: of the three partners the division works with, two supply RecQ-labelled mobile phones[2] and one is QUALICERT-certified[3]. In addition, refurbished phones offered by the RED by SFR and SFR brands come with the same 24-month legal guarantee as new phones.
These mobile devices are displayed in dedicated presentation areas in most SFR stores and are the subject of specific commercial operations. They are also available on the SFR and RED brand sites.

22%
of sales result in
the recovery of
a mobile phone

Repair workshops accessible to all

To help extend the lifespan of equipment, SFR launched a smartphone repair service in its stores at the end of 2024. Developed in a pilot version in 4 stores, this service should, subject to customer satisfaction, be followed by a more extensive and gradual roll-out to the rest of the stores.

This fast and direct repair service is carried out on site by SFR technicians who have been trained to repair mobile phones. A dedicated space enables the equipment to be diagnosed and repaired, subject to the customer's agreement. This express repair service is available in 1 hour (for 90% of the most frequently encountered faults), with or without an appointment, and is accessible to all, whether SFR customers or not. Each repair comes with a 12-month guarantee.

By offering consumers the opportunity to repair their smartphone and by facilitating the repair process through its workshops, SFR is actively contributing to reducing the environmental impact of digital technology by reducing the need to manufacture new mobile terminals.

SFR Business: A certified equipment recovery, reuse and recycling service for businesses

Similar to SFR, the equipment made available or sold to customers accounts for a significant proportion of SFR Business' carbon footprint.

In order to reduce its environmental impact, SFR Business has been committed to the circular economy since 2017, in particular through ISO 14001 certification. SFR Business has historically been certified for its environmental management of the recovery, reuse and recycling of customer equipment (fixed, service and mobile). At the beginning of 2025, SFR Business will extend the scope of its certification to cover the entire life cycle of its products, whether fixed products, services or mobiles. This new scope will cover all stages of product management, from design to distribution, use and withdrawal from the market.

A platform for reselling to brokers, and/or donating mobile fleets in partnership with Ateliers du Bocage, is also available to encourage companies to recycle phones they no longer use. From 2025, SFR Business will offer a new platform, developed in partnership with CompaRecycle. This solution will simplify the collection, counting, evaluation, deletion of personal data and payment, offering a complete service accessible to all SFR Business prospects and customers.

Reuse and end-of-life management of equipment

Telecom division - Continental France

The Telecom division uses electrical and electronic equipment directly at its offices or at the sites that enable the SFR network to operate. When this equipment breaks down or its technology becomes obsolete, the question of reuse or recovery systematically arises. As a result, more than 46% of equipment was recovered in 2024, thanks to partnerships such as the one with Shields for the Telecom division – Continental France's mobile network sites.

In addition, all the IT equipment due for replacement (PCs, screens and printers) at the Telecom division - Continental France has been systematically donated to Emmaüs Connect since 2020.

More than
740 tonnes of CO$_2$
avoided in 2024 thanks to the re-use and recovery partnership with Shields, a player committed to the refurbishment and recycling of EEEs

Intelcia

The issue of the circular economy and waste management represents a particular challenge for the Intelcia Group. In order to improve the recovery of its waste and to fight against pollution, Intelcia has increased its local partnerships to promote reuse, refurbishment and recycling, in a geographical context of weak structuring of these channels. In April 2024, when the office chairs and storage boxes were renewed, the Marseille site donated its equipment to an association that supports people with disabilities. Similarly, in 2024, Intelcia took advantage of the renewal of its computer fleet at the Rabat site to donate 300 computers to a local association. These computers will be reused instead of becoming waste, and will be able to benefit people in need.

ERT Technologies

ERT Technologies has also introduced a procedure for managing the lifecycle of its IT equipment. This approach makes it possible to give a second life to equipment that no longer meets the company's performance criteria, through donation or recovery operations.

afaq
ISO 14001
Environnement
AFNOR CERTIFICATION
SAV & Gestion des DEEE
SFR BUSINESS

EMMAÜS CONNECT

III. Achieving greater energy sobriety and efficiency

In France, the digital sector consumes 56 TWh per year[1], which corresponds to 12% of national electricity consumption. Equipment (computers, tablets, boxes, mobile phones) accounts for three-quarters of energy consumption in the digital sector (45 TWh). Although digital network architecture (relay antennas, cables, routers) accounts for a smaller proportion of this consumption (3.5 TWh per year), it is steadily increasing to meet the growing needs of users. Aware of the energy impact of its activities, the Altice France Group is placing energy sobriety at the heart of its strategy and is implementing targeted actions to reduce, as a priority, the footprint of its networks, offices and shops.

The Telecom division regularly reviews its energy policy, taking into account changes in its activities. It is implementing a series of initiatives and action plans to optimise and reduce its energy consumption. These concrete measures include modernising equipment, integrating efficient cooling solutions, renovating facilities and establishing close relationships with service providers and suppliers in order to develop more sustainable practices while maintaining a quality service for its customers.

Changes in the energy governance of the Telecom division

In 2024, the Telecom division developed its energy strategy by carrying out energy audits on the following entities: SFR, SFR Fibre, Completel, SRR and SFR Distribution. These audits covered a wide range of sites in order to obtain a broad and representative panel of consumption patterns within the Telecom division's infrastructures. The aim is to identify the most virtuous practices and implement targeted actions to achieve greater energy efficiency. This new energy governance will also enable the division to adapt to changes in its activities, particularly in connection with the sale of 257 of its data centres.

Thanks to a detailed inventory of energy consumption, the identification of sources of waste and optimisation actions, concrete recommendations for reducing the energy footprint will be put forward. For example, the energy audits carried out in 2024 on SFR stores (see section «Targeted actions at stores») have identified solutions for reducing consumption.

In addition, as part of the change in energy governance, half-yearly committees have been set up within the Telecoms division - Continental France to supervise, coordinate and steer initiatives relating to energy management at tertiary sites, the network and stores. Rigorous and regular monitoring is carried out to identify best practice in terms of energy reduction, without compromising on the quality or performance of telecoms services.

The Telecom division's energy objectives

- **Achieve a 20% share of renewable electricity in the energy mix by 2025 and 50% by 2030;**
- **Take energy and environmental aspects into account** in the design of the network and in the choice of equipment;
- **Raise awareness among all employees and partners** of the actions to be taken to comply with good environmental practice;
- **Promote the use of more efficient refrigerants** with a lower Global Warming Potential (GWP).

Energy consumption of the Altice France Group

	Year	Electricity (MWh)	Petrol (L)	Diesel (L)	NRD[1] or heating oil (L)[2]
Altice France	2023	1,063,406	2,861,430	3,266,856	293,092
	2024	798,434	3,378,361	2,866,856	2,124,910
Telecom division - Continental France	2023	1,046,467	2,733,963	346,827	211,410
	2024	759,194	3,046,296	99,830	1,987,947
Telecom division – French Outermost Regions	2023	Included in Telecom division - Continental France	Included in Telecom division - Continental France	Included in Telecom division - Continental France	Included in Telecom division - Continental France
	2024	21,653	34,607	10,418	35,299
Intelcia	2023	15,127	46,727	118,952	81,682
	2024	15,980	50,236	145,877	101,664
ERT Technologies	2023	1,812	80,740	2,801,077	N/A
	2024	1,606	247,223	2,610,731	N/A

N/A: Not applicable
(1) NRD: Non-Road Diesel used to power generators.
(2) The increase in consumption observed between 2023 and 2024 is due to a methodological change, linked to the improved inclusion of consumption by generators used to power certain sites of SFR mobile network.

Towards more renewable energy

To support the objectives of the Paris Climate Agreement, the Altice France Group has set itself ambitious targets for renewable energy: achieve 20% renewable electricity in its energy mix by 2025 and 50% by 2030. In 2024, the Group entered into a partnership with a supplier of green electricity from France, with the aim of covering 16% of its electricity consumption with renewable energy. This electricity, generated from hydraulic sources, enables the Group to decarbonise a significant portion of its Scope 2 emissions.
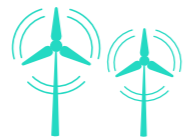
More than
127 GWh
of renewable energy,
i.e. 16% of the electricity consumed by the Altice France Group

Reducing the Group's energy footprint through targeted actions

As part of its energy policy, the Altice France Group has implemented various measures to reduce its energy footprint, particularly that associated with the network and infrastructures, which account for more than 90% of the Group's total electricity consumption. More specific measures for offices and stores have also been introduced in recent years.

Targeted actions on telecommunications network sites

Reduce network antenna consumption by putting 4G frequencies on standby

Against a backdrop of ever-increasing use of digital technology, and the mobile network in particular, the Altice France Group is committed to raising its customers' awareness of the environmental challenges associated with their consumption habits and daily practices, while at the same time using new technologies to implement energy-saving solutions, such as putting certain mobile data frequencies on standby.

Launched in 2022, this measure has been extended in 2024 to more than 15,000 eligible radio sites during off-peak hours, i.e. when the sites are least busy, following an in-depth analysis of equipment and consumption.

Reduce the consumption of network antennas by developing solar panels

Following on from the initiatives launched two years ago, the Group is continuing to roll out a number of new initiatives, including self-consumption. In 2023, the Network Department deployed 3 antennas for 2G/3G/4G and 3 steerable-beam antennas for self-consumption 5G, thanks to the installation of solar panels in the Bordeaux region. These solar panels provide more than 18% of the antenna's annual electricity consumption.

Two other projects were launched in 2023 in the Auvergne-Rhône-Alpes and Provence-Alpes-Côte-d'Azur regions, at the Fos-sur-Mer site, followed by Rennes in 2024.

Reducing the impact of site cooling

The Telecom division - Continental France takes energy criteria into account right from the site design phase and in the choice of network equipment. Various solutions are being implemented to improve the energy performance of technical sites in particular:

- As soon as network equipment is sufficiently resistant to temperature variations, it is placed outdoors, thus avoiding the need for cooling systems;
- When the equipment is to be installed indoors, a preliminary study is carried out to favour the use of an air extractor rather than air conditioning, whenever possible;
- Finally, when air conditioning is required, refrigerants with a low Global Warming Potential (GWP) are preferred.

Targeted actions at offices

Telecom division - Continental France

Although offices account for a minor share of the total electricity consumption of the Telecom division - Continental France, they are monitored and specific actions are taken as part of the division's overall energy efficiency strategy. The installation of Building Management Systems (BMS) enables energy consumption to be monitored and regulated in real time. These systems enable efficient control of heating, air conditioning, lighting and other equipment linked to the working environment, such as blinds, to optimise their operation according to space occupancy and climatic conditions. In 2024, BMS solutions were deployed at the Rennes and Les Ulis sites. In addition, SFR has automated the temperature settings in all its buildings that have a sufficiently recent management system, thus adjusting heating and air conditioning levels in real time to guarantee optimum comfort while reducing energy wastage. These measures, combined with more detailed management of consumption, are helping to significantly reduce the energy footprint of the offices.

Intelcia

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

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

Secondly, the reduction of energy consumption linked to employee travel, details of which can be found in the "Decarbonising transport and travel" section.

Sustainable procurement at the heart of reducing energy

In order to reduce its electricity consumption, the Intelcia Group has adopted energy criteria in its choice of IT equipment. Thus, the computer and monitor ranges are Energy Star and EPEAT (Gold or Silver) labelled, and the renewal of the server and storage bay ranges has also been carried out with Energy Star labelled models since 2012.

Targeted actions at stores

Under the SFR brand, the Altice France Group has a network of 300 directly operated stores. Since 2017, SFR Distribution (the entity managing the network of stores) has been carrying out regular internal and external energy audits in compliance with its regulatory obligations.

As part of the new energy governance, additional audits will be carried out in 25 stores from 2024. They identified solutions that could reduce energy consumption by around 10% compared with the baseline for each store. These audits were carried out with the support of energy optimisation experts ADVIZEO.

Lastly, since 2022, the times at which sign and store lighting is switched off have been extended, and now run from 10pm to 8.30am.

IV. Decarbonising transport and travel

Vehicle fleet policy

In order to reduce its Scope 1 direct emissions, the Telecom division - Continental France is taking action to limit the impact of its vehicle fleet and has set itself the target of having 50% of its fleet made up of low-emission vehicles[1] by 2027. At the end of 2024, the vehicle fleet had 14% of low-emission vehicles.

Intelcia is limiting the expansion of its existing vehicle fleet and has introduced a systematic study of CO_2 emissions from company vehicles, with a ban on vehicles emitting more than 125g eq. CO_2/km

Freight-related transport

In early 2023, SFR validated its commitment to the FRET21 scheme, initiated by the "Association des Utilisateurs de Transport de Fret[2]" (AUTF) and ADEME and has set itself the target of reducing its emissions linked to logistics transport by 5% between 2022 and 2025, from its suppliers to its first end customers. Within this framework, SFR has defined action, in partnership with its suppliers and service providers, to optimise transport and move towards less carbon-intensive solutions.

At the same time, measures are being taken to optimise the transport involved in refurbishing equipment after it has been used by customers, such as pallet stacking. This process enables several load units to be stacked on top of each other, without the need for shelving. The space savings made it possible to optimise journeys by doubling the number of pallets transported per journey. Lorries travelling between SFR's refurbishment centre and logistics centres in France use this process whenever possible, particularly when journeys are not shared with other companies and the volume of equipment is large enough to justify this optimization. However, this solution is not applicable to centres handling specific, low-volume reconditioned equipment.

Business travel-related transport

The Altice France Group has travel policies for each of its business units. All these policies encourage the use of videoconferencing or, where necessary and when distance allows, the use of trains rather than planes.
In the Telecom division, people are asked to give priority to using public transport whenever possible.

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

Transport linked to commuting

The Altice France Group has developed teleworking arrangements for up to 2 days a week across all its business units, enabling employees to limit their travel when business permits.
The Telecom division (Continental France and French Outermost Regions) also offers a 90% refund on public transport tickets[3], bike hire solutions and a 50% refund on the purchase of a bike (electric or otherwise) or electric scooter, up to a maximum of €900 in 2024[4]. An allowance has also been introduced to encourage car-pooling[5].
For its part, Intelcia provides its employees with modes of collective transport in order to share journeys. In France, sustainable mobility plans have been introduced to encourage employees to favour soft mobility.

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(1) Any vehicle whose carbon dioxide emissions are less than or equal to 50 grams per kilometre is considered a low-emission vehicle.
(2) Association des Utilisateurs de Transport de Fret: Association of Freight Transport Users.
(3) This system applies to employees of the following entities: SFR SA, SFR Fibre, Completel, SFR Distribution and SRR.
(4) This system applies to employees of the following entities: SFR SA, SFR Fibre, Completel and SRR.
(5) Idem.

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V. Limiting the Group's impact and preserving resources

In addition to the issues identified as high priority in its emissions reduction trajectory, the Altice France Group is also taking action on issues assessed as less critical in terms of its activities, in order to reduce its overall environmental impact. These challenges include limiting pollution, reducing waste and managing water consumption.

Limiting pollution

Intelcia

For several years now, Intelcia has included the use of environmentally certified products in its responsible purchasing requirements. In France, for example, Intelcia has been encouraging its cleaning contractors to use products with more natural ingredients for several years now, in order to combat chemical pollution.

In 2021, a full review was carried out, with a requirement to replace non-labelled products with certified substitutes.

In countries where these labelled products are not widely available, alternative measures are put in place.

For example, in Madagascar, tenders stipulate that products must be non-hazardous and have the lowest possible impact on the environment.

Telecom division

The first biodiversity footprint (see section "Understanding interactions with ecosystems"), carried out this year by the Telecom division, complements the specific checks carried out on "Installations Classées pour la Protection de l'Environnement[1]" (ICPE). These sites correspond to the Group's infrastructures which represent the most significant risk - albeit a minor one - for the environment and biodiversity.

The Altice France Group network is currently affected 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 require regular and precise checks on these sites, to avoid any pollution of the environment and therefore an impact on the local fauna and flora.
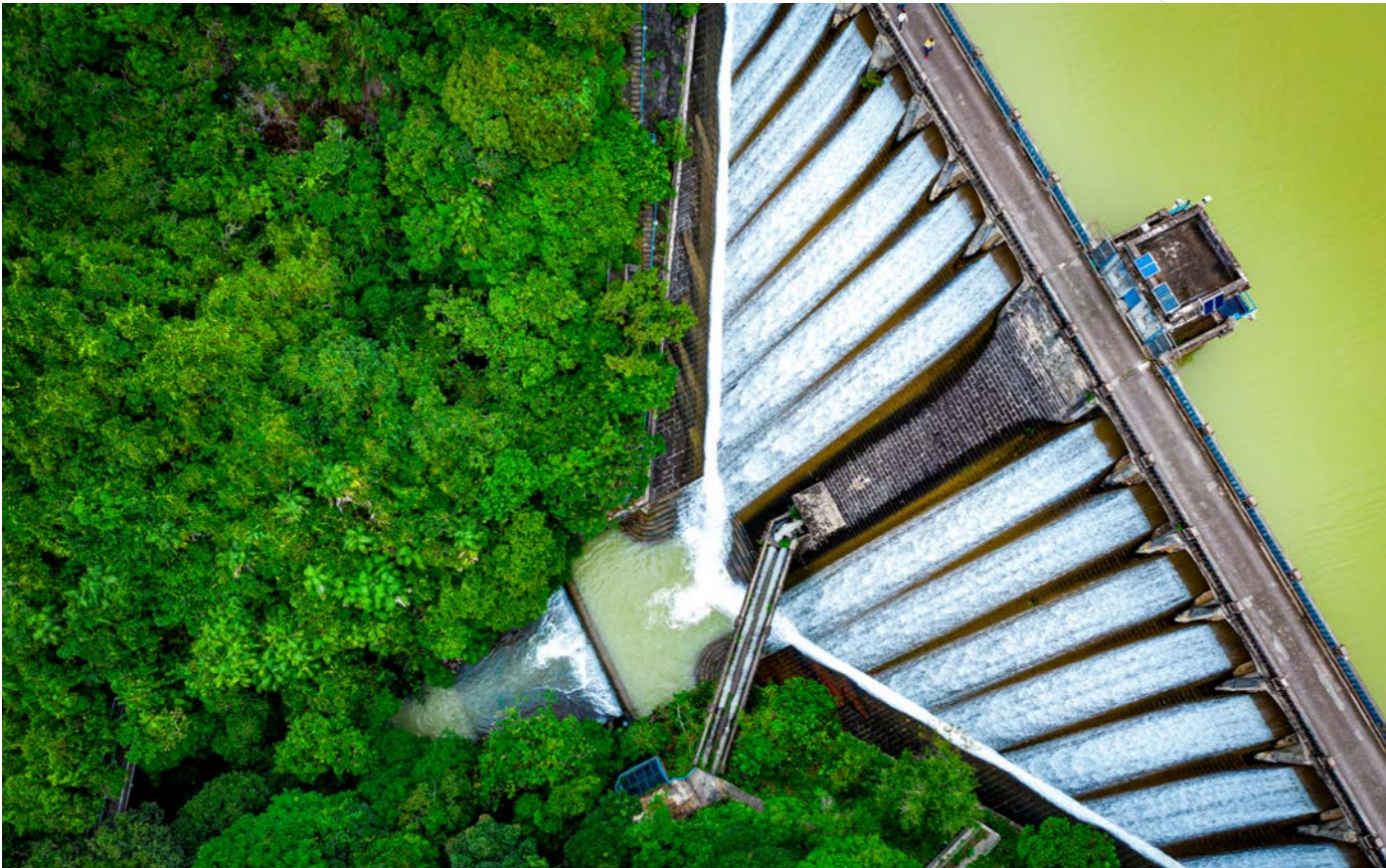
Promoting better water management

The Group's water consumption, shown in the table below, relates mainly to its offices.

For its network infrastructures, SFR has opted for water-efficient cooling technologies. Unlike traditional data centres, which require large volumes of water to cool their equipment, SFR favours innovative solutions such as free cooling, chilled-water systems and direct expansion cooling. These complementary technologies are tailored to the characteristics of each installation.

- **Free cooling:** this technology uses the temperature of the outside air to cool installations without using water. When the outside temperature is low enough, the fresh air is used directly to lower the temperature inside the building, reducing energy and water consumption.
- **Chilled-water systems:** these systems use chilled water to absorb the heat from equipment. The water circulates in closed circuits, avoiding the need for constant water renewal while ensuring effective temperature regulation.
- **Direct expansion (DX) cooling:** this air-conditioning technology removes heat from a space by evaporating and condensing refrigerants. This solution enables equipment to be cooled without using water.

In addition, and in order to limit water consumption in its offices, the Telecom division - Continental France has for many years taken measures to reduce water consumption at its tertiary sites, such as installing pressure reducers and dual-flush toilets.

		Altice France	Telecom division - Continental France	Telecom division – French Outermost Regions	Intelcia	ERT Technologies
Water consumption (m$_3$)	2023	145,365	46,540	Included in Telecom division - Continental France	95,570	3,255
	2024	138,848	40,471	6,062	87,535	4,779
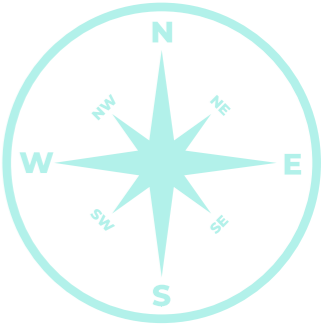
CONTRIBUTE
Preserve and restore

Protecting biodiversity and ecosystems is an essential part of the fight against climate change. The objectives and actions aimed at reducing greenhouse gas emissions must make it possible to limit the impact of the Altice France Group on climate change as much as possible. At the same time, the Group's environmental policy includes a third dimension, based on the concept of "contribution".

By taking part in the preservation and restoration of ecosystems, the Group can amplify its actions to combat climate change, in particular by absorbing its so-called "residual" emissions, i.e. those which, despite efforts to reduce them, it has not been possible to avoid or reduce entirely.

Protecting biodiversity and restoring ecosystems

The Altice France Group's strategy for protecting biodiversity and restoring ecosystems is currently being overhauled for further development in 2025. It should make it possible to meet the objective of avoiding, reducing or offsetting all the Group's emissions by 2050. Initial initiatives have been launched by the Telecom division and Intelcia in recent years, but these will have to be supplemented by a more global approach to the Group's contribution, in line with its reduction strategy.

Telecom division
Since 2020, the RED by SFR teams are running the "#REDsponsable" programme with the aim of contributing to the restoration of local ecosystems. Through this programme, and in partnership with the A Tree for You association, RED by SFR finances reforestation projects in France such as :
- the rehabilitation of the Montmorency forest, which has been in a health crisis since 2018;
- the reforestation of the Meudon state forest, affected by the chestnut ink disease, for which financing was finalized in September 2024;
- and a melliferous forest project to protect the Cévennes black bee, in Lozère, since the end of 2024.

These projects, started in previous years, were supported by customer donations and topped up by RED by SFR to the tune of €17,000 in 2024. SFR Réunion is also taking action to protect biodiversity, as detailed on the section "Focus: SFR Réunion".

Intelcia
In partnership with the High Atlas Foundation (HAF), which works to restore Moroccan ecosystems through reforestation, Intelcia has financed the planting of 10,000 fruit trees, i.e. one tree per Intelcia employee in Morocco. Carob, olive, pomegranate, fig and almond trees have been planted in the Ouarzazate region of the Atlas Mountains, where increasingly frequent droughts have weakened the local natural and social ecosystem.

This initiative now benefits 15 farms and 60 families. In addition to the benefits for the environment and biodiversity, the fruit trees will provide production for sale in the medium term, enabling families to increase their income. From planting to harvesting and orchard maintenance, local jobs will be created throughout the life cycle of the project. Around ten Intelcia employees travelled to the Ouarzazate region to take part in the planting of these trees, alongside members of HAF and the owners of the farmland.

5.

Fostering a stimulating work environment

To support employees in their day-to-day work, the Telecom division is continuing to roll out a wide range of measures designed to enhance operational excellence and team performance. These include the introduction of demanding training programmes, a proactive apprenticeship policy and dynamic management of employee mobility and careers. In 2024, the Telecom division also intensified its efforts towards inclusion, with a particular focus on recruiting workers with disabilities, as well as promoting diversity and increasing the representation of women in the workforce.

Intelcia, for its part, has been focused on job creation, employability and inclusion from the outset. With 19,503 employees in 2024 for the French-speaking region, Intelcia is one of the leading private employers in several employment areas in France and internationally. Intelcia's recruitment policy reflects its commitment to inclusion: 68% of the employees recruited in 2024 are aged 30 or below, and 30% are people excluded from the labour market, recruited under schemes such as "Préparation Opérationnelle à l'Emploi Individuel" (POEI) in France.

To promote the employability of its employees, Intelcia relies on two internal training academies and the regular deployment of e-learnings. Finally, Intelcia implements a number of measures to improve the well-being of its employees at work, including the "In The Move" programme, which is deployed in all countries and brings together all employees around a wide range of services and events.

Key performance indicators

Risks	Telecom division - Continental France	Telecom division – French Outermost Regions	Intelcia	ERT Technologies	Key performance indicators	2023	2024
Employability & stability	X	X	X	X	Percentage of employees who attended at least one training course during the year[1]	101%	54%
	X	X	N/D	N/D	Average number of hours of training per employee who attended at least one course during the year	60.07	69.4
	X	X	X	X	Percentage of employees who have been made aware of at least one sustainable development issue at least once in the last 3 years	NEW	74%
Talent management	X	X	X	X	Number of permanent hires[2]	7,773	6,217
	N/D	N/D	X	N/D	Percentage of people who are excluded from the labour market among new recruits	33%	30%
	X	X	N/D	X	Number of work-study students hired[2]	410	402
	X	X	X	X	Voluntary departure rate[2]	27%	22%
Human rights and fundamental freedoms	X	X	X	X	Percentage of promotions awarded to women on permanent contracts	41%	43%
	X	X	X	X	Percentage of women recruited	50%	51%
	UES SFR: 92% - 2.8% SFR Distribution: 94% - 2.7%		99%	86%	Professional equality index[3] - including gender pay gap (French regulation) when available	N/C	N/C
	X	X	X	X	Percentage of employees with disabilities[4]	4.2%	4.9%
	X	X	X	X	Absenteeism rate	12.3%	4%
	X	X	X	X	Workplace accident frequency rate[5]	6.7	3.8
	X	X	X	N/D	Workplace accident severity rate	NEW	16

N/D: Not disclosed; N/C: Not consolidated; NEW: New indicator.
(1) The results for this indicator are due to the fact that Intelcia trains a number of people annually that exceeds its year-end headcount, reflecting the training efforts made for customer advisers, the population that is the main cause of staff turnover. In 2024, on the other hand, there were fewer new projects requiring initial training at Intelcia, resulting in a lower indicator value than in 2023.
(2) Data for 2023 does not include ERT Technologies, which has included this indicator in its reporting for 2024.
(3) Index published in 2024 for the year 2023. France scope for Intelcia.
(4) Intelcia: Scope 2023 Intelcia France. Scope 2024 Intelcia France & Intelcia Portugal.
(5) Data for 2023 does not include Intelcia, which has included this indicator in its reporting for 2024.

The objectives of the Altice France Group

Risk	Telecom division - Continental France	Telecom division – French Outermost Regions	Intelcia	ERT Technologies	Objectives	2023	2024
Human rights and fundamental freedoms	X	N/A	N/A		Increase the representation of women in: - the workforce - management - promotions	35% 30% 33%	35% 30% 29%
	X	N/A	N/A		Reduce the gender pay gap, with a dedicated budget[1]	2.6%	2.8%
	X	N/A	N/A		Increase the employment rate of workers with disabilities[2]	3.9%	4.1%
	X	N/A	N/A		Hire at least 23 workers with disabilities[2] per year between 2023 and 2025 in the Telecom division[3]	9	30

N/A: Not applicable.
(1) Pay gap based on the professional equality index published in 2023 for the year 2022 and in 2024 for the year 2023. SFR SEU perimeter.
(2) The 2023 and 2024 values correspond to the percentage of employees with disabilities of the Telecom division's (Continental France and FOR) total workforce at 31/12/N.
(3) Includes all contracts.

Attract talent and integrate young people into the Group

I. Intelcia: a dynamic and responsible recruitment policy, in favour of equal opportunities

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

Intelcia is constantly growing and has chosen to make diversity and equal opportunities an asset for the company. In this way, Intelcia offers opportunities to people who are excluded from the labour market, such as people with limited qualifications, those who have experienced periods of unemployment or older people. These people are recruited through partnerships with associations and public organisations such as the "Association Nationale de Promotion de l'Emploi et des Compétences[1]" (ANAPEC) in Morocco, France Travail in France and the "Fonds National de l'Emploi[2]" (FNE) in Cameroun. In 2024, these recruitments accounted for 30% all hires, enabling Intelcia to combat inequality while strengthening its integration into the local fabric.
For example, the Lyon site worked with the Rhône-Alpes Region and France Travail as part of the "Pacte Région pour l'Emploi" (Regional Employment Pact) to recruit 5 senior employees. France Travail selects senior profiles who are excluded from the labour market and who are unfamiliar with digital tools. Through its external training centre, Smartshore, Intelcia provides them with 266 hours of training. This partnership with the region helps to reintegrate people into the workforce and facilitates recruitment. With support focused on digital tools, the new recruits integrate more effectively into the Group's projects.

(1) Association Nationale de Promotion de l'Emploi et des Compétences.
(2) National Employment Fund - Home.

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

30%
of new recruits are people excluded from the labour market

20%
of employees are under the age of 25

In Senegal, Côte d'Ivoire and Cameroon, for example, partnerships have been set up with local employment offices to encourage the recruitment of young people with no qualifications or first-time jobseekers. In 2024, in Tunisia, Intelcia strengthened its partnership with the "Agence Nationale pour l'Emploi des Travailleurs en Tunisie[1]" (ANETI) to facilitate the integration of jobseekers. This partnership has several key advantages:

- Access to a diverse talent pool including young people with no experience, people with disabilities and the long-term unemployed. This approach allows teams to be diversified while addressing recruitment needs quickly and effectively.
- Enhanced support: ANETI offers ongoing support to recruited candidates, which facilitates their integration and reduces the risk of turnover.

In France,
in particular with France Travail, local Missions, reintegration units, and also the agglomerations. 37% of new hires throughout France were recruited **under the Individual Operational Preparation for Employment or Pre-Recruitment Training Action schemes**

In Morocco,
with the ANAPEC to promote the employability and retraining of young people. **Additionally, with the Office of Vocational Training and Labour Promotion to promote recruitment**

In Tunisia,
through the **partnership with the ANETI to facilitate the integration of jobseekers**

In Senegal,
with the Employment Department, through the State-Employer Agreement, for the recruitment of unemployed youth. **Additionally, through an agreement with the Higher Institute of Management for the recruitment of young graduates**

In Cameroon,
in collaboration with the FNE, as part of the new Citizen Graduate Employment Programme

In Côte d'Ivoire,
with the **Youth Employment Agency aimed at recruiting first-time jobseekers**

II. Telecom division

A strong recruitment drive in a tight market

In 2024, and in line with previous years, the Telecom division saw a very strong recruitment drive, particularly in the consumer and business sales forces, information systems and network professions, and support functions.

The job market remains particularly tight, especially for digital professions and technical profiles. This phenomenon is intensified by the context of digital transformation and the rapid development of AI, which is driving a growing demand for skills in digital technologies and automation. The Telecom division has implemented an ambitious recruitment strategy, adopting a proactive approach to candidates to attract top talent to the Group. The recruitment teams are also committed to promoting diverse and inclusive hiring, leveraging the Telecom division's policies supporting professional equality and workplace inclusion for people with disabilities. For example, in 2024, the Telecom division exceeded its recruitment target for workers with disabilities, achieving 30 hires compared to the target of 23, as part of its agreement to support disability inclusion. These figures reflect the results of a long-standing and committed policy.

Finally, the Telecom division's dedication to professional development and the integration of new employees fosters a stimulating environment conducive to the growth and fulfilment of every individual.

An ambitious work-study policy

For many years, the Telecom division has been pursuing a proactive policy in favour of apprenticeships, with the aim of supporting and encouraging young people to enter the job market and build their professional future. This commitment, which has been embedded in the division's project for several years, aligns with the goals of the government's "1 jeune 1 solution" initiative[1].

Each year, the Telecom division welcomes nearly 600 students from various fields, including the digital technology, business and corporate sectors (finance, HR, legal, etc.).

Beyond teaching technical skills, the Telecom division offers students a deeper understanding of the division's activities and culture through a series of site visits, conferences, and numerous networking events throughout their journey with the Group. In addition, induction days are organised each year to all work-study students to accelerate their immersion into the Group and foster relationships among peers.

Tutors are committed to developing the skills of apprentices, guiding them in their learning, and helping them build their career paths. Every year, these tutors receive support to help them do their job as well as possible, with dedicated training for new tutors and a discussion session with the School Relations team where they can ask any questions they have about tutoring.

In 2024, a specific programme was introduced to further enhance the support provided by tutors. This included a dedicated conference on intergenerational dynamics and training modules focusing on topics such as providing feedback, emotional management, communication, and collaboration.

In 2024
27%
of students in the Telecom division were recruited on fixed-term or permanent contracts at the end of their work-study experience.

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

Convinced that diversity is a source of performance for the Group, the Telecom division has a proactive policy from the work-study stage onwards to promote the integration of people with disabilities, the feminisation of digital professions and young people from disadvantaged neighbourhoods.
The efforts made in recent years to promote gender diversity and increase the number of women in the workforce have resulted in a significant increase in the proportion of women among work-study students recruited in 2024, with more than 49% women in this year's intake.
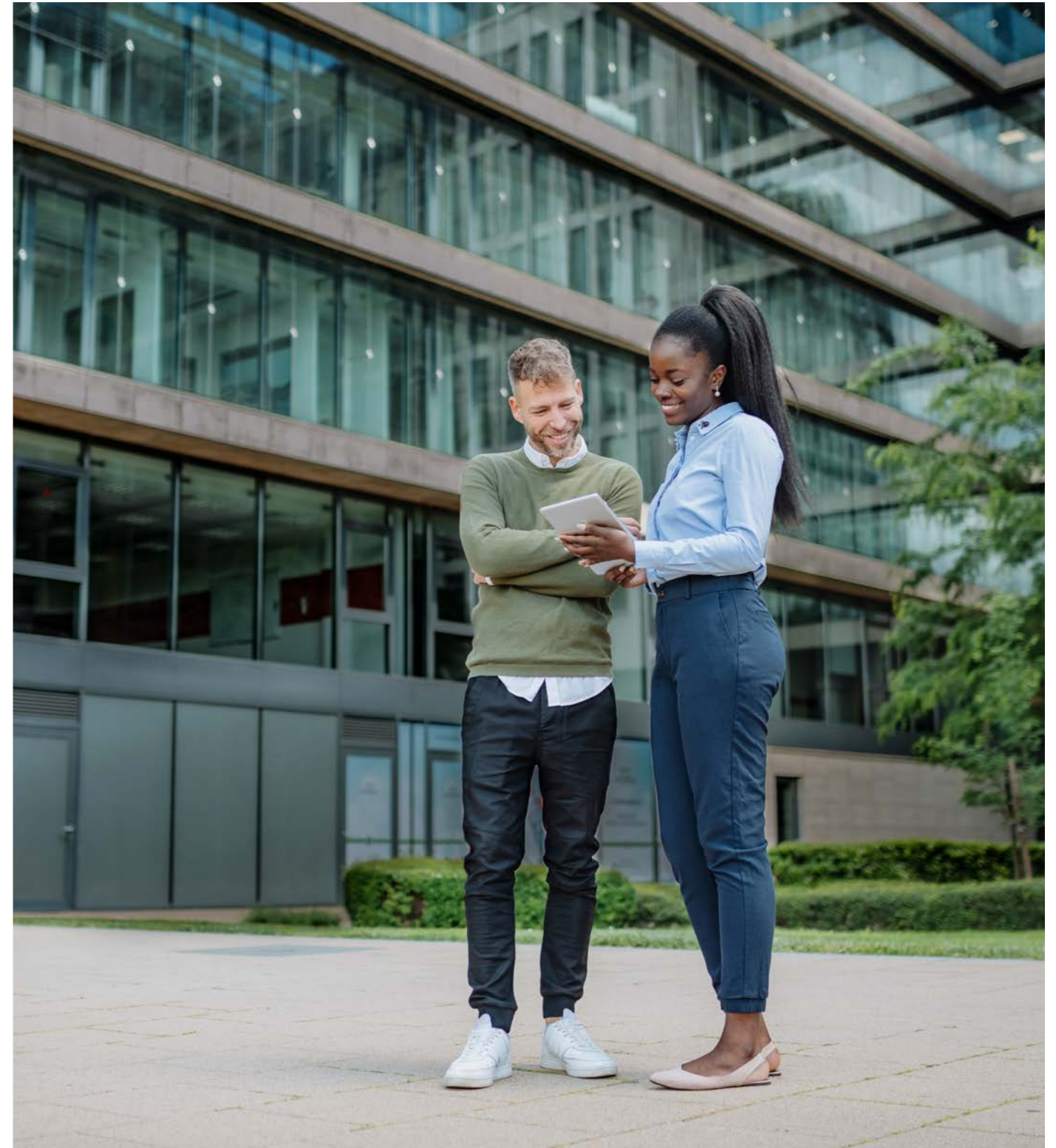
Development of employee skills to support the innovations of today and tomorrow

I. Ongoing training and integration programmes at Intelcia and ERT Technologies

Two internal training academies, serving Intelcia's employees

Intelcia has 2 internal training academies: Intelcia Academy for customer advisers and Intelcia University for managers, which are responsible for rolling out training courses and consolidating all processes and data on training in the My Training tool. My Training is a digital platform used to schedule training sessions, manage associated resources (rooms, instructors, learners, etc.), and track data related to these trainings (including training evaluations).

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

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

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

Intelcia Academy, is in charge of the initial and ongoing training of Intelcia customer advisers.

The system is reinforced by a Design Center team in charge of module/video design.

In total, nearly 1.1 million hours of training were taken by Intelcia employees in 2024.

Steering and monitoring of the training system

The Training Department has developed IT systems to manage and monitor the training system:
- My Learning, a Learning Management System (LMS) for e-learning;
- My Training for training management and planning;
- Test'IN Lab, which makes it possible to reproduce an SFR customer environment (TV, Box, Smartphone, Tablets, etc.).

Integration and training courses: special attention in the context of Outsourcing at Intelcia and at ERT Technologies

Intelcia pays particular attention to the introduction process for new employees, which has been completely redesigned and digitalised. New employees need to feel expected and welcomed, but they also need to quickly understand the challenges of their new role. The arrival of new employees, their integration into the teams and initial training are optimised thanks to an On Job Training (OJT) system, which explains the job and introduces the key contacts for carrying out assignments and integrating into the Group. In addition, the intranet, MyIntelcia, provides access to a wealth of information on the company's operations, news and social benefits. This gives employees greater autonomy.

Since 2019, ERT Technologies provides all new hires with a welcome booklet, updated in 2024. Each employee also receives a safety induction from the Quality Safety Environment (QSE) coordinators, as well as an induction programme specific to their role, and is given the equipment needed to carry out their work. An announcement introducing each new employee is shared via the intranet, and they are also presented with a welcome kit.

II. Developing the skills of the Telecom division's employees to support the Group's transformations

> **In 2024, 72% of employees in the Telecom division took at least one training course, with an average satisfaction rate of 90%.**
>
> **On average, women took 18 hours of training, and men 22.**

In 2024, the Telecom division established talent management as a fundamental pillar of its new corporate project, underscoring the critical importance of skills development within the organisation. The Telecom division's 2024 training plan[1] focused on a number of strategic priorities designed to keep pace with technological developments and enhance the operational efficiency of its teams. In line with previous years, a special effort was made on sales force training courses, with a particular focus on sales efficiency and service orientation. Leadership and performance management and raising awareness of environmental, regulatory and information security issues were also key priorities for 2024. Last but not least, a particular emphasis was placed this year on the use of generative artificial intelligence, data analysis and exploitation tools to support the transformation of the Group.

An in-house team of six professionals, led by a manager, oversees the training plan and designs the programmes, drawing on the expertise of the operational directors of the 9 business lines. Administrative and financial procedures are outsourced to specialist partners. With a €5 million budget, including funding from the National Employment Fund for digital and ecological transformation, the training plan serves all SFR SEU teams. SFR Distribution employees benefit from a specific training plan that is managed independently. 90% of training sessions are delivered by Qualiopi-certified providers, and 10% by in-house trainers.

In 2024, the training access rate was 75%[1] with a satisfaction rate of 90%. A significant effort is made to measure and analyse the impact of training, to ensure that each programme effectively enhances employee skills and performance.

La Fabrique's emblematic programmes

The Telecom division's internal college, «La Fabrique», helps strengthen the teams' business expertise and develop the skills of tomorrow, in order to improve collective performance. La Fabrique relies on 9 fields of business expertise sponsored by operational directors who make it possible to offer tailor-made training courses that are as close as possible to the needs of employees.

NEW MANAGER PATHWAY — SALES ACADEMY — 5G — CONTINUOUS IMPROVEMENT — MOBILITY SUPPORT — PRESENTING WITH IMPACT — ARTIFICIAL INTELLIGENCE — la fabrique — DATA VISUALISATION WITH TABLE — STRATEGIC SELLING — CYBERSECURITY — CUSTOMER RELATIONS ACADEMY — INTEGRATION PATHWAYS — AMAZON WEB SERVICES — GOOGLE CLOUD PLATFORM — CHANGE MANAGEMENT

Creating value through generative AI

« Our objective is clear: to upskill our employees and create value through generative AI. The company is already engaged in innovative projects using AI to optimise our services and improve operational performance, such as improving the quality of our field interventions through image recognition, enhancing the performance of our call centres with generative AI, and predictive monitoring of our networks. We aim to go further and strengthen our generative AI capabilities to transform our work methods, increase productivity, and drive innovation within the Group. To support this transformation, we are rolling out dedicated training on generative AI within the Telecom division to ensure everyone can fully benefit from these technological advancements. »

Mathieu LE RENARD
Executive Director of Transformation

Modernising IT systems with the Move to Cloud programme

As part of the modernisation of information systems, a Move to Cloud programme was launched in 2024 to support teams in transitioning to Google Cloud Platform, which currently offers the best market practices. The goal of this initiative is to instil a data-driven culture within the Telecom division and support innovation through the latest technological advancements in data and AI. With more agile and responsive systems, this solution will also aim to optimise IT infrastructure costs, simplify IT management, and reduce technical debt. Two new training courses on Google Cloud Platform and Amazon Web Services have been developed in close collaboration with operational teams, addressing the challenges and fundamentals of our different business lines: architecture, networks, systems, security, FinOps, analytics and revenue assurance.

Setting up corporate values workshops

To ensure that every employee can play an integral role in the SFR imagine corporate project, corporate value workshops have been launched across all executive departments of the Telecom division[1]. These dedicated moments of exchange provide an opportunity to discuss SFR's core values and their practical application in the teams' daily achievements. These workshops also seek to define how these values can guide future actions and explore how each employee can deepen their engagement to embody them in their everyday work.

Managerial support

In 2024, special emphasis was placed on strengthening managerial skills through the training programme «Providing regular and effective feedback – from setting goals to assessing performance objectives». Designed for managers in the Telecom division, this training aims to support them in their relations with employees throughout the year and during annual appraisals. One of the main challenges is to provide managers with the tools they need to be demanding and courageous when it comes to assessment and feedback, while motivating and helping employees grow through positive and constructive feedback, as well as recognition of their efforts. Practical exercises are also included to help managers become more confident and effective in their leadership role.

Employees supported in their professional development within the Telecom division

A team dedicated to mobility and career paths offers employees individual support and group workshops to help them build their career plans, create impactful CVs, and prepare for mobility interviews using practical tools and role-playing exercises.

Finally, as part of a close support approach, new flash meetings are now available to recently hired employees or those in mobility to discuss their potential training needs and assist them in their onboarding process.

**In 2024:
59 individual coaching sessions and 29 workshops organised for 398 employees who benefited from professional development.**

Professional equality: ensuring equality between women and men

Convinced that gender equality and diversity are strategic issues for the development of individuals as well as for the Group, the Altice France Group is committed to gender equality in recruitment and employment, professional development, the work-life balance and combating gender stereotypes.

I. Intelcia

Intelcia acts in favour of gender equality by:
- training of the recruitment team in non-discrimination for equal treatment of women and men throughout the recruitment process;
- equal access to training and the mobility process;
- the setting up of assessment centres to select candidates for promotion on the basis of skills;
- ensuring pay equity and non-discrimination in the context of maternity leave;

- the setting up of an Equality Commission made up of elected members of the "Comité Social et Economique[(1)]" (CSE) which meets at least once a year;
- the signing of a Professional Equality and Quality of Life at Work Agreement;
- the signing of a Diversity Policy through which Intelcia undertakes and ensure compliance with the principles of inclusion, fairness and, in particular, gender equality.

Lastly, Intelcia is continuing to raise employee awareness of psychological and sexual harassment, and discrimination of all kinds, through a dedicated e-learning programme launched in 2023. By defining these concepts and proposing resources for combating such behaviour, the e-learning module aims to help Intelcia employees better understand how to deal with high-risk situations.

SOME KEY FIGURES FOR INTELCIA:

57% of the workforce is made up of women and 43% of men;

Nearly 56% of new hires are women;

Nearly 52% of promotions awarded to women on permanent contracts;

the Equality Index in France is 99/100[(2)].

DIVERSITY CHARTERS AND MEMBERSHIP IN UN SYSTEMS:

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

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(1) Comité Social et Economique: Social and Economic Committee. The CSE is a single staff representation body made up of the employer and an elected staff delegation with a number of members determined according to the number of employees in the company. Setting up a CSE is mandatory for all French companies with 11 or more employees.

(2) Intelcia France's Equality Index.

II. ERT Technologies

Since 2022, ERT Technologies has had in place an agreement signed between the company and trade union organisations, focusing on recruitment, training, work-life balance, and actual compensation.

> ## SOME KEY FIGURES FOR ERT TECHNOLOGIES:
>
> **The Equality Index is 86/100[1];**
> **In 2023, women accounted for 41% of leadership roles, while men represented 59%.**

Additionally, employees with children are granted significant schedule flexibility at the start of each school year to support their children under favourable conditions. The company has also facilitated the implementation of a wage subrogation system for paternity leave. Under this scheme, the employee's salary is maintained during paternity and childcare leave.

III. Telecom division

The agreement on professional equality and work-life balance, signed in 2023 for a period of 3 years for the SFR SEU scope, provides for a number of measures aimed at increasing the number of women in the workforce, ensuring pay equity and improving employees' work-life balance. It complies with the provisions of French law and the principles set out by the International Labour Organisation, the United Nations Convention and the Charter of Fundamental Rights of the European Union.

This agreement was negotiated and signed by the Human Resources Department and the social partners. It is designed to consolidate and extend commitments in the following areas:
- recruitment and employment,
- equal treatment,
- work-life balance,
- professional development for women and increased representation of women in technical roles, particularly through its "Careers for Women" action plan.

The agreement outlines measures to help employees better reconcile their professional and personal lives through provisions related to work organisation, scheduling flexibility, and parental support programs. The Executive Director of Human Resources is responsible for ensuring adherence to and implementation of this policy. An annual follow-up committee meeting, bringing together management and social partners, monitors the progress of the measures undertaken as part of the agreement.

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

The Telecom division's Careers for Women programme has two major objectives: the feminisation of the workforce - particularly in technical fields - and the career development of women.

In 2024, the Careers for Women programme was built around 4 pillars:
- Recruitment, with participation in specialised fairs and forums and the introduction of an inclusive referral measure to encourage employees to recommend female candidates for technical roles.
- Development and support for female employees in their professional growth, with the introduction of new programmes and initiatives, such as the «Boost your career as a women» training course for women in the division. A "Combining Career and Parenthood" training programme is also available for employees returning from maternity or paternity leave.
- Showcasing women's career paths through the «Aspirationn'Elles» video series, as well as development initiatives for women in the Group, such as webinars and flash coaching or career sessions.
- And finally, the introduction of initiatives designed to encourage young girls to pursue careers in technical fields, in partnership with the Elles Bougent association.

The Altice France Group celebrates International Women's Rights Day

On March 8, 2024, the Telecom division dedicated two weeks to the professional development of women as part of its Careers for Women programme. A webinar on self-assertion offered practical, positive insights into personal branding strategies. Individual flash sessions with certified coaches or internal career advisers allowed female employees to reflect on specific challenges or career goals. This initiative was renewed in the second half of the year, featuring a webinar on impostor syndrome and new flash coaching sessions.

Intelcia also took action to mark International Women's Rights Day. In Charleville-Mézières, Intelcia employees took part in two workshops focusing on women's rights and well-being: a breast self-examination workshop to learn how to fight breast cancer, led by two nurses from the Cancer League, and a workshop on domestic violence led by a clinical psychologist from the "Couples et Famille" association. In all, 68 people benefited from these workshops. They were also sent a quiz to test their knowledge about women's rights. In Dreux, 96 people

took part in self-defence workshops to learn basic techniques for defending themselves in the event of an attack. In Madagascar, a number of debates were held with guest speakers: debates on the theme of "success has no gender", the place of women in Intelcia's business sector, and awareness-raising workshops on violence against women.

Mes Solutions Family for a better work-life balance

The "Mes Solutions Family[(1)]" platform helps employees organise their day-to-day lives, with services and content tailored to every stage of family life: one-off solutions and assistance in finding childcare, school support, support for employees who are caregivers, preferential rates for many services (home help, cleaning, career advice, etc.) and free conferences and articles throughout the year.

StOpE - SFR, signatory of the Stop Everyday Sexism in the Workplace initiative

To mark the national day against sexism on 25 January, the Telecom division has joined the #StOpE initiative against everyday sexism in the workplace, alongside a collective of 270 committed players. The aim of this initiative is to share best practice with the members of the collective, in order to reduce everyday sexism in the workplace over the long term. It is based on a charter of commitments that collectively mobilises the signatory members.

initiative
#StOpE

Stop au Sexisme Ordinaire en Entreprise

Supporting the employment of people with disabilities

I. Commitments in favour of workers with disabilities

For more than 20 years, the Altice France Group has been committed to inclusion and equal opportunities through strong commitments to support employees with disabilities, in terms of maintaining employment, integration, awareness and professional development.

The Altice France Group promotes indirect employment through the purchase of public services and products from companies in the protected and adapted sector such as Handicall[1], Log'ins[2], Ap'aips[3] or Deafi[4].

The Telecom division committed to an ambitious inclusive policy

In 2023, the Telecoms division renewed its commitment by signing a new three-year company agreement, reaffirming its determination to mobilise significant resources to promote the employment, integration and retention of people with disabilities, with a view to meeting the legal obligation to employ disabled workers.

This agreement was negotiated and signed by the Human Resources Department and employee representatives, and applies to all companies in the Continental France and FOR Telecom divisions. It complies with the provisions of French legislation and the principles set out in the United Nations Convention on the Rights of Persons with Disabilities adopted in 2006.

To engage and involve all company stakeholders, regular training sessions, awareness campaigns and communication initiatives are conducted. These efforts are supported by Mission Handicap, its network of disability managers and officers.

The Executive Director of Human Resources is responsible for ensuring adherence to and implementation of this policy. A monitoring commission meets twice a year, bringing together Management, the head of Mission Handicap and the social partners to track the progress of measures implemented under the agreement.

Communicate, support and recruit at ERT Technologies

Since 2023, ERT Technologies has been committed to a disability-inclusive policy organised around three key pillars: communicate, support and recruit. To strengthen its efforts, the company has partnered with the specialised firms Aktisea and Synergie Handicap to better drive its policy. Several actions have resulted from this initiative, including:

- Duodays, offering individuals with disabilities the opportunity to explore telecom careers through a one-day workplace experience;
- Handi Matinal, a job-dating session tailored for jobseekers with disabilities;
- Handi Sensib, an awareness programme for employees on disability-related topics;
- as well as adjustments to employees' workstations.

Thanks to these initiatives, ERT Technologies has reinforced its commitment to supporting workers with disabilities. As a result, in 2024, the company achieved an employment rate of 5.7% for people with disabilities, which is higher than the norm for companies in the secondary sector.

Strong commitments across Intelcia's French operations

In France, Intelcia includes strong commitments to ensure the integration of disabled workers:

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

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

Finally, at the end of 2023, the Laval site signed an agreement with the "Association nationale de gestion du fonds pour l'insertion professionnelle des personnes handicapées[5]" (Agefiph) to promote the employment of people with disabilities, setting itself a target of 12% of recruitments and defining a precise action plan.

(1) Call centre: https://www.handicall.fr/.
(2) Logistics company: http://log-ins.fr/.
(3) Business services: http://www.apaips.com/.
(4) Customer relations centre adapted for the deaf or hard of hearing. See section "Accessibility features of the Telecoms division".
(5) Agefiph | Association aide à l'emploi personnes en situation de handicap.

II. Raising employee awareness of disability

The inclusion of workers with disabilities is a key priority for the Altice France Group, addressed in particular through awareness-raising initiatives across its various business divisions. Every year, the Telecom division's Mission Handicap and its network of disability coordinators organise information and awareness campaigns for employees to help dispel stereotypes and prejudices about disability. These initiatives also aim to encourage and facilitate the steps taken by employees who wish to have their disability recognised. In addition, against a backdrop of tightness in the job market and a scarcity of skills, the Telecom division decided in 2024 to strengthen its recruitment mechanisms in order to equip itself with all the resources necessary to significantly increase the recruitment of people with disabilities

Mission Handicap's challenges

After the success of previous editions, Mission Handicap renewed this year the experience of a sporty, collective, and solidarity-based walking challenge, with €12,000 donated to the "Premiers de Cordée" association, which takes on the challenge of introducing sports activities to those furthest removed from them. For the first time this year, Mission Handicap and its coordinators decided to launch a new type of solidarity challenge focusing on the accessibility of public spaces. In teams, employees connect to an application to report obstacles encountered in public spaces, thereby helping to facilitate mobility for all.

European Week for the Employment of People with Disabilities: ERT Technologies and the Telecom division get involved

For the 2nd consecutive year, the European Week for the Employment of People with Disabilities marked the month of November at ERT Technologies. On this occasion, employees were made aware of the various measures in place to facilitate the professional integration of people with disabilities. Throughout the week, employees at all the company's sites were able to take part in the «Handipoursuite» quiz to test their knowledge of disability and break down stereotypes. The company also took part in DuoDay, an initiative designed to promote the integration of people with disabilities into the workplace by organising one-day duos between professionals and candidates with disabilities.

In the Telecom division, Mission Handicap invited Tanguy de la Forest, double medallist at the Paris 2024 Paralympics. He also is the co-founder of Défi RH, a recruitment agency, which specialises in the employment of people with disabilities, and assists the Telecom division with recruitment and training on the subject of integrating people with disabilities into the workplace. Accompanied by Xavier Rouault, another partner in the firm, Tanguy de la Forest gave an exceptional account of his career, his experience at Paris 2024 and his perspective on the connection between performance and disability.

Training and support for internal stakeholders

The Telecom division implements specific support measures to train the division's various stakeholders on the subject of disability:

- the division's managers, as well as tutors supervising a disabled work-study student, were invited to attend a training course on "Managing a disabled employee";
- training for HR and recruiters "Recruiting and integrating a disabled employee";
- dedicated training courses can be set up for disabled employees;
- lastly, Mission Handicap provides support and training for certain employees through the "Handimanagement" programme. Over several weeks, employees learn to identify the obstacles faced by people with disabilities and to promote a more inclusive and equitable work environment. Today, Mission Handicap has a network of around sixty disability managers.

Actions to promote more inclusive recruitment

To meet the challenge of recruiting people with disabilities, the Telecom division is deploying an increasing number of initiatives and takes part in specialised recruitment events, such as the Hello Handicap virtual fair held twice a year or the disabled-friendly companies fair organised by SeeKube. In addition, the Telecom division has had a partnership for several years with the specialist firm Défi RH, and also advertises its job vacancies via the Agefiph employment platform, a benchmark site for the recruitment of people with disabilities.

Inclusion: a shared commitment

In 2024, Mission Handicap launched a quarterly newsletter and webinar to help employees, coordinators and disability managers who want to get involved and take action to promote the inclusion of disability in the workplace. These initiatives provide deeper insights into disability-related topics and showcase the latest legislative and societal developments, best practices, and resources available within the division. In 2024, the 4 webinars co-hosted by the firm JLO, the Group's partner for job retention initiatives, addressed four major themes: invisible disabilities, debilitating illnesses, mental disabilities, and sensory disabilities.

Awareness days and workshops at Intelcia

Various initiatives were carried out in 2024 to raise awareness of disability among Intelcia employees. For example, at the Dreux site, 80 employees participated in an introduction to sign language. Awareness days focusing on specific conditions, such as autism or Down syndrome, were also organised in Charleville Mézières. These initiatives promote the inclusion of people with disabilities and encourage a shift in perspective on these issues.

A pragmatic social dialogue

The Altice France Group is committed to a pragmatic social dialogue between social partners and General Management[1]. This approach is particularly vital given the importance of strategic and organisational projects required for the Group to adapt to the demands and rapid changes in the telecom and outsourcing markets.

Social dialogue in the Telecom division

Management and the social partners from the Telecom division's entities (Continental France and French Outermost Regions) have signed a number of company agreements aimed at providing the material, human, and financial resources necessary for the different stakeholders within the division to foster pragmatic, effective, and agile social dialogue. The smooth functioning of social dialogue is all the more crucial given the strategic and organisational projects required to adapt to the demands and rapid changes in the telecom market. The Executive Director of Human Resources is responsible for ensuring adherence to and implementation of these agreements.

Labour relations are handled by the national bodies - such as the CSE, the "CSE Central[2]" and the Group Committee - and the Representative Trade Unions through the Group's union coordinators and the Central or Site Union Representatives of each entity within the Telecom division.
Given the geographic distribution of sites, the Telecom division has also set up local representatives within certain entities to maintain dialogue as close to the field as possible. These local representatives are attentive to local issues, particularly concerning employees' direct working environment, and deal with them in conjunction with the relevant departments (HR, management, general services, etc.).

In 2024, exchanges and negotiations with the social partners of the Telecom division gave rise to 102 CSE meetings, as follows:
- SFR SEU Central CSE: 20
- SFR SEU CSE R&SI: 18
- SFR SEU CSE B2B: 20
- SFR SEUCSE B2C & FS: 17
- SEC SRR: 12
- SFR Distribution CSE: 15

The negotiations resulted in the signature of 15 agreements, in the Telecom division, notably on the following topics: "négociations annuelles obligatoires[3]" (NAO), profit-sharing, retirement savings plan, amongst others.

100%
of employees in the Telecom division are covered by collective bargaining agreements.

100%
of employees in the Telecom division work in establishments with employee representatives.

Social dialogue at Intelcia

The Intelcia Group respects the law on social dialogue in each of its countries of operation and ensures that it maintains an open, constructive and constant relationship with its social partners.
Intelcia France has signed a Social Dialogue Agreement which sets out all the guarantees in terms of resources and rules in force within the company.
In 2023, certain agreements were updated in agreement with the social partners, such as those concerning career management.
In Morocco, France, Cameroon, Côte d'Ivoire and Madagascar, 100% of the sites have employee representatives. All means are made available to them in the exercise of their function: office, notice board, email address, etc.
A dialogue is maintained with the staff representatives, with a follow-up of the decisions taken during the meetings.
Intelcia also ensures that they are able to carry out their missions in the best possible conditions.
Thanks to negotiations with the social partners, the agreement on mandatory annual negotiations supplements the agreements still in force and signed in previous years on

the following topics: social dialogue, CSE, participation, professional equality and quality of life at work.
Finally, in Senegal, Côte d'Ivoire and Cameroon, Intelcia adheres to collective agreements that provide a framework for the social guarantees available to its employees:

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

Measures taken by ERT Technologies to promote social dialogue

ERT Technologies has a CSE and strengthened representation in 7 regional areas. This additional system was put in place thanks to a company agreement signed in 2020, aimed at fostering closer proximity and improving communication.

In addition, the Economic, Social, and Environmental Database, which compiles information on the company's major economic and social orientations, is made available to elected representatives. NAOs are also held every year with the

trade unions. These negotiations led to an agreement in 2024. Lastly, the company has trade union representation.

Work organisation and remuneration within the Altice France Group

I. Work organisation

The Altice France Group complies with the regulations governing the organisation of work in the countries where it operates and has put in place measures to adapt to the specific nature of its activities in the different geographical areas where they are carried out.

Telecom division

The Telecom division promotes a work organisation that respects work-life balance and gives employees responsibility for managing their working hours. The average working week is 35 hours, and the statutory arrangements for reducing working hours are applied, with the allocation of days off to recuperate working time. Employees are also entitled to leave for family events (marriage, death, moving house, sick child, etc.) and also have the possibility to open a "Compte Epargne Temps[(1)]" (CET) in order to accumulate paid leave rights. To support the Group's digital transformation and recent changes in working practices, the Telecom division has a teleworking policy which provides for up to 2 days a week for a large number of employees.

Intelcia

Intelcia has put in place a policy aimed at reducing the impact of work constraints on the private lives of its employees, in particular through processes aimed at establishing schedules in advance and managing changes to them, managing night work, days off or holidays, as well as a flexible work organisation. In this context, Intelcia takes into account the flexible working hours enjoyed by some of its employees and has also set up a teleworking system for all its sites by improving the security of its information systems and ensuring that its managers are trained in team management and remote working. Teleworking is therefore an integral part of the way work is done at Intelcia, adapted to suit the legislation in each country where it operates. Work-at-home charters designed to provide a framework for this new practice have been signed or are in the process of being adopted in the various countries where Intelcia is present. This has been the case for Intelcia France since the end of 2022. In addition, a rotation system guarantees weekends off for all functions that operate 7 days a week, and staff preferences are taken into account for exceptional events such as religious holidays and public holidays. Finally, Intelcia takes into account exceptional situations specific to its countries of operation, such as election periods or curfews.

> As part of the Nation-Army connection and support for reservist engagement, the Altice France Group applies, across all its entities based in France, law no. 2023-703 of August 1, 2023 relating to military programming. This entitles reservist employees to a minimum of 10 working days' annual leave per calendar year.

II. The remuneration policy of the Altice France Group

Telecom division

The Telecom division offers its employees a remuneration policy that guarantees fair treatment and is based on individual and collective performance.

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

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

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

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

Intelcia

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

In France, an additional bonus linked to seniority (from 4 years of presence in the Intelcia Group) was negotiated during the compulsory negotiations in the company. All the sites also have a meal ticket scheme, a scheme to cover part of the cost of transport via a bonus or the reimbursement of part of the cost of public transport passes. In all its countries of operation outside France, Intelcia offers more advantageous provisions than those provided for by the regulations in terms of sickness, work accidents, maternity and paternity, supplementary pension and welfare. For example, in Morocco, leave for weddings and deaths is more advantageous than under national legislation, and an internal solidarity fund has been set up to assist employees in such events; In Senegal, Côte d'Ivoire and Cameroon, private medical cover that is more advantageous than that provided by the State has been introduced.

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(1) Compte Epargne Temps: Time Savings Account. In France, a CET can be set up in companies by collective agreement, to enable employees to accumulate paid leave entitlements, or to receive immediate or deferred remuneration, in return for unused periods of leave or rest, or for the sums they have allocated to them.

Living well together

I. Living well together within the Telecom division

Occupational health and safety prevention policy

The Telecom division have an organisation dedicated to preventing health and safety risks to employees and improving their working conditions. A health and safety management system, based on the principles of the ISO 45001 standard, is in place:

- stepping up internal and external preventive measures to ensure personal safety in areas where the risks are greatest (deployment and operation of telecom networks). These measures include audits of technical facilities and worksites, remediation actions in case of risks or non-compliance identified during audits, regular staff training, etc.;

- a global approach to managing the risks of joint activity on all the tertiary sites hosting different entities in the Telecom division, with the development of joint health and safety prevention instructions and the establishment of prevention plans;

- regular updates of occupational risk assessments based on a common methodology, recorded in each "Document Unique d'Evaluation des Risques Professionnels[1]" (DUERP), the launch of the Teale digital platform in 2024 to support employees' mental health;

- the systematic analysis of the causes of major incidents or accidents on sites or infrastructures.

The orientations and results of the health and safety at work policy are presented to the various CSEs and health, safety and working conditions committees of the Telecom division, where topics related to occupational risk prevention are also regularly addressed. Recent years have notably highlighted:

- an overall improvement in accidents at work and commuting accidents, with a reduction in both the volume and the frequency/severity rates compared with 2019 (the reference year period before Covid);

- an overall improvement in the number of road accidents involving vehicles in the fleet;

- deployment of a new tool for analysing the impact of Quality of Life at Work-Psychosocial risk factors as part of organisational change projects impacting working conditions;

- training courses dedicated to personal safety attracted 1,002 participants in 2024, with, in particular, training on the prevention of psychosocial risks, the continuation of the prevention campaign on road risks, webinars on numerous health prevention topics and the launch of a new training course on the prevention of cycling risks.

- a stable level of expenditure on health and safety, site security, working conditions and training.

Support, prevention and awareness-raising measures

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

- a support unit available free of charge by telephone 24 hours a day, 7 days a week; on-site psychological consultations or individual psychological follow-up in a city office; support from occupational social workers;

- an Intranet section "Living well together", with all the useful information and the list of internal and external professionals available.

Teale, a new digital self-care solution

In addition to existing support systems, in 2024, the Telecom division launched a new system for its employees to regularly assess their mental health index, which includes stress management, self-esteem, interpersonal relations, fulfilment and work-life balance.

A tailored, personalised programme is offered to employees, with content from professionals, coaches or psychologists, in the form of videos, podcasts or practical exercises. The scheme is completely confidential and anonymous.
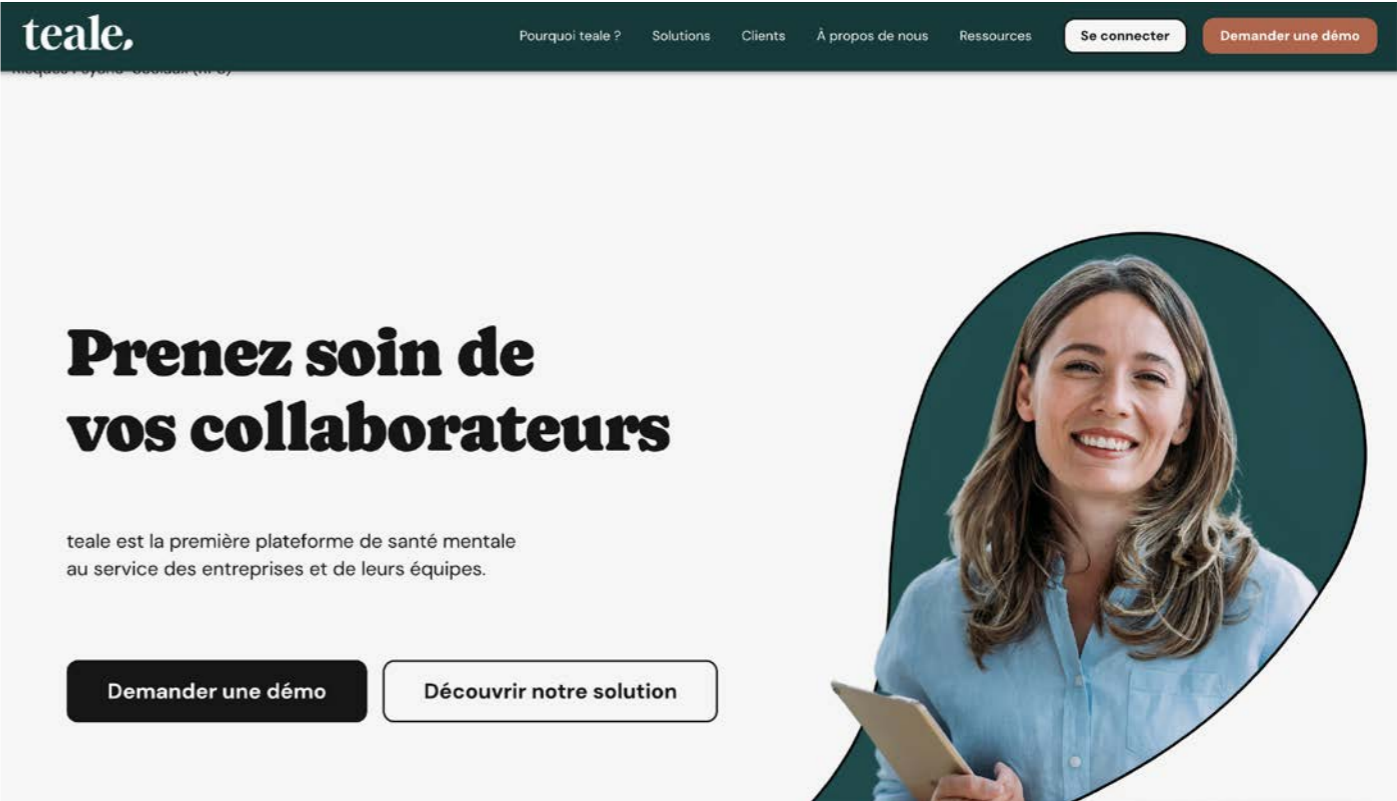
(1) Document Unique d'Evaluation des Risques Professionnels: Single Occupational Risk Assessment Document. In France, this document is mandatory for all companies hiring the 1st employee.

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Time for discussion and sharing throughout the year

The Telecom division has set up a number of actions to encourage exchanges with employees and share with them the Group's project, strategy and results:

- themed plenary sessions keep all employees up to date with the latest company news (projects, activities, etc.);
- regular exchanges are organised between the members of the Executive Committee and the 500 top managers of the division;

- the "Café du Comex", held on the campus in Paris and at other division sites throughout France, is an opportunity for employees to talk freely with a member of the Executive Committee about the latest news, progress and challenges facing the Group.
- the "SFR & You" survey, an internal social barometer, enables employees of the Telecom division to share their perceptions of the Group and their working environment, and

to measure the level of commitment of the teams. In 2024, the employee survey highlighted a strong commitment to driving the Group forward, with a participation rate exceeding 67% and an engagement index of 65%. This engagement index, which has seen a significant rise since the last survey in 2022, is primarily driven by three key factors: pride in belonging, satisfaction with the work situation and advocacy for the Group as an employer.

Altice Party, evening get-togethers across France

In June 2024, the Altice France Group organised events to bring together the employees of the Telecom division throughout France. 12 parties were held, from La Réunion to Toulouse and the Paris Campus, giving employees the chance to share a unique, festive and convivial moment.
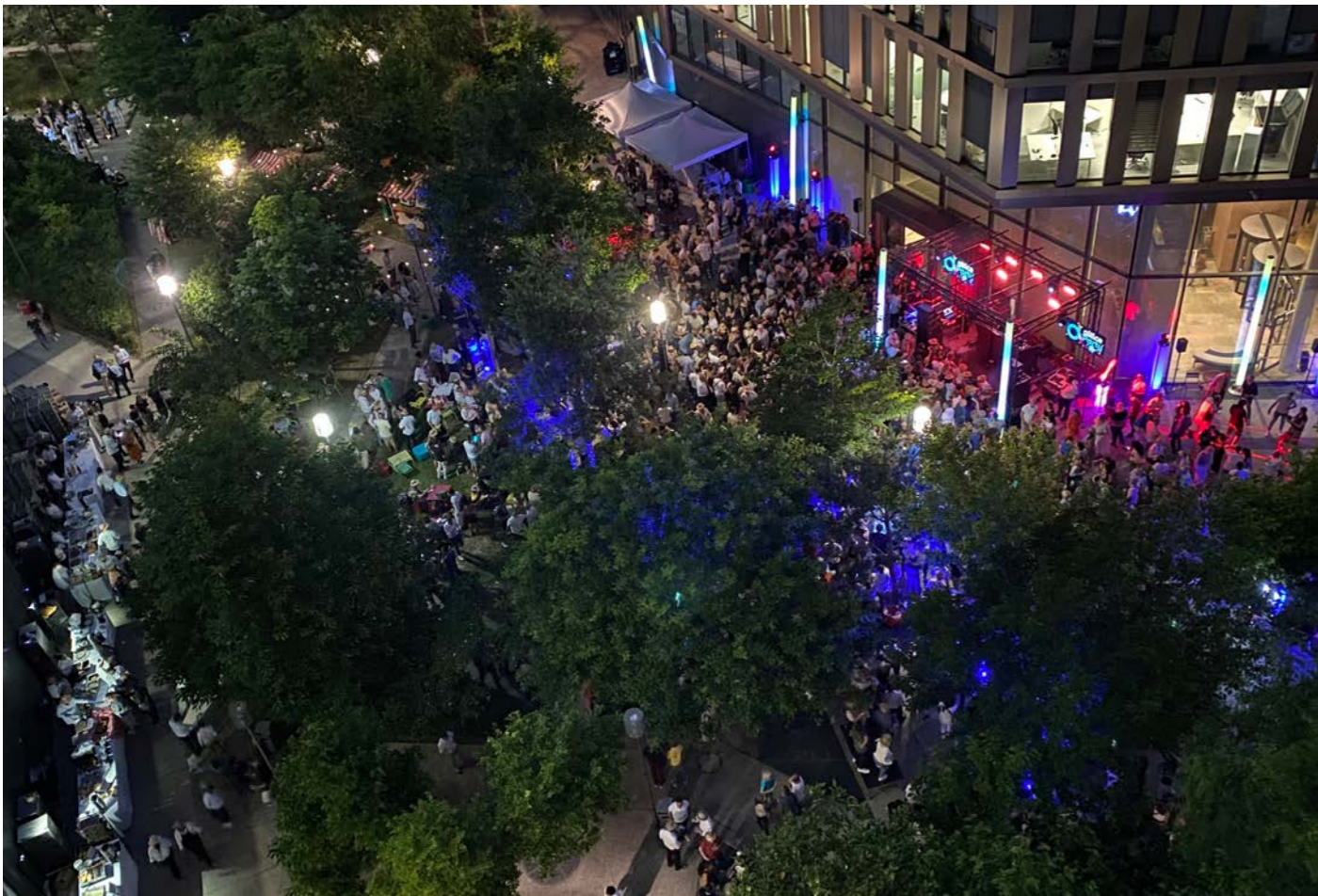
Promotion of physical and sports activities

Aware of the importance of employees' health and physical well-being, the Telecom division supports the promotion of sporting activity through a number of concrete actions:

- sponsoring of the SFR sports association to enable employee members to take part in sports classes and to meet around sporting challenges;
- a solidarity walking challenge launched by Mission Handicap, where teams can walk as many steps as possible in aid of a solidarity cause;
- finally, as part of its NAOs, the Telecom division also promotes sports activities and the use of alternative transport by contributing to the purchase of a mechanical or electric-assist bicycle or an electric scooter.

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

Managers and supervisors: essential relays for living well together

To guarantee a good working relationship within its teams, Intelcia pays particular attention to managers and supervisors. Thus, a specific training plan is dedicated to them, as well as systematic training in the Group's values. All managers are also made aware of the issues of ethics and non-discrimination, through the Code of Ethics, awareness-raising campaigns and e-learning sessions designed for this purpose.

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

Satisfaction surveys to take better account of employee expectations

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

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

Alongside this major annual survey, several other mini-surveys are organised and shared with employees to measure their satisfaction with the various campaigns or events aimed at them. In 2024, the Tell Us employee satisfaction rate reached 66%.

Actions and programmes focused on well-being, sports activities and bonding

The issue of well-being at work is crucial in Intelcia's sector of activity. In addition, the Group has set up a number of events to strengthen conviviality on its sites and among its employees, such as:

- Vendredi 'IN: events at the sites around different themes, celebration of special occasions;
- Birthday of the month: celebration of the birthdays of randomly selected employees;
- Wellness Week: a week around wellness each year, with workshops, webinars, content, sports classes, on all Intelcia sites at the same time;
- Feel'In Better section on the intranet with weekly articles on well-being and personal development;
- Site activity committees: at each site, designated employees form a committee that identifies and addresses the needs of site employees regarding events and activities.

Intelcia also promotes a healthy lifestyle and the practice of sporting activities among its employees through the In The Move programme, the pillars of which are "Eat healthy - Get active - Be mindful - Take action". Launched in 2022, the In The Move programme includes a digital platform with a wide range of services (sports classes, yoga workshops, advice on nutrition, etc.), sports events and a comprehensive employee awareness programme (monthly newsletter, InRadio broadcasts, etc.). Since its launch, the In The Move programme has continued to be a great success with Intelcia employees. A group of ambassadors, bringing together employees from all countries and all hierarchical levels, has been set up to encourage participation and commitment to the programme. This year, Intelcia was doubly recognised for its efforts in the area of corporate well-being and sport: it was awarded the "Société Sportive" label by the "Fédération Marocaine des Professionnels du Sport", and won a prize at the first HR Awards 2024 in the Well-being at Work category.

New projects are also being launched:

- the inter-company football tournament launched in Morocco in 2023 has been expanded to Egypt and Senegal;
- the In The Move fitness centre has opened in Abidjan, Côte d'Ivoire;
- in Morocco, weekly sports classes are now offered free of charge to employees in several disciplines (yoga, total body workout, body combat and zumba).

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

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

5. Our Commitments
Ensuring shared ethical standards in business and data management

The Altice France Group places the rules and principles of ethics at the core of its economic and commercial relations. This commitment is reflected in the implementation of dedicated governance structures and policies to guide practices on key issues such as business ethics, information security, and personal data protection.

Business ethics

The Altice France Group is actively committed to promoting its values and principles regarding ethics across all its subsidiaries. To achieve this, it relies on centralised governance as well as ethical Codes or rules tailored to the professional and geographical specificities of each subsidiary.

- Social commitment and respect for individuals
- Environmental responsibility
- Solidarity actions
- Business conduct
- Data protection
- Influence and public responsibility
- Monitoring and control mechanisms
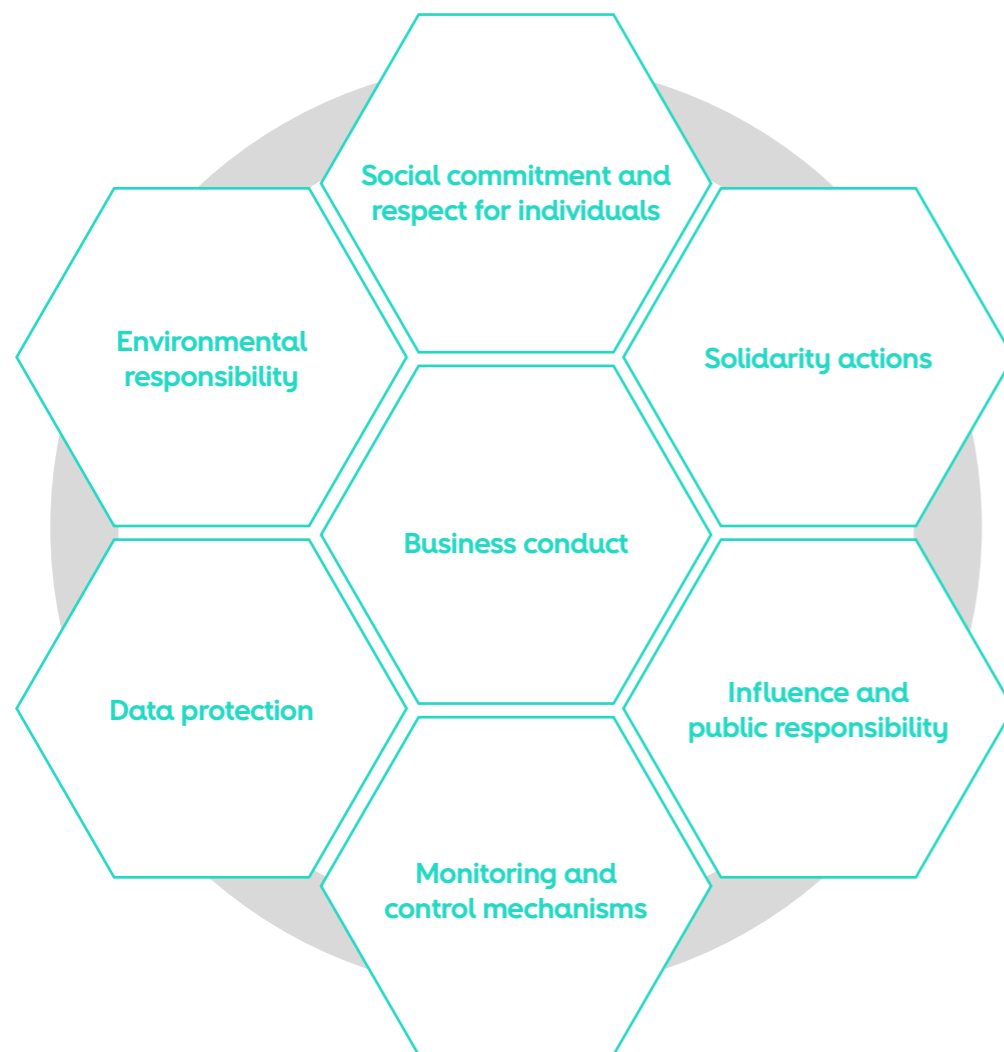
I. Governance of the Altice France Group

The Altice France Group has set up a governance structure for business ethics, based on the Group ESG Department and the Group Compliance Department, to which the local Compliance Officers of each subsidiary report. It also has a network of ESG managers or contacts in each subsidiary. Regular inter-subsidiary committees are held to improve and harmonise the Group's practices in ethics, sustainability, and vigilance.

Telecom division - Continental France

At the beginning of 2024, the Telecom division - Continental France set up a Business Ethics Committee, meeting quarterly under the leadership of the Compliance Department and the ESG Department. This Committee brings together stakeholders and/or management whose teams handle purchasing, as well as Compliance and ESG representatives from SFR Business. The Committee oversees all ongoing ethics-related projects within the Telecom division - Continental France and makes strategic decisions in this area.

Code of Ethics and Commitment Charter

In June 2024, the Telecom division - Continental France updated its Code of Ethics. This Code applies to all employees within the Telecom division - Continental France and its stakeholders. Its primary goal is to provide a comprehensive guide to business ethics practices within the division. Supported by the board and distributed widely to all employees, it is also available on the Altice France corporate website[1].

The Telecom division - Continental France has also drawn up a Commitment Charter aimed at suppliers, partners, and subcontractors. This Charter reiterates the Group's ethical commitments and outlines its expectations of its business partners. It specifically requires adherence to and proper implementation of:

- the United Nations Universal Declaration of Human Rights;
- the Fundamental Conventions of the International Labour Organisation;
- the Conventions of the Organisation for Economic Co-operation and Development (OECD);
- the principles of fairness, integrity, impartiality and fair competition;
- the regulations applicable in the countries where activities are conducted.

The Commitment Charter is available on the Altice France corporate website[2].

(1) Telecom division - Continental France: Code of Ethics.
(2) Supplier, Partner & Subcontractor Commitment Charter.

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Intelcia

Since 2023, Intelcia has a Code of Ethics defining the fundamental principles and guidelines for ethical practices within its operations. This Code applies to both Intelcia employees and its stakeholders. It is distributed to all employees and is accessible on the website[1]. Intelcia's requirements include:

- respect for the company's values;
- respect for individuals;
- responsible communication;
- protection of intellectual property;
- prevention of economic crime;
- prevention of conflicts of interest;
- prevention of fraud;
- prevention of corruption.

II. Business ethics policies

The Altice France Group has put in place specific policies to address key business ethics issues related to its subsidiaries' activities. The Group is committed to continuously improving its ethical performance and updates the rules and best practices for conducting its activities annually.

Responsible purchasing policy

To reduce risks and improve performance on environmental, social, and ethical issues throughout its supply chain, while creating value for all stakeholders, the Telecom division - Continental France has implemented a Responsible Procurement Policy since 2021. Structured around 3 main pillars and applicable to SFR's central purchasing departments[2], this policy supports the division's ESG and Business Ethics strategies.

1. **Purchasing more responsible products and services to reduce environmental impact,** to support the Group's environmental policy, Le Cap, in particular by co-leading sustainable innovation with suppliers, promoting the circular economy and purchasing lower-emission products and services.

2. **Getting involved with engaged suppliers,** to encourage partners who are committed to the environment, Human Rights and ethics, in particular by integrating social, environmental and ethical criteria into the selection of suppliers and supporting inclusive businesses by purchasing products or services from suppliers in the sheltered and adapted sector.

3. **Maintaining relationships that comply with applicable legislation,** to ensure the compliance of the Group's ecosystem, in particular by integrating the anti-corruption programme into the Group's purchasing processes.

Anti-Corruption Code of Conduct

The Anti-Corruption Code of Conduct for the Telecom division - Continental France has been updated to reflect the risks identified in the latest review of the Group's corruption risk map.

This Anti-Corruption Code of Conduct defines and illustrates the different behaviours to prohibit as likely to characterise acts of corruption or influence peddling.

Gifts and invitations policy

The Gift and Invitation Policy for the Telecom division - Continental France was updated in May 2024. Intended to be applied within the Altice France Group subsidiaries, this policy reflects market practices and aims to minimise any risk of non-compliance by establishing rules to be followed and regular monitoring of these practices for all Group employees. It is available on the Telecom division - Continental France intranet, on the Altice France Group corporate website[3] and is communicated to all new employees, as soon as they join the Telecom division - Continental France.

Conflict of interest prevention policy

The Telecom division - Continental France has put in place a policy to prevent conflicts of interest alongside a procedure for managing conflicts of interest.
The policy aims to define and identify potential conflicts of interest, and the procedure allows each employee to declare a potential conflict of interest, so that it can be analysed by the Compliance Department, management or the Human Resources Department, depending on the employee's choice. The prevention policy and the procedure for managing conflicts of interest are accessible via the Telecom division - Continental France intranet and are communicated to all new recruits along with the Gifts and Invitations Policy.

(1) Intelcia: Code of Ethics.
(2) SFR's central purchasing departments makes purchases for the following entities: SFR, SFR Fibre, Completel and SFR Distribution.
(3) Telecom division - Continental France: Gift and Hospitality Policy.

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III. Awareness and training

The Altice France Group is committed to fostering an ethical culture within its various business divisions. Each year, new initiatives are developed to better raise awareness and train employees on the different components and best practices of business ethics.

Starting in 2025, the Telecom division - Continental France will offer employees a dedicated day focused on business ethics, in addition to existing programmes.

Anti-corruption training

The Compliance Department has developed a Training Plan following the update of the corruption risk map. This plan identifies employees most exposed to corruption risks. These employees are required to attend mandatory anti-corruption training sessions.

During these training sessions, several topics are covered:

- a presentation of the Compliance team;
- the whistleblowing system;
- the Sapin II Law (2016) on the anti-corruption programme;
- penalties for non-compliance with the regulations in force;
- definitions of corruption (public/private and active/passive) as well as case studies; and
- Group policies (in particular the Gifts and Invitations Policy and the Conflict of Interest Prevention Policy where applicable).

Over the past 18 months, the following groups have received specific training on corruption and influence-peddling risks:

- All members of the Telecom division - Continental France Executive Committee
- 86 purchasing professionals
- 510 B2B sales professionals

Responsible purchasing training

In order to strengthen the skills of its central purchasing teams in terms of sustainable development, the Telecom division - Continental France has developed a responsible purchasing training programme, rolled out in 2023. The course content covers the recommendations of ISO 26000 on sustainable development and ISO 20400 on responsible purchasing, the Group's commitments to sustainability and business ethics, as well as a number of practical workshops for hands-on learning.

85%

of the Central Purchasing Department trained in Responsible Purchasing with the aim of achieving **100% in 2025**

E-learning on business ethics

In July 2023, the Telecom division – Continental France[1] launched an "anti-corruption" e-learning program. This e-learning must be completed by all the division's employees. This e-learning programme is designed to raise awareness among employees and help them understand, identify and react to risk situations within the Group. Since July 2023, 83% of the division's employees have completed and passed the e-learning course, including 89% of B2B division employees.

The Telecom division[2], has developed various e-learning modules on business ethics on the following topics:

- Sexism & Harassment: available since October 2023 for all employees;
- Competition: with a range of modules providing general knowledge for all employees and specific knowledge for those working with professional organisations;
- Responsible digital practices: available since 2022 for all employees;
- Information security: see section "Regular awareness sessions and ongoing training within the Telecom division" of the document;
- Personal data: see section "Protecting personal data, a highly topical issue" in this document.

In September 2024, these modules were supplemented by a specific e-learning course on digital equipment and its ethical, environmental, and social impacts, ensuring all employees understand best practices for selecting and using this equipment responsibly.

(1) Excluding SFR Distribution.
(2) Same as above.

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IV. Third party assessment

The Altice France Group has third party assessment mechanisms which aim to establish due diligence regarding the application of ethical rules by its commercial partners in their activities.

The Telecom division - Continental France has set up a system for prior assessment of the integrity of its third parties. This system was reinforced in 2024 following updates to the corruption risk map. In line with its continuous improvement approach, the Telecom division - Continental France continues to enhance its system. This system takes into account the risks of corruption, vigilance, international sanctions and terrorism financing, amongst others.
From early 2025, this system will also include the CSR assessment of suppliers, thereby increasing the Telecom division - Continental France's vigilance with regard to third parties on environmental, health and safety and human rights issues. This enhanced assessment is deployed to cover risks related to onboarding a new supplier, as well as to monitor the active supplier base.
Depending on its assessment, the Telecom division - Continental France may reassess the relationship with the third parties concerned, request specific action plans or exchange views to define actions to be taken jointly.

30%
of the top 100 suppliers
have been evaluated over the last 2 years

Through its historical CSR supplier evaluation process, the Telecom division - Continental France has evaluated 471 suppliers since 2016 and 30% of the top 100 suppliers over the last 2 years. This process was based on the analysis of responses to a questionnaire and associated evidence on the AFNOR Group's ACESIA platform by a third-party auditor.

V. Whistleblowing mechanism and protection of whistleblowers

In February 2024, the Telecom division - Continental France updated its internal whistleblowing system by launching an online platform[1] accessible to employees and external parties associated with SFR (e.g., business partners, supply chain workers, local communities, etc.).

This mechanism is communicated through SFR's intranet and on the Altice France Group's corporate website. It is accompanied by a Whistleblowing Guide[2], which sets out the rules of this mechanism including the protection of whistleblowers.
The platform allows for the reporting of potential or actual violations of French law, either anonymously or with identification, amongst others:
- acts of corruption;
- harassment (psychological or sexual);
- acts of fraud;
- anti-competitive practices;
- violations of Human Rights and fundamental freedoms;
- workplace health and safety violations; and
- environmental protection violations;

The mechanism also enables reporting of any suspected or actual breaches of internal processes, such as the internal regulations or the Code of Ethics. The Compliance Department is responsible for this mechanism.
To handle reports, the Compliance Department, in collaboration with management, has appointed whistleblowing officers who are trained in the investigative procedures in place.

Data ethics

I. For ethical data governance

Information security within the Altice France Group

The Altice France Group has formalised its General Information Security Policy (GISP) which constitutes the reference framework for all the activities of its subsidiaries, as part of the protection of Information and the security of Information Systems. The measures presented are generic; they may require operational adaptation to be applied to specific activities or areas. Inspired by ISO 27001, the GISP defines responsibilities, specifies objectives and sets out the general principles for information security.

Regularly reviewed by the Cybersecurity Department of the Altice France Group to account for changes affecting information security, this policy is validated by the Group's General Management. It defines governance, consisting of security committees that are held at multiple organisational levels up to the highest executive tiers, both on a recurring and ad hoc basis depending on current developments. The security committees, of which General Management[1] is a member, oversee information security at the decision-making level. These committees meet at the instigation of their Information Systems Security Officer (CISOs) within the various entities of the Telecom division - Continental France and the Telecom division - FOR. The system is currently being rolled out within ERT Technologies, with application scheduled for 2025. This governance structure enables shared risk management at the highest level and allocates the necessary resources to ensure security.

The Cybersecurity Department also liaises regularly with the CISOs, notably through quarterly CISO committees, to monitor the operational progress of the Group's information security programmes. Security challenges and orientations are thus shared, leading to the allocation of information security budgets at the Group Cybersecurity Department level and across all Group entities.

A security policy shared by each subsidiary in the Altice France Group enables a strategy to be defined, which is translated into information security programmes. This combines a risk-based approach, continuous improvement, anticipation of threats and monitoring of the Group's legal and regulatory obligations. In addition, the current regulatory context, which is changing rapidly ("NIS2[2]" and "REC[3]" directives, etc.), is leading the Altice France Group to increase its budgets linked to security.

The ISO 27001 standard serves as the basis for security management within the Altice France Group.
Its security principles include:
- - The development of Local Information Security Policies (LISP) across the Telecom division - Continental France and the Telecom division - FOR, as well as throughout Altice Technical Services (ATS), including ERT Technologies. Security directives, then security procedures, complete the security framework which is widely accessible to employees who have been made aware of it and trained;
- the Plan-Do-Check-Act model PDCA, which helps to maintain and continuously improve the effectiveness of these security-related management processes;
- an organisation that is both centralised (development of synergies) and close to employees: CISO in each of the Group's entities, supported by a network of security correspondents close to the operational staff;
- a «Defence in depth» approach applying several different types of devices: technical and organisational, preventive, defensive and reactive (such as the 24/7 Operational Security Centre, backed up by an on-call system and tested incident and crisis management plans); and
- a control of the means deployed, from several angles: tests (penetration tests, robustness tests, phishing attempts, etc.) internal audits, security audits by third party experts. These internal and external audits are carried out according to the risks and perimeters identified each year.

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

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

(1) General Management: All SFR Executive Comittee members, their N-1 and the CEO of SRR.
(2) Network and Information Security Directive.

(3) Critical Entity Resilience Directive.

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Telecom operators and cyber threats
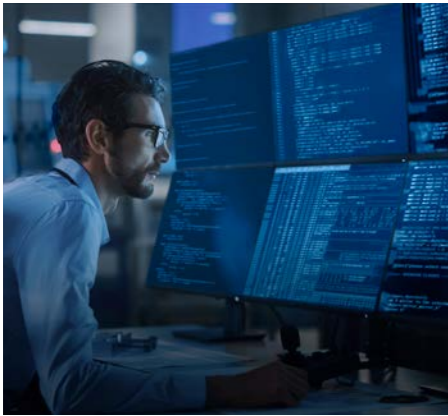
Cyber threats are realities that the Altice France Group, like any other organisation, has to deal with. The Altice France Group relies on its experts in various fields, its processes and numerous technical protection measures to ensure its security and that of its customers. The year 2024 saw an unprecedented number of groups, companies, and organisations across all sectors in France targeted by attacks, some of which resulted in data breaches (including personal data).

SFR was also affected and informed certain customers of the breach of their data, in compliance with regulatory obligations. In their ongoing commitment to improvement, SFR and the Altice France Group have learned from these incidents to further enhance their cybersecurity measures.

Protecting personal data, a central issue

In a year like 2024, marked by a significant rise in cyberattacks across all sectors, protecting personal data has taken centre stage, particularly in the public eye.

SFR has therefore focused on strengthening its vigilance in protecting personal data by acting proactively (examples: impact analyses, awareness-raising sessions for business teams, review of subcontracting contracts and close collaboration with the Group's security experts) while also ensuring compliance with regulatory obligations in the event of data breaches.

To ensure transparency, SFR has implemented appropriate measures, such as the creation of a toll-free hotline for affected individuals.

Additionally, market and regulatory developments prompted SFR to launch a specific initiative regarding the discontinuation of third-party cookies, a topic also being addressed at the industry level. The aim was to ensure that the proposed alternative solutions were compliant.

Another issue within the scope of personal data is commercial prospecting, which is currently the subject of numerous discussions and parliamentary initiatives aimed at strengthening its regulation. This area generated a significant volume of requests to exercise the right to object. In response, SFR has prioritised automating the processing of such requests to meet regulatory deadlines.

In addition, training and awareness-raising initiatives continued throughout 2024 with employees and relays identified according to the compliance governance defined since 2018. As part of ongoing efforts initiated with the implementation of GDPR, an e-learning course on personal data protection is available via the intranet to all SFR employees, who are required to complete it. The e-learning modules are regularly updated. Additionally, at SFR, all new hires (employees, interns, etc.) undergo a mandatory personal data protection orientation, which includes the e-learning course.

The formalities involving operational teams and compliance liaisons are continuously monitored by the DPO (Data Protection Officer) department to ensure their effectiveness.

In 2024 SFR has also begun exploring and planning for the significant challenges posed by artificial intelligence in the processing of personal data, some of which are already part of our customers' everyday lives, such as chatbots.

From a regulatory point of view, the gradual entry into force of the AI Act, the first European regulation on AI, from August 2024 has highlighted the need to reconcile innovation and privacy by adopting a risk-based approach. The recommendations of the CNIL and the EDPS (European Data Protection Committee) also make the case for responsible AI by providing concrete answers to the legal and technical issues involved in applying the GDPR to AI.

The provisions of this recent regulation on data protection and AI will be implemented by SFR in the working groups dedicated to the different areas: customers, employees, partners, etc., based on the governance set up for the GDPR.

II. Raising awareness and training employees

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

Regular awareness sessions and continuous training within the Telecom division

In recent years, raising awareness of data security among employees has become a crucial issue. Formats and content have evolved to suit everyone and provide up-to-date, accurate information. After an initial e-learning awareness programme launched in 2021 for all employees in the Telecom division - Continental France, a new online learning path was rolled out in December 2022 across the entire Telecom division (Continental and FOR). The programme covers all aspects of cyber security.

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

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

65%
of employees have received information security training at least once in the last 3 years

In preparation for the Paris 2024 Olympics and Paralympics, a specific awareness module was implemented within the Telecom division. This module not only addressed generic cyber risks but also highlighted specific threats related to the current geopolitical context. Given the global visibility of this sporting event, it was crucial to enhance employee vigilance both before and during the Games.

To assess employees' readiness, phishing and smishing exercises are carried out: attempt to retrieve identifiers, booby-trapped attachments, etc. Some are dedicated to business groups exposed to specific risks, such as financial functions (e.g.: CEO fraud).

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

A dedicated portal to raise employee awareness at ERT Technologies

Aware of the cybersecurity issues at stake, ERT Technologies has set up a portal for employees on which awareness campaigns are organised. On average, 800 employees are invited to take part in each campaign to assess their knowledge of information security.
With an initial target of four campaigns per year, more than 26 campaigns have been launched since 2021, with an average participation rate of 39%.

In addition to these awareness-raising campaigns, ERT Technologies has been running phishing campaigns since 2024 to verify best practice in the use of email. These campaigns can target all employees or specific business departments. The most recent campaign in September 2024 demonstrated the effectiveness of this awareness-raising strategy. During this exercise, of the 1,518 employees targeted by a phishing exercise, 1,458 did not click on the redirection or activation link in the email.

Cybermonth: a privileged moment to learn

Since 2019, the Telecom division of the Altice France Group has been echoing Cybermonth, an initiative launched by the ENISA[1] in Europe and relayed by the "Agence Nationale de la Sécurité des Systèmes d'Information[2]" (ANSSI) in France. Each year, October is a high point in cyber culture. Information security is highlighted through a specific communication device and reinforced throughout the month:
- display on screens on the premises;
- kakemonos at building entrances;
- thematic articles published on the Telecom division - Continental France intranet;
- setting up events to illustrate attacks, such as demonstrations, or playful events such as Escapes Games.

The Telecom division also organises conferences led by external speakers, to provide a variety of viewpoints. The 2024 programme included, for example:
- a conference on artificial intelligence and security;
- a presentation by the Director of the Cybermalveillance. gouv.fr Awareness Division;

These interventions are broadcast live so that each employee can access them, regardless of their place of work, and some are made available in replay. More than 500 employees attended the conferences organised for the 2024 Cybermonth, and the replays were viewed more than 100 times.
Due to the success of the 2023 escape game session, the experience was repeated this year, offering virtual sessions. Accessible online, the event brought together 96 participants and more than 250 registrants. Working alone or in teams, employees were able to put themselves in the shoes of cyber-attackers to identify flaws in information security and the associated bad practices.

5.

Focus: SFR Réunion

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

« In 2024, SFR Réunion continued its commitment to Corporate Social Responsibility by strengthening its local initiatives. This year, the focus was on reducing the ecological footprint and promoting digital inclusion. Thanks to the commitment of our employees, we have supported projects aimed at enhancing workplace well-being and encouraging personal development. SFR Réunion remains actively involved in social and cultural initiatives, thus contributing to a more sustainable and inclusive future for our community. »

Yves GAUVIN
Deputy Managing Director

SFR Réunion, committed to the environment

I. SFR Réunion reduces its energy consumption

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

Energy consumption is mainly related to the operation of the network and the technical sites which account for more than 80% of the total electricity bill. In response to these challenges, SFR Réunion adopts continuous management of its energy consumption and implements actions to reduce it, particularly at its technical sites. For example, more efficient planning of data exchanges between mobile stations and users allowed to reduce electricity consumption at radio sites.

SFR Réunion is also part of the energy strategy pursued by the Telecom division, which includes upcoming energy audits to identify new ways to reduce consumption.

Finally, the greenhouse gas emissions assessment, conducted since 2023 on scopes 1, 2, and 3, has enhanced the understanding of SFR Réunion's impact and supports better management of its overall environmental footprint.

II. And works to preserve biodiversity

SFR Réunion is committed to protecting La Réunion's biodiversity and ecosystems, in line with the actions taken more generally by the Telecom division[1].

SFR Réunion has a number of sites in protected woodland areas, to which the company pays particular attention. For example, the relay antenna at the Sainte-Thérèse Oratory, which provides network coverage of the summit of the Piton de la Fournaise volcano, is located in an area listed as a UNESCO World Heritage Site. In 2023, the presence

of a protected and endangered plant, the "Petit Tamarin des Hauts", beneath the solar power station supporting the SFR network antenna, was reported by the "Office National des Forêts[2]" (ONF) and the National Park. This small tree, endemic to La Réunion, requires strict planning recommendations to ensure the species is preserved. The ONF, commissioned by SFR Réunion, transplanted 3 young trees in March 2024 to ensure their optimal growth. The others will be pruned to enhance their preservation.

SFR Réunion also calls on consultancy firms specialising in environmental and ecological engineering to carry out impact studies on its sites. These studies make it possible to identify the presence of protected plant and animal species. The findings are used to raise awareness among the various stakeholders of the ecological challenges facing the sites concerned.

SFR Réunion, committed to the overseas communities and its employees

I. SFR Réunion supports local initiatives

SFR Réunion promotes initiatives that highlight La Réunion's history and culture, while contributing to the protection of the environment. As part of this effort, SFR Réunion is currently working on a land redevelopment project in the south of the island. This project will help preserve local flora and fauna by planting endemic and medicinal plants. Visitors will be

able to learn about these species interactively through podcasts accessible via QR codes placed in front of each endemic plant. This project will be rolled out in 2025.
In 2024, SFR Réunion partnered with Emmaüs Connect and "Emmaüs Agame" to support the reintegration of people excluded from the job market while reducing

the environmental impact of digital technologies. These two associations refurbish electronic equipment by employing people in reintegration programmes. Through donations of used electronic equipment, SFR Réunion supports this solidarity and environmental initiative.

II. And a commitment to employee health

SFR Réunion is committed to employee well-being and health through a preventative health approach. For example, SFR Réunion welcomed a member of the "Ligue contre le Cancer" association for half a day during Octobre Rose, to raise awareness and inform employees about ways to prevent breast cancer. In addition, workshops on screen-related work, in collaboration with the occupational health services, have been approved for 2025.
Keen to build a more inclusive and respectful corporate culture, SFR Réunion also worked with SFR's Mission Handicap in 2024 to implement an ongoing internal communications campaign to raise awareness of disability among its employees. This campaign includes mobilising internal and external stakeholders, organising training and awareness sessions, sports challenges, and sharing inspiring testimonies. This

initiative was recognised in November 2024 when SFR Réunion was awarded the "Trophée de l'Insertion[3]" in the "Sensibilisation du collectif au handicap[4]" category, awarded by the "Plan Régional d'Insertion des Travailleurs Handicapés de la Réunion[5]". To mark the 2024 Disability Weeks, SFR Réunion continued its commitment to breaking

down stereotypes and prejudices about disability with the launch of new challenges such as the StreetCo Challenge, which involves reporting as many obstacles as possible during everyday journeys, and virtual reality awareness-raising workshops to discover invisible disabilities.

III. And to the professional integration of young people

Aude AOULOU
Director of Human Resources

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

In partnership with "Kaptiv", a local training organisation, SFR Réunion is contributing to the professional integration of young people in La Réunion by creating a work-linked training course for the position of Sales Adviser. Both theoretical and practical, this one-year course is based around theoretical lessons given by Kaptiv and practical work experience at SFR Réunion. In 2024, this partnership continued with a second class of 12 work-study students who have joined SFR Réunion with a view to obtaining a 2-year higher education qualification. This approach was recognised at the 2nd "Trophées de l'Apprentissage[1]" organised by the "Mouvement des Entreprises de France Réunion" and the Rectorate of La Réunion, the aim of which is to highlight initiatives that promote professional integration through apprenticeship.

In 2024, SFR Réunion confirmed its partnership with the La Réunion "Régiment du Service Militaire Adapté[2]" (RSMA), which trains 350 volunteers a year. This collaboration is continuing on the fibre optic instructor sector, is expanding on the telephony sales sector and is being strengthened by the launch of a partnership with the Mayotte RSMA on the same sectors. SFR Réunion welcomed 5 trainees and company employees visited the regiment to present a training programme to the young participants. Dummy phones and mobile anti-theft devices were donated to the La Réunion RSMA.

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(1) Trophées de l'Apprentissage: Apprenticeship Trophies.
(2) French military programme that promotes social and professional integration.

5.

Focus: SFR Business

Performance and commitment to customers

Pierre CLEMENT
Executive Director SFR Business

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

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

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

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

Our organisation is focused on our customers and their satisfaction. This is why we include customer experience monitoring in the key performance indicators of all our businesses. The quality of our services is underpinned by the expertise of our teams. I am particularly proud that in 2024, SFR Business was able to welcome 227 new employees and 162 work-study students, who we are counting on to energise and stimulate innovation for the benefit of our customers. »

SFR BUSINESS

Agility at the heart of your business

I. Environment

SFR Business, a stakeholder in Le Cap policy supporting ecological transition

SFR Business is committed to SFR's carbon emissions reduction trajectory, the objectives of which have been submitted to the SBTi organisation.

Improved energy performance of infrastructures

SFR Business has a dedicated policy for managing energy consumption. The renewal of fixed and mobile network equipment is based on more energy-efficient solutions. The mobile network has a traffic-optimised architecture and settings and uses less carbon-based energy. Building air conditioning systems are optimised, and sites are redesigned, with the least energy-efficient equipment being phased out.

A reduction in emissions linked to transport and logistics

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

Design of offers integrating environmental criteria

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

For its networks, SFR organises the recovery, reuse and recycling of dismantled equipment. In 2024, more than 746 tonnes of CO_2 were avoided as a result of these treatments.

SFR Business is ISO 14001 certified for the management of the recovery, reuse and recycling of customer equipment (mobile, fixed, service perimeters):

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

Cédric BRETEL
SFR Reverse Logistics Manager

« Our actions in favour of re-use enable us to refurbish 74% of our recovered equipment[1]. These actions extend the life of our products, delay waste and limit resource consumption by avoiding or delaying the purchase of new equipment.

We also work to reduce the impact of transporting recovered equipment.

In 2024, our optimisation actions enabled us to reduce transported CO_2 emissions by 16%[2], compared to 2022. »

727
telephones taken back
via the SFR Business platform

556
telephones traded-in or
donated to the Ateliers du Bocage

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

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(1) For the fixed perimeter on the basis of identified equipment.
(2) For the recovery and management of waste electrical and electronic equipment and B2B services.

II. Customer satisfaction

Mission Satisfaction Client

As part of the Group's approach to customer satisfaction ("Mission Satisfaction Client project"), SFR Business launched an improvement programme in early 2022, involving all business lines and focusing on:

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

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

These actions targeted at the main customer irritants led to an increase in the customer relations satisfaction index of 0.8 points between 2023 and 2024.

INTEGRATED MANAGEMENT SYSTEMS

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

afaq ISO 9001 Qualité — AFNOR CERTIFICATION (1)
SFR BUSINESS

afaq ISO 14001 Environnement — AFNOR CERTIFICATION (2)
SAV & Gestion des DEEE SFR BUSINESS

afaq ISO 27001 Sécurité de l'information — AFNOR CERTIFICATION (3)
CloudV3 & Datacenters SFR BUSINESS

afaq HDS Hébergeur de Données de Santé — AFNOR CERTIFICATION (4)
CloudV3 & Datacenters SFR BUSINESS
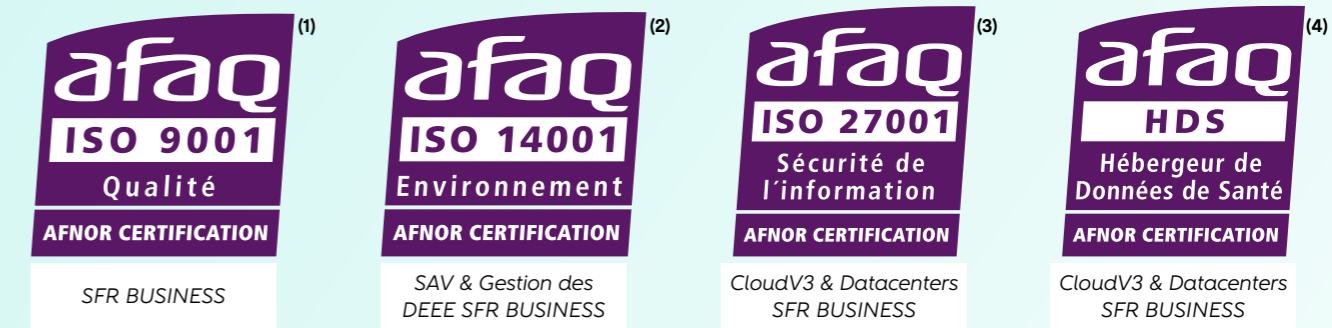
(1) SFR Business is certified for its marketing, sales, sales administration, deployment, customer support, expert services and supervision activities delivered to companies in the following areas: fixed, mobile, networks, unified communications, security, cloud and connected objects, hosting and hosting services.

(2) SFR Business is certified for its activities related to the management of recovery, reuse and recycling of customer equipment (fixed, service, mobile perimeters).

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

(4) SFR Business is certified according to the HDS 1.1 certification standard. (May 2018) for the activities (1 to 5) of physical infrastructure host and managed hosting provider and is deployed at the following sites: Altice Campus and the data centres in Aubervilliers, Bordeaux, Courbevoie, Val-de-Reuil, Vénissieux, Rennes, Strasbourg and Trappes.

III. Human Resources

As part of the Telecom division's policy to promote apprenticeships, SFR Business has 163 work-study students. The year 2024 was also marked by a strong recruitment drive at SFR Business. 227 new permanent employees were taken on in 2024, including 12 former work-study students in a tight labour market.

In its highly specialised field of activity, SFR Business strives to strengthen the expertise of its employees through appropriate training. In 2024:
- 1,463 employees trained;
- 3,362 training courses attended;
- 38,266 hours of training;
- i.e. an average of 26 hours of training per employee.

SFR Business has 385 experts in Cybersecurity, Unified Communications Customer Relations and Business Network solutions who have received nearly 160 different certifications from the market's leading publisher/manufacturer partners.

IV. Cybersecurity

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

Jean-Baptiste FOUAD
Head of Information Security SFR Business

SFR Business must ensure the continuity of its activities, the protection of its customers, compliance with the legal, regulatory and contractual obligations applicable to it, ensure the security of its offers and services and the protection of the information it manages, particularly that of its customers. In this context, SFR Business has implemented measures to protect its infrastructures, guard against the risks of malicious intent and fraud, both internally and externally (customers / suppliers / partners). SFR Business also ensures its compliance with the standards for which it is certified: ISO 27001 and "Hébergeur de Données de Santé[1]" (HDS).

Information security is organised along 4 lines:

- securing the IS and SFR Business offers ("Security By Design[2]");
- compliance with regulatory and contractual requirements;
- assimilation of ISS-GDPR-BCP Compliance principles by SFR Business employees;
- providing customers with proof of compliance and security.

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(1) HDS (Health Data Host) certification.
(2) Approach aimed at integrating safety measures right from the design phase.

V. Business ethics

Fight against corruption and influence peddling

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

Anti-Corruption Code of Conduct and Code of Ethics

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

A Code of Ethics[1] has also been put in place by the Telecom division - Continental France and applies by extension to SFR Business. Updated in 2024, this document sets out the division's ethical principles, and defines the commitments made to uphold and enforce them. The Code of Ethics can be consulted by everyone on the Altice France Group's institutional website and on the SFR intranet.

SFR Business employees, by virtue of their activity, are integrated into the systems described in detail in the "Business Ethics" section of this document.

Responsible Purchasing

SFR Business benefits from the responsible purchasing policy of the Telecom division - Continental France, which is committed to acting in accordance with sustainable development objectives in four areas: human rights, labour standards, the environment and the fight against corruption.

This policy has three components:

- **Purchasing more responsible products and services and reducing environmental impact**
  SFR is committed to training all its buyers in responsible purchasing by 2025 and to promoting the circular economy through the products and services offered to customers.
- **Working with engaged suppliers**
  The Telecom division – Continental France ensures that its suppliers, including those of SFR Business, respect its values through monitoring and evaluation processes, systematic sharing of the Code of Ethics and the CSR appendix.
- **Maintaining balanced relationships that comply with regulations**
  SFR has set up the Altice France Anti-Corruption Programme, which includes a procedure for assessing the compliance of third parties, including suppliers and customers. This procedure enables SFR Business to protect itself from the risks of corruption and influence peddling that may result from its contractual relationships. SFR Business customers and partners benefit from all the responsible purchasing measures detailed in the "Business Ethics Policies" section.
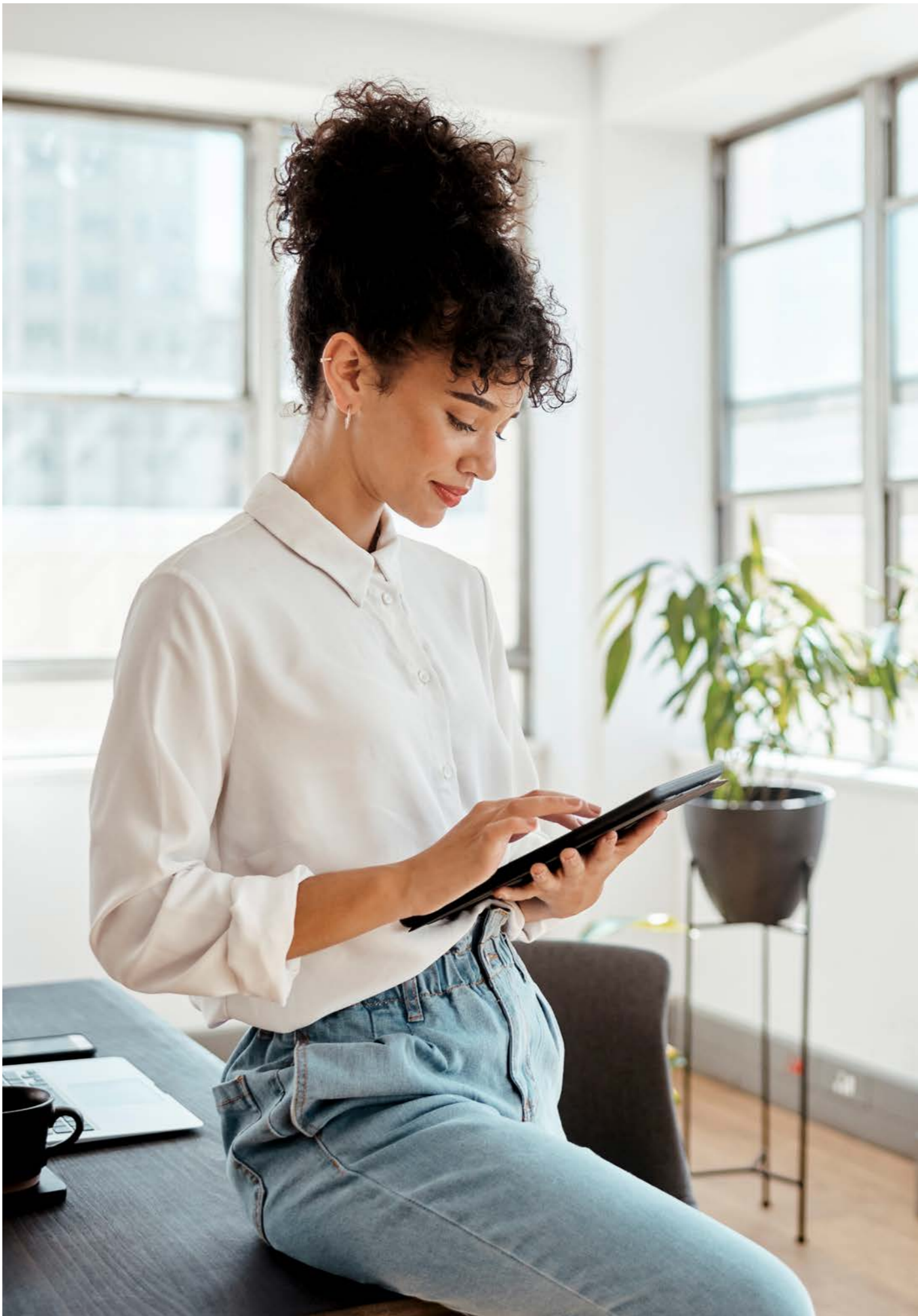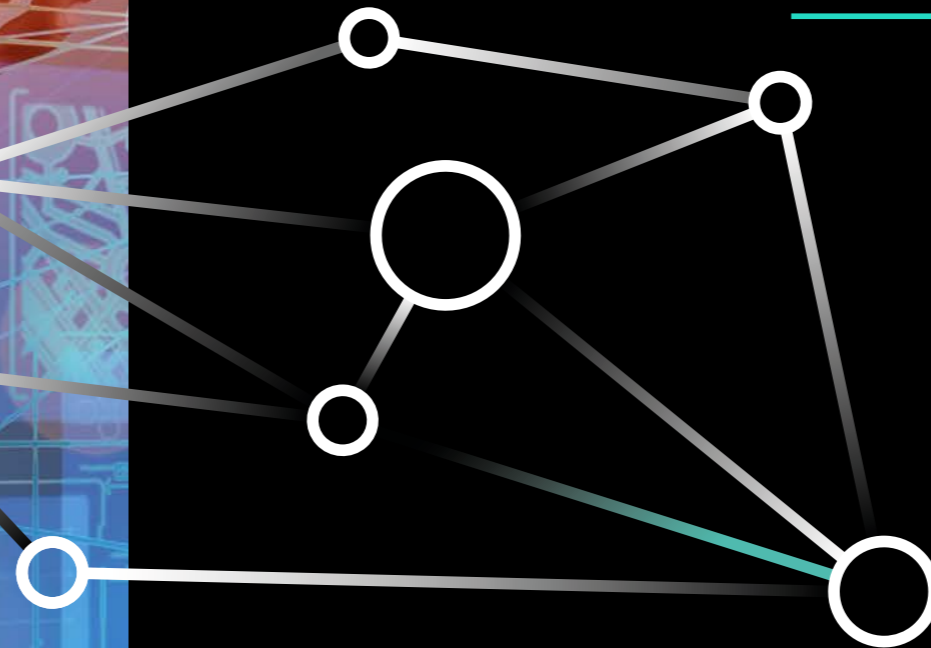
Appendix

Appendix

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5G SA: 5G Stand Alone

ADEME: Agency for Ecological Transition

AGEC: Anti-waste law for a circular economy

Agefiph: National Association for the Management of the Fund for the Professional Integration of Disabled People

AI: Artificial Intelligence

ANAPEC: National Association for the Promotion of Employment and Skills

ANETI: National Agency for the Employment of Workers in Tunisia

ANSSI: National Agency for Information Systems Security

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

AS: After-sales service

BCMS: Business Continuity Management System

BCP: Business Continuity Plan

BEGES: Greenhouse Gas Emissions Assessment

CER: Critical Entities Resilience Directive

CISO: Chief Information Security Officer

CNIL: French Data Protection Authority

CSR: Corporate Social Responsibility

DPO: Data Protection Officer

DUERP: Single Occupational Risk Assessment Document

EEE: Electrical and Electronic Equipment

ENISA: European Network and Information Security Agency

EPEAT: Electronic Product Environmental Assessment Tool

ESDW: European Sustainable Development Week

FNE: National Employment Fund (Programmes in France and in Cameroon)

FTTB: Fiber To The Building

FTTH: Fiber To The Home

GISP: General Information Security Policy

GRS: Global Recycled Standard

GTB: Building Management Systems

GWP: Global Warming Potential

HDHP: Health Data Hosting Provider

ICPE: Classified Facilities for Environmental Protection

IPCC: Intergovernmental Panel on Climate Change

LISP: Local Information Security Policies

MVNO: Mobile Virtual Network Operators

NAO: Mandatory Annual Negotiations

NGO: Non-governmental organisation

NIS2: Network and Information Security Directive

PR: Psychosocial Risks

QLWC: Quality of Life and Working Conditions

QSE: Quality Safety Environment

RQTH: Recognition of Disability Worker Status

SBTi: Science-Based Targets initiative

SDGs: United Nations Sustainable Development Goals

SEC: Social and Economic Committee

SEU: Social and Economic Unit

UN: United Nations

WEEE: Waste Electrical and Electronic Equipment

Key performance indicators reporting methodology

1. Legal requirements and principles

Pursuant to Article L. 225-102-1 of the French Commercial Code, this Non-financial Performance Statement (NFPS) includes:
- a presentation of the business model;
- a description of the main non-financial risks;
- the policies applied and due diligence procedures;
- policies outcomes and key performance indicators.

Where relevant to the main risks or policies, this statement contains the information referred to in II of Article Article L.225-102-1 of the French Commercial Code. Given the nature of its business, the Group is not directly concerned by issues relating to:
- the fight against food waste;
- the fight against food insecurity;
- respect for animal welfare;
- respect for responsible, fair and sustainable food.

2. Reporting framework and standard

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

b. The ISO 26000 standard
The list of issues assessed in the Altice France Group's dual materiality matrix was defined on the basis of the seven principles (or core issues) of the ISO standard on corporate social responsibility. Therefore, the non-financial reporting proposed in this document addresses all the significant assessed issues of the standard.

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

d. Methodology for calculating greenhouse gas emissions
For the first time in 2023, the Telecom division - Continental France, the Telecom division – French Outermost Regions and ERT Technologies calculated all their greenhouse gas emissions for scopes 1, 2 and 3. The calculation methodology used is that of the GhG Protocol. For the Telecom division - Continental France and the Telecom division – French Outermost Regions, the 2022 emissions were fully recalculated in 2023 using this methodology, in order to include scope 3 in its entirety.

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

3. Reporting perimeter

In its business model, the Altice France Group sets out its integrated strategy for all its core businesses, namely:
- The Telecom division - Continental France, the Telecom division – French Outermost Regions and the MVNOs, grouped together in the Telecom division and comprising the following legal entities: SFR, SRR, SFR Fibre, Completel, SFR Distribution, Altice France, Coriolis Télécom, Syma, Prixtel, Afone, Altice Blue Two, Martinique TV Cable, Outremer Telecom, World Satellite Guadeloupe, and Outremer Telecom Digital Solutions Ltd.
- ATS, which comprises the following legal entities: SUDTEL France, SUDTEL Antilles Guyane, Altice Technical Services France, Rhon'Telecom, ERT Holding, ERT Technologies, Icart, Eos Telecom, Keos Telecom, Azur Connect and ERT Mobile.
- Intelcia, for which only the activities of the French-speaking market are consolidated within the Altice France Group, and which therefore comprises the following legal entities: Intelcia Maroc, Intelcia Maroc Inshore, Intelcia Management International, Intelcia IT Solutions, Smartshore, Intelcia Managed Service, Intelcia Software Solutions, Intelcia International, TMG, Intelcia France, Intelcia Portugal, Intelcia Senegal, Intelcia Cameroun, Intelcia Côte d'Ivoire, OMIEN2, Intelcia Egypte, Intelcia Maurice LTEE, and Intelcia Madagascar.

This year, the key challenges and objectives, along with all sections dedicated to performance reporting, integrate, unless explicitly stated otherwise, the Telecom division - Continental France, the Telecom division - French Outermost Regions, ERT Technologies and Intelcia. This covers 81% of the Altice France Group's workforce.

Through this reporting perimeter, the Altice France Group ensures that each of the business divisions is represented and each year studies the opportunity to include new entities and does so when relevant. ERT Technologies was included in the reporting perimeter for the first time in 2023. In 2024, Intelcia's sites in Tunisia and operations for the French speaking market in Portugal were also integrated into the reporting perimeter, while ERT Technologies extended the range of non-financial data communicated in the Non-Financial Performance Statement. Entities not yet covered are undergoing review to develop a relevant reporting framework.

The Telecom division - Continental France perimeter includes the consolidated data of the majority of the legal entities in the Telecom perimeter as consolidated in Altice France Group's management report, i.e. Altice France, SFR, SFR Fibre (including activities in Corsica for these last two entities), Completel and SFR Distribution.

The Telecom division - French Outermost Regions perimeter includes data from SRR.

The Intelcia perimeter includes data from the Intelcia group's French-speaking market. Data from the Intelcia sites in Morocco, Senegal, Côte d'Ivoire, Cameroon, Madagascar, Mauritius, Tunisia and France are consolidated, as are employees working for the French-speaking market at the Portuguese sites. Data relating to the rest of the Intelcia Group, for example in connection with its activities in Latin America or the United States, is not consolidated.

The ERT Technologies perimeter includes data from the ERT Technologies entity.

In 2024, the Altice France Group divested its activities previously consolidated within the "Media" perimeter. The 2024 Non-Financial Performance Statement does not include any information relating to these activities, and the indicators presented for the years 2022 and 2023 have been recalculated to exclude data relating to the "Media" perimeter.

4. Reporting period

The data presented in this statement covers the activity of the entities concerned over the period from January, 1 to 31 December 2024.

5. Key performance indicators and methodological specificities

a. Data relating to quality of service

- **Number of municipalities with 5G coverage (unit):** municipalities considered to have 5G coverage are those for which the percentage of the population covered by 5G is significant (coverage of more than 50%). 5G coverage corresponds to the possibility of access to the 5G mobile network for a person within the perimeter of the area covered by a relay antenna, and with a compatible phone and plan. The indicator only includes geographical areas covered by antennas deployed by SFR or SFR Réunion (independently of the 5G network deployed by other operators). This indicator concerns the Telecom division - Continental France and the Telecom division - French Outermost Regions only.

- **5G coverage rate (%):** this indicator is calculated on the basis of the ratio between the population of French municipalities covered by 5G sites commissioned by SFR or SFR Réunion, and the total population of French municipalities. The populations covered are identified by cross-referencing the Pitney Bowes demographic database and a visualisation of the geographical areas covered by the 5G sites deployed by SFR or SFR Réunion, making it possible to define the areas where the populations have access to the 5G mobile network. The indicator only includes geographical areas covered by antennas deployed by SFR or SFR Réunion (independently of the 5G network deployed by other operators). This indicator concerns the Telecom division - Continental France and the Telecom division - French Outermost Regions only.

- **Number of marketable FTTH/FTTB connections (unit):** this is the total number of marketable connections eligible for fibre (Fiber to the Home (FTTH) and Fiber to the Building (FTTB)), not including duplicates (connections eligible for both FTTH and FTTB are counted only once). A connection is considered marketable once it allows a customer to subscribe to a fibre connection service. This indicator concerns the Telecom division - Continental France and the Telecom division - French Outermost Regions only.

b. Societal data

- **Amount donated by the SFR Foundation for financial sponsorship (M€):** this is the sum of monetary donations in euros paid out over the course of the year by the SFR Foundation to its partner associations. This indicator concerns the Telecom division - Continental France only.

- **Number of young people helped to achieve professional success thanks to the support of associations (unit):** this is the number of young people who have been supported by the SFR Foundation's sponsorship of associations working to promote professional integration. This indicator concerns the Telecom division - Continental France only.

- **Number of projects supported by the SFR Foundation, Intelcia or ERT Technologies during the year (unit):** this is the total number of projects supported during the year. For the Telecom division - Continental France, through the SFR Foundation, and ERT Technologies, projects supported through financial, in-kind and/or skills sponsorship are taken into account. For Intelcia, projects and initiatives supported by Intelcia are taken into account, including partnership and sponsorship initiatives, support for associations and support for social enterprises. Sponsorship activities are not taken into account. In 2024, the Telecom division - French Outermost Regions did not calculate this indicator.

- **Number of employees involved in skills sponsorship during the year (unit):** this is the total number of employees who have carried out skills sponsorship via the "Vendredi" social commitment platform and/or who have taken part in the "Rêv'elles Moi SFR" day during the year, i.e. who have devoted part of their working time to associations. Skills sponsorship is governed by an agreement signed in 2003 and last updated in 2019. The "Rêv'elles Moi SFR" day is an event organised in partnership with the Rêv'elles association, during which SFR employees run workshops to help young girls discover careers and the world of business. This indicator concerns the Telecom division - Continental France and the Telecom division - French Outermost Regions only.

- **Number of prepaid top-ups offered by SFR to Emmaüs Connect during the year (units):** this is the total number of prepaid top-ups donated by SFR and SFR Réunion to Emmaüs Connect. This indicator concerns the Telecom division - Continental France and the Telecom division - French Outermost Regions only.

- **Number of employees who sponsored a project under the Fonds de soutien citoyen during the year (unit):** this is the total number of employees who submitted an application on the Vendredi social commitment platform during the year to sponsor an association project as part of the Citizen Support Fund. The Citizen Support Fund is a sponsorship operation organised each year by the SFR Foundation. Following a selection process, funding is awarded to a list of projects from among those submitted on the Vendredi social commitment plateform. This indicator concerns the Telecom division - Continental France and the Telecom division - French Outermost Regions only.

c. Environmental data

Unless otherwise stated, the indicators presented below are calculated based on actual data. When applicable, data projection methods are specified.

- **Electricity consumption - buildings and electric vehicles (MWh):** this is the total volume of electricity consumed by the Group, linked to the operation of its buildings and to the charging of electric vehicles outside the Group's premises, via the charging points of the Group's partner suppliers. Employee home charging is excluded. For the Telecom division - Continental France, part of the building consumption is estimated (not calculable to date), when billing is not yet available, in which case the estimate is based on N-1 data. For ERT Technologies, building consumption for November and December 2024 has been projected on the basis of data for November and December 2023. In addition, electricity bills are unavailable for 10 buildings (out of a total of 37 buildings consuming electricity). In this case, an average consumption per m² is calculated from the available bills and the surface area of the buildings to which they relate. This average consumption per m² is multiplied by the surface area of buildings for which bills are unavailable.

- **Share of renewable energy in building electricity consumption (%):** this is the consumption of renewable energy (self-generated via solar panels or purchased via guarantees of origin) divided by the Group's total electricity consumption in buildings.

- **Energy consumption by long-distance networks (MWh):** this is the total volume of energy consumed by intercity cooling or heating networks. Intercity networks enable certain buildings to be heated or cooled by a centralised system for a district or city. In 2024, the Telecom division - Continental France consumed energy from a heating network only. This indicator concerns the Telecom division - Continental France only.

- **Natural gas consumption (MWh NCV):** this is the total volume of natural gas consumed by the Group to heat its buildings. Consumption initially in MWh HCV is converted and presented in MWh NCV. For ERT Technologies, data for November and December 2024 has been projected from data for November and December 2023. For the Telecom division - Continental France, only the main sites (in terms of surface area and number of employees) in the regions have been taken into account. For Intelcia, the only site consuming natural gas is leased without the lessor providing dedicated reporting. Intelcia has therefore not calculated this indicator for 2024.

- **Fuel consumption for building operations (L):** this is the total volume of domestic heating oil and non-road diesel consumed by the Group. Domestic heating oil is used to heat certain buildings. Non-road diesel is used to power generators at certain sites to ensure business continuity in the event of a power failure or to bring certain sites located in areas not connected to the national grid up and running more quickly. For the Telecom division - Continental France, where actual consumption of non-road diesel is not available, an estimate is calculated based on the average consumption per hour or per day of the generator, multiplied by its operating time. In addition, in 2024, for consumption monitored using bills, the data covers the period up to 15/01/2025. Any bills for 2024 received after this date will be included in the 2025 reporting. This indicator concerns the Telecom division - Continental France, the Telecom division - French Outermost Regions and Intelcia only.

- **Fuel consumption of fleet vehicles (L):** this is the total volume of fuel consumed (diesel, petrol, biofuel) by the Group's fleet vehicles. For ERT Technologies, data for November and December 2024 has been projected from data for November and December 2023.

- **Greenhouse gas emissions per employee - Scopes 1 and 2 (tonnes CO_2 eq. per employee):** this is the ratio between the sum of greenhouse gas emissions from Scopes 1 and 2 for year N and the total workforce of the Group at 31/12/N.

- **Greenhouse gas emissions per employee - Scopes 1, 2 and 3 (tonnes CO_2 eq. per employee):** this is the ratio between the sum of greenhouse gas emissions linked to scopes 1, 2 and 3 over the year N and the Group's total workforce at 31/12/N. This indicator concerns the Telecom division - Continental France, the Telecom division - French Outermost Regions and ERT Technologies, as the calculation of Scope 3 emissions is not yet available for Intelcia.

- **Percentage of refurbished boxes in the active range (%):** this is the ratio between the number of boxes collected, refurbished and returned to the distribution circuit,

and the number of boxes tested, i.e. belonging to the active range. The active range includes equipment that is considered non-obsolete and collected in-store or via postal returns following customer returns (e.g. offer changes, contract cancellations, breakdowns, etc.). These devices are then tested for potential refurbishment, provided there is demand and the operation is cost-effective. Equipment deemed obsolete is not tested and is therefore excluded from this indicator. This indicator concerns the Telecom division - Continental France and the Telecom division - French Outermost Regions only.

- Refurbished boxes as a percentage of all boxes collected (%): this is the ratio between the number of boxes collected, refurbished and returned to the distribution circuit, and the total number of boxes collected. The total number of boxes collected corresponds to all the boxes collected in-store or via postal returns following customer returns, regardless of their level of obsolescence. The total number of boxes collected is counted before the collected boxes are tested. This indicator concerns the Telecom division - Continental France and the Telecom division - French Outermost Regions only.

- Share of sales resulting in a mobile trade-in (%): this indicator is calculated on the basis of the ratio between the volume of mobile phone trade-ins and the volume of sales eligible for a mobile phone trade-in. All sales made in SFR stores or on the SFR.fr and REDbySFR. fr websites are eligible for a trade-in. During 2024, two new trade-in channels were opened: the Telesales channel (beginning of June 2024) and the Customer Service channel (end of November 2024). Trade-ins and eligible procedures are counted from the day on which the trade-in process for each channel was launched. Sales related to prepaid

mobiles are not eligible for trade-in. This indicator concerns the Telecom division - Continental France only.

- Rate of re-use of electrical and electronic equipment (EEE) (%): this indicator is calculated from the following ratio: weight of EEE reused / (weight of EEE resold with no indication of its final use + weight of EEE reused + weight of waste EEE recovered + weight of waste EEE disposed of). Reused EEE is equipment that is reused for the same purpose, by the Group or a third party, whether or not after repair/refurbishment. This equipment has not acquired the status of waste. Recovered waste EEE is EEE or components of EEE that have acquired waste status and undergone a recovery operation (recycling, material recovery, energy recovery, etc.). Disposed EEE waste is EEE or EEE components that have acquired waste status and been incinerated without energy recovery or landfilled.
With respect to the Telecom division - Continental France and ERT Technlogies:
  - When EEE is resold or transferred to third-party partners, a request is made for reporting on its final use (reuse, recovery, or disposal). When this information is not available, the EEE is recorded as resold EEE with no indication of its final use (and not considered as reused, recovered or disposed of).
With respect to the Telecom division - Continental France only:
  - For 4 perimeters (which in 2024 represent 50% of the total volume of EEE and EEE waste for the Telecom division - Continental France), Q4 2024 data has been estimated on the basis of the average data for Q1 to Q3 2024.
  - For 3 perimeters (which in 2024 represent less than 1% of the total volume of EEE and EEE waste for the Telecom division - Continental France), the 2024 data includes equipment used by the Media division, which is not consolidated in the 2024 declaration. This is because some support activities / buildings are still shared between the Telecom division - Continental France and the Media division. The facilities used by the Media division are not identifiable and have therefore been accounted for in the same way as the other facilities within these perimeters.
To date, Intelcia and the Telecom division - French Outermost Regions do not calculate this indicator.

- Recovery rate for waste EEE (%): this indicator is calculated from the following ratio: weight of EEE recovered / (weight of EEE resold with no indication of its final use + weight of EEE reused + weight of waste EEE recovered + weight of waste EEE disposed of). Reused EEE is equipment that is reused for the same purpose, by the Group or a third party, whether or not after repair/refurbishment. This equipment has not acquired the status of waste. Recovered waste EEE is EEE or components of EEE that have acquired waste status and undergone a recovery operation (recycling, material recovery, energy recovery, etc.). Disposed EEE waste is EEE or EEE components that have acquired waste status and been incinerated without energy recovery or landfilled.
With respect to the Telecom division - Continental France and ERT Technlogies:
  - When EEE is resold or transferred to third-party partners, a request is made for reporting on its final use (reuse, recovery, or disposal). When this information is not available, the EEE is recorded as resold EEE with no indication of its final use (and not considered as reused, recovered or disposed of).
With respect to the Telecom division - Continental France only:
  - For 4 perimeters (which in 2024 represent 50% of the total volume of EEE and EEE waste for the Telecom division - Continental

France), Q4 2024 data has been estimated on the basis of the average data for Q1 to Q3 2024.
  - For 3 perimeters (which in 2024 represent less than 1% of the total volume of EEE and EEE waste for the Telecom division - Continental France), the 2024 data includes equipment used by the Media division, which is not consolidated in the 2024 declaration. This is because some support activities / buildings are still shared between the Telecom division - Continental France and the Media division. The facilities used by the Media division are not identifiable and have therefore been accounted for in the same way as the other facilities within these perimeters.
To date, Intelcia and the Telecom division - French Outermost Regions do not calculate this indicator.

- Water consumption (m^3): this is the sum of water consumption at the Group's sites.
  - Telecom division - Continental France: includes water consumption for each site with offices in the Paris region and for the 11 largest sites (in terms of surface area and number of employees) outside of the Paris region. Espace SFR stores in mainland France and Corsica are excluded. At the end of 2024, one of the buildings on the Altice Campus was shared between the activities of the Media division and those of the Telecom division - Continental France. As there is only one water meter, all associated water consumption is included in the indicator.
  - Telecom division - French Outermost Regions: includes consumption for all buildings or sites, including SFR Réunion stores.
  - Intelcia: includes consumption recorded on the water meters of each building or site. In mainland France, only consumption at the Amiens, Angers, Laval

and Marseille sites is taken into account. For the Amiens, Angers and Laval sites, data for December 2024 is estimated.
  - ERT Technologies: includes consumption recorded on the water meters of each building or site. For 12 buildings (out of a total of 30 water-consuming buildings), monitoring of consumption by meter reading is not available. In this case, a projection is made using the following calculation method: number of hours worked on the site without consumption metering / total number of hours worked on the sites with consumption metering x total consumption metered.

- Water consumption per employee (m^3 per employee): this is the ratio between the sum of water consumption in year N and the total number of Group employees at 31/12/N.

Greenhouse gas emissions assessment
The greenhouse gas emissions assessment (BEGES) is calculated using the GhG Protocol methodology. In 2024, the Telecom division - Continental France, the Telecom division – French Outermost Regions and ERT Technologies calculated all their greenhouse gas emissions for scopes 1, 2 and 3. Intelcia calculated emissions linked to scopes 1 and 2 only.

For ERT Technologies, data for November and December 2024 has been projected from data for November and December 2023. The other projections and/or extrapolation methodologies used to calculate the BEGES (by the Telecom division - Continental France, the Telecom division - French Outermost Regions, Intelcia or ERT Technologies) are detailed below.

In 2023, the Telecom division - Continental France and ERT

Technologies were assisted by EcoAct, a specialist consulting firm, in conducting their first full BEGES (Scopes 1, 2, and 3). The Telecom division - French Outermost Regions partnered with Carbone Ingénierie for its assessment. In 2024, ERT Technologies was supported by Ikigai in carrying out its BEGES using SWEEP software.

Scope 1 greenhouse gas emissions (tonnes CO_2 eq.): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO_2 equivalent, linked to the items below. In 2024, 100% of the Group's Scope 1 GHG emissions were calculated on the basis of physical data, and 0% on the basis of monetary data.

- GHG emissions from stationary combustion sources (tonnes CO_2 eq.): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO_2 equivalent, linked to the consumption of natural gas or domestic fuel oil for heating buildings, and to the consumption of non-road diesel fuel for generator sets. For more details on the source data, see the "Natural gas consumption (MWh PCI)" and "Fuel consumption for building operations (L)" indicators above.

- GHG emissions from mobile combustion sources (tonnes CO_2 eq.): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO_2 equivalent, linked to fuel consumption (diesel, petrol, biofuel) by the vehicles in its car fleets.

- Direct GHG emissions from processes (tonnes CO_2 eq.): none of the entities in the current reporting scope is concerned by this emissions item.

- Direct fugitive GHG emissions (tonnes CO_2 eq.): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes

of CO_2 equivalent, linked to leaks of refrigerants used in the Group's air conditioning equipment.

- Telecom division - Continental France - offices and stores: theoretical leaks are calculated on the basis of the surface area of the buildings cooled, using the methodology of the Association pour la Transition Bas Carbone (ABC). The building areas used are based on the real estate portfolio at 30/09/2024.

- Telecom division - Continental France - network sites: theoretical leaks are calculated on the basis of the power of the air conditioning equipment and the type of fluid concerned, using the ABC methodology. As this data is not always available for all air-conditioned network sites, a projection is made for sites with no information, based on an average CO_2 for sites with the same technical characteristics and criticality. If there is no similar site to make a projection, the average CO_2 of all the sites for which actual information is available is assigned to the site.

- Telecom division – French Outermost Regions and ERT Technologies: refrigerant leaks are calculated on the basis of the weight of refrigerants recharged in air conditioning equipment during the year.

- Intelcia: to date, Intelcia has not conducted calculations for direct fugitive emissions and therefore does not report this data.

- Direct GHG emissions from land use, land-use change and forestry (LULUCF) (tonnes CO_2 eq.): calculation of this emissions item is optional under the GHG Protocol methodology. To date, ERT Technologies has not calculated these emissions due to the lack of available operational data. EcoAct nevertheless estimated, after analysis of the activities that could generate this type of emissions (e.g.: deployment of fibre), that they were insignificant in relation to the rest of ERT Technologies' GHG footprint.

Scope 2 GHG emissions (tonnes CO_2 eq.): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO_2 equivalent, linked to the items below. In 2024, 100% of the Group's Scope 2 GHG emissions were calculated on the basis of physical data, and 0% on the basis of monetary data. Scope 2 emissions are presented using the "location-based" methodology for the entire Group.

- GHG emissions linked to electricity consumption (tonnes CO_2 eq.): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO_2 equivalent, linked to the consumption of electricity in the Group's buildings and the charging of electric vehicles in the car fleets at external charging points. For more details on the source data, see the "Electricity consumption - buildings and electric vehicles (MWh)" indicator above.

- GHG emissions linked to network energy consumption, excluding electricity (tonnes CO_2 eq.): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO_2 equivalent, linked to intercity cooling or heating networks. For more details on the source data, see the indicator "Energy consumption of long-distance networks (MWh)" above. This indicator concerns the Telecom division - Continental France only.

Scope 3 GHG emissions (tonnes CO_2 eq.): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO_2 equivalent, linked to the items below. In 2024, 58% of the Scope 3 GHG emissions of the Telecom division - Continental France were calculated on the basis of physical data, and 42% on the basis of monetary data.

43% of the Scope 3 GHG emissions of the Telecom division - French Outermost Regions were calculated on the basis of physical data, and 57% on the basis of monetary data. 84% of the Scope 3 GHG emissions of ERT Technologies were calculated on the basis of physical data, and 16% on the basis of monetary data.

- GHG emissions linked to the purchase of products and services (tonnes CO_2 eq.): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO_2 equivalent, linked to the goods and services purchased during the year. Wherever possible, physical data is used to model the associated GHG emissions. Where physical data is not available, monetary data is used. In 2024, physical data accounted for 51% of the Telecom division - Continental France's emissions, 48% of the Telecom division - French Outermost Region's emissions and 82% of ERT Technologies' emissions.

- GHG emissions linked to capital goods (tonnes CO_2 eq.): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO_2 equivalent, linked to the goods and services capitalised by the Group during the year. Wherever possible, physical data is used to model the associated GHG emissions. Where physical data is not available, monetary data is used. For the Telecom division - Continental France, only network antennas, cars and key office equipment are taken into account. In 2024, physical data accounted for 100% of the Telecom division - Continental France's emissions, 0.1% of the Telecom division - French Outermost Region's emissions and 82% of ERT Technologies' emissions.

- GHG emissions linked to energy not included in Scopes 1 and 2 (tonnes CO_2 eq.): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO_2 equivalent, linked to the extraction, production and transport of the energy used by the Group, as well as any energy lost during production or transport. In 2024, 100% of the Group's GHG emissions were calculated on the basis of physical data.

- GHG emissions linked to the freight transportation and upstream distribution (tonnes CO_2 eq.): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO_2 equivalent, linked to the transport of goods purchased by the Group from its suppliers, upstream of its value chain. Whenever possible, CO_2 data transmitted directly by the carriers (pursuant to Article L.1431-3 of the French Transport Code) or physical data is used to model the associated GHG emissions. Where physical data is not available, monetary data is used. For the Telecom division - Continental France and the Telecom division - French Outermost Regions, only transport related to purchases of products intended to be marketed by the Group is taken into account to date. Emissions linked to the transport of other purchased products are included in the emissions factors used to calculate item 3.1 Purchases of products and services. In 2024, for the Telecom division - French Outermost Regions, a projection has been made by calculating, using actual 2022 data, a tonne. km equivalent per € based on the amount paid to each carrier. The amount paid to each carrier in 2024 was multiplied by the corresponding tonne.km equivalent per € to estimate the distance travelled and weight transported in 2024. For the Telecom division - Continental France, data for H2 2024 has been estimated on the basis of the average of actual data for H2 2023 and H1 2024, with the exception of supplies for the mobile perimeter, for which actual data has also been included for H2 2024. In 2024, physical data accounted for 100% of the Telecom division - Continental France's emissions, 100% of the Telecom division - French Outermost Region's emissions and 79% of ERT Technologies' emissions.

- GHG emissions linked to waste generated (tonnes CO_2 eq.): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO_2 equivalent, linked to the treatment of waste generated by the Group in the course of its activities. For the Telecom division - Continental France, Q4 2024 data for a given perimeter has been estimated on the basis of the average for Q1 to Q3 2024. For the Telecom division - French Outermost Regions, an estimate is made to calculate the weight of waste generated on all sites using the following formula: number of bins x volume of bins x fill rate x specific density for the waste in question x collection frequency. The number of bins filled at each site is based on an annual estimate made by the site managers in 2024. Plastic waste from the ZAC 2000 site is monitored on an actual basis. In 2024, physical data accounted for 100% of the Telecom division - Continental France's emissions, 100% of the Telecom division - French Outermost Region's emissions and 100% of ERT Technologies' emissions.

- GHG emissions linked to business travel (tonnes CO_2 eq.): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO_2 equivalent, linked to travel by Group employees carried out as part of their work and using modes of transport that do not belong to or are not operated by the Group. For the Telecom division - Continental France, CO_2 data directly transmitted by carriers (pursuant to Article L.1431-3 of the French Transport Code) is used whenever possible. For journeys for which no CO_2 information is available, emissions are extrapolated from the CO_2 data contained in the carriers' reports for the same mode of transport. In 2024, physical data accounted for 89% of the Telecom division - Continental France's emissions, 100% of the Telecom division - French Outermost Region's emissions and 70% of ERT Technologies' emissions.

- GHG emissions linked to commuting (tonnes CO_2 eq.): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO_2 equivalent, linked to travel by Group employees between their home and their place of work, using modes of transport that do not belong to or are not operated by the Group. For ERT Technologies, the calculation is based on a projection carried out using a questionnaire survey (campaign open between 18/12/2024 and 13/01/2025) and the means of transport known to employees (assignment of a company vehicle). For the Telecom division - Continental France, a projection has been made based on the distances between home and work, and the modes of transport known to employees because they are covered by a financial contribution from the employer. For the Telecom division - French Outermost Regions, commuting distances were calculated using HR data. It is assumed that 4% of the distances travelled are by bus, with the remainder by combustion engine car. In 2024, 100% of the Group's GHG emissions were calculated on the basis of physical data.

- GHG emissions linked to upstream leased assets (tonnes CO_2 eq.): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO_2 equivalent, associated with the Group's use of leased assets. For the Telecom division - Continental France and the Telecom division - French Outermost Regions, the main leased assets are their

car fleets, whose emissions are consolidated under Scope 1. For ERT Technologies, emissions related to the leasing of goods and services not capitalised by the organisation are accounted for. In 2024, physical data accounted for 100% of ERT Technologies' emissions.

- GHG emissions linked to freight transportation and downstream distribution (tonnes CO_2 eq.): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO_2 equivalent, linked to the transport of goods purchased by the Group from its customers, and to travel by customers and/or visitors to the Group's stores and premises. CO_2 data transmitted directly by transport operators (pursuant to Article L.1431-3 of the French Transport Code) or physical data is used to model the GHG emissions linked to the transport of goods purchased by the Group to its customers. Calculating emissions linked to customer and visitor travel is optional in the GHG Protocol methodology. For the Telecom Division - Continental France, data for H2 2024 has been estimated on the basis of the average of actual data for H2 2023 and H1 2024, with the exception of journeys for the reverse perimeter, for which actual data has also been included for H2 2024. In 2024, for the Telecom division - Continental France, a projection has been made by calculating, using actual 2022 data, a tonne.km equivalent per € based on the amount paid to each carrier. The amount paid to each carrier in 2024 was multiplied by the corresponding tonne.km equivalent per € to estimate the distance travelled and weight transported in 2024. In 2024, only the Telecom division - French Outermost Regions calculated customer journeys to the store based on a projection. It is assumed that one sale corresponds to one customer trip, modelled as a 5.7 km round trip, taking into

account the geography of La Réunion, and made by bus or car. ERT Technologies is not concerned by this emissions item. In 2024, physical data accounted for 33% of the Telecom division - Continental France's emissions and 100% of the Telecom division - French Outermost Region's emissions.

- GHG emissions linked to the processing of products sold (tonnes CO_2 eq.): neither the Telecom division - Continental France, nor the Telecom division - French Outermost Region, nor ERT Technologies are currently concerned by this emissions item.

- GHG emissions to the use of sold products (tonnes CO_2 eq.): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO_2 equivalent, linked to the use by customers of products marketed by the Group during year N. For each major type of product, average annual electricity consumption is estimated on the basis of the technical specifications available. A lifespan of 5 years is assumed for modems, decoders and routers, 7.5 years for TVs, and 3 years for other types of product (telephones in particular). The number of new products of each type (put on the market in year N) is multiplied by the lifespan and corresponding electricity consumption. In 2024, 100% of the Group's GHG emissions were calculated on the basis of physical data. ERT Technologies is not concerned by this emissions item.

- GHG emissions linked to the end-of-life of products sold (tonnes CO_2 eq.): this is the total volume of the Group's greenhouse gas emissions, expressed in tonnes of CO_2 equivalent, linked to the processing of products sold by the Group when they reach the end of their life. For the Telecom division - Continental France, Q4 2024 data for 3 perimeters has been estimated based on the average of Q1 to

Q3 2024 data. In 2024, 100% of the Group's GHG emissions were calculated on the basis of physical data.

- GHG emissions linked to downstream leased assets (tonnes CO_2 eq.): neither the Telecom division - Continental France, nor the Telecom division - French Outermost Region, nor ERT Technologies are currently concerned by this emissions item.

- GHG emissions linked to franchises (tonnes CO_2 eq.): to date, emissions linked to SFR franchised stores of the Telecom division - Continental France have not been calculated, with the exception of direct fugitive emissions (recorded under item 1.4), which include SFR franchised stores. The Telecom division - French Outermost Regions and ERT Technologies are not concerned by this emissions item.

- GHG emissions linked to investments (tonnes CO_2 eq.): to date, emissions linked to investments have not been calculated. The emissions published for this item in the 2023 Non-Financial Performance Statement have been corrected following a methodological check and reallocated to the relevant item.

d. Social data

For all the indicators presented below, the Altice France entity is excluded from the calculations for the Telecom division - Continental France. Unless otherwise indicated, the concept of work-study includes apprenticeship and professionalisation contracts.

- Percentage of employees who attended at least one training course during the year (%): this is the ratio between the number of employees who had completed at least one training course and the total number of employees at 31/12/N. This includes employees on permanent contracts, fixed-term contracts, work-study

contracts, suspended contracts and permanent worksite or operations contracts for ERT Technologies. Both full-time and part-time contracts are taken into account. Trainees and temporary workers are excluded. This includes initial and continuing training, whether online or face-to-face. This excludes awareness-raising initiatives, as well as, for the Telecom division - Continental France and the Telecom division - French Outermost Regions, training courses taken outside working hours and training courses financed by the Personal Training Account. Only courses completed by 31/12/N are taken into account. Courses started in year N and still in progress at 31/12/N are fully accounted for in year N+1.

- Average number of hours of training per employee who attended at least one course during the year (Hours): this is the average number of hours of training per employee who attended at least one course during the calendar year. This includes employees on permanent contracts, fixed-term contracts, work-study contracts, suspended contracts and permanent worksite or operations contracts for ERT Technologies. Both full-time and part-time contracts are taken into account. Trainees and temporary workers are excluded. Only courses completed by 31/12/N are taken into account. Courses started in year N and still in progress at 31/12/N are fully accounted for in year N+1.

- Percentage of employees who have been made aware of at least one sustainable development issue in the last 3 years (%): this is the ratio between the distinct number of employees who have been made aware at least once of at least one of the Sustainable Development issues over the last 3 years and the total number of employees at 31/12/N. This includes employees on permanent

contracts, fixed-term contracts and work-study contracts, as well as contract suspensions. Both full-time and part-time contracts are taken into account. Trainees and temporary workers are excluded. Employees who have taken at least one Sustainable Development e-learning course on the Telecom division platform, or participated in a Climate Fresk, are considered to be aware of at least one Sustainable Development issue. SFR, SFR Fibre and Completel also include employees who have taken part in an in-house Information Security awareness session. Intelcia and ERT Technologies have not calculated this indicator for 2024.

- Workforce at end of period (unit): this is the total number of Group employees at 31/12/N. This includes employees on permanent contracts, fixed-term contracts and work-study contracts, suspended contracts, employees on long-term absence and employees on permanent worksite or operations contracts for ERT Technologies. Both full-time and part-time contracts are taken into account. Trainees, temporary workers and corporate officers are excluded. An employee whose contract ends on 31/12/N is counted as part of the workforce at the end of the period in year N, and is removed from the workforce in year N+1.

- Number of permanent hires (unit): this is the number of employees hired on permanent contracts in year N. Full-time and part-time contracts are included. Also taken into account are conversions into permanent contracts of fixed-term contracts, work-study contracts and permanent worksite or operations contracts for ERT Technologies. As permanent worksite or operations contracts are contracts signed for a limited period for the duration of a worksite or operation, it has been decided not to count them as permanent contracts. Transfers are

excluded.

- Number of employees aged 30 or under in the workforce (unit): this is the number of employees aged 30 or under in the workforce at 31/12/N. This includes employees on permanent contracts, fixed-term contracts, work-study contracts, contract suspensions and employees on long-term absence. Both full-time and part-time contracts are taken into account. Trainees and temporary workers are excluded. An employee whose contract ends on 31/12/N is counted as part of the workforce at the end of the period in year N, and is removed from the workforce in year N+1. Intelcia and ERT Technologies have not calculated this indicator for 2024.

- Number of employees aged between 31 and 49 in the workforce (unit): this is the number of employees aged between 31 and 49 in the workforce at 31/12/N. This includes employees on permanent contracts, fixed-term contracts, work-study contracts, contract suspensions and employees on long-term absence. Both full-time and part-time contracts are taken into account. Trainees and temporary workers are excluded. An employee whose contract ends on 31/12/N is counted as part of the workforce at the end of the period in year N, and is removed from the workforce in year N+1. Intelcia and ERT Technologies have not calculated this indicator for 2024.

- Number of employees aged 50 or over (unit): this is the number of employees aged 50 or over in the workforce at 31/12/N. This includes employees on permanent contracts, fixed-term contracts, work-study contracts, contract suspensions and employees on long-term absence. Both full-time and part-time contracts are taken into account. Trainees and temporary workers are excluded. An employee whose

contract ends on 31/12/N is counted as part of the workforce at the end of the period in year N, and is removed from the workforce in year N+1. Intelcia and ERT Technologies have not calculated this indicator for 2024.

- Percentage of employees aged 30 or under among new hires (%): this is the ratio between the number of employees aged 30 or under in the workforce on permanent contracts, fixed-term contracts and work-study contracts, and the total number of new recruits on permanent contracts, fixed-term contracts and work-study contracts in year N. For ERT Technologies, this also includes permanent worksite or operations contracts. Both full-time and part-time contracts are taken into account. Trainees, temporary workers and transfers are excluded. An employee aged 30 or under who is hired under one of these contracts and whose contract is then converted into a permanent, fixed-term, work-study or permanent worksite or operations contract is counted twice.

- Percentage of employees aged 50 or over among new hires (%): this is the ratio between the number of employees aged 50 or over in the workforce on permanent contracts, fixed-term contracts and work-study contracts, and the total number of new recruits on permanent contracts, fixed-term contracts and work-study contracts in year N. For ERT Technologies, this also includes permanent worksite or operations contracts. Both full-time and part-time contracts are taken into account. Trainees, temporary workers and transfers are excluded. An employee aged 50 or over who is hired under one of these contracts and whose contract is then converted into a permanent, fixed-term, work-study or permanent worksite or operations contract is counted twice.

- Percentage of people who are excluded from the labour market among new recruits (%): this is the ratio between the number of people excluded from the labour market and the total number of people hired in year N, all contracts and genders combined. People excluded from the labour market are those recruited via local agencies, such as the "Agence nationale de la promotion de l'emploi et des compétences", France Travail, etc. This indicator concerns the Intelcia perimeter only, with the exception of Madagascar, Mauritius and Portugal.

- Number of work-study students hired (unit): this is the number of work-study students who started an apprenticeship or professionalisation contract during year N. Intelcia has not calculated this indicator for 2024.

- Rate of conversion of work-study contracts into permanent or fixed-term contracts (%): this is the ratio between the number of work-study and professionalisation contracts converted to permanent or fixed-term contracts in year N, and the total number of work-study contracts ending in year N. The denominator excludes work-study students whose contract was suspended at the employer's initiative and those whose contract was interrupted 4 months or more before its term. For the Telecom division - Continental France, excluding SFR Distribution, and the Telecom division - French Outermost Regions, work-study students continuing their studies at the end of their work-study contract are also excluded from the denominator. Intelcia has not calculated this indicator for 2024.

- Employee turnover rate (%): this is the total number of employees who left their jobs during year N, divided by the total number of employees at 31/12/N-1. This includes employees on permanent contracts, fixed-term

contracts, work-study contracts, and suspended contracts. Temporary workers and trainees are excluded. The cases in which employees are counted as having left their jobs are as follows: negotiated departures, resignations, trial periods interrupted at the employee's initiative voluntary departures as part of a voluntary redundancy plan, redundancies, retirements (at the initiative of the employer or the employee) and deaths. Employees in the process of having their contract terminated are not counted as having left their job. Intelcia and ERT Technologies have not calculated this indicator for 2024.

- Voluntary redundancy rate (%): this is the total number of employees who left their jobs on their own initiative during year N, divided by the total number of employees at 31/12/N-1. This includes employees on permanent contracts, fixed-term contracts, work-study contracts, suspended contracts and permanent worksite or operations contracts for ERT Technologies. Trainees and temporary workers are excluded. Voluntary departures include: negotiated departures, resignations, trial periods interrupted at the employee's initiative and voluntary departures under a Voluntary Departure Plan. For Intelcia only, job abandonments are also taken into account. Redundancies and trial periods interrupted at the Group's initiative are not taken into account.

- Percentage of promotions awarded to women on permanent contracts (%): this is the proportion of promotions awarded to women on permanent contracts out of the total number of employees on permanent contracts promoted in year N. Promotions are defined as a change in grade and/or job category and/or promotion to manager status. For ERT Technologies, in the absence of a change in grade, a promotion is effective when the change in

job category and/or the move to manager status is accompanied by an increase in remuneration. This excludes salary increases without any other associated change, horizontal evolutions and change of contract (fixed-term contract to permanent contract or work-study contract to permanent contract). For Intelcia France, a promotion is only effective when a change of grade and a change of job category are combined. Promotions are taken into account from the closing month in which the change takes place.

- Percentage of women among new hires (%): this is the ratio between the total number of women joining the workforce on permanent contracts, fixed-term contracts and work-study contracts, and the total number of new recruits on permanent contracts, fixed-term contracts and work-study contracts in year N. For ERT Technologies, this also includes permanent worksite or operations contracts. Both full-time and part-time contracts are taken into account. A woman who is hired under one of these contracts and whose contract is then converted into a permanent, fixed-term, work-study or permanent worksite or operations contract is counted twice.

- Gender equality index (Score out of 100) - including pay gap where available (French regulations) (%): The gender equality index is calculated using the Ministry of Labour's evaluation grid. The Index, out of 100 points, is calculated on the basis of 4 or 5 indicators depending on whether the company has fewer or more than 250 employees:
  - the gender pay gap,
  - the difference in the distribution of individual increases,
  - the difference in the distribution of promotions (only in companies with more than 250 employees),
  - the number of employees returning from maternity leave with a pay rise,
  - parity among the 10 highest

earners.
For more information: https://travail-emploi.gouv.fr/droit-du-travail/egalite-professionnelle-discrimination-et-harcelement/indexegapro.
The scope of Intelcia's index covers its activities in mainland France. For the Telecom division (Continental France and French Outermost Regions), this index is calculated on a different basis from the rest of the DPEF indicators:
  - The scope is broader, including SMR, XPFIBRE and XPFIBRE. CVN.
  - The consolidation of entities is different, with one index for SFR Distribution and one index for the SFR SEU (SFR, SFR Fibre, Completel, SRR, SMR, XPFibre and XPFIBRE.CVN).
The SFR SEU and SFR Distribution also publish the pay gap calculated according to the rules of the professional equality index.

- Gender pay gap (European regulations) (%): this indicator is calculated as follows: [(Average gross hourly pay for male employees - average gross hourly pay for female employees) / Average gross hourly pay for male employees] x 100. In contrast to the methodology used for the pay gap calculated within the professional equality index, no account is taken of the specificities linked to job types, socio-professional categories or the age of employees, which explains the differences in values observed between the two indicators. This includes employees on fixed-term and permanent contracts. This does not include employees on work-study contracts, trainees, temporary workers or employees currently undergoing procedures linked to a voluntary departure plan. The level of remuneration corresponds to the theoretical annual fixed full-time base salary and the theoretical annual variable component, except for the "sales" employees of the Telecom division - French Outermost

Regions (60 employees in 2024), for whom the level of remuneration is based solely on the theoretical annual fixed full-time base salary. The average hourly pay level is obtained by dividing the pay level by the theoretical number of hours worked in a year. Intelcia and ERT Technologies have not calculated this indicator for 2024.

- Percentage of employees with disabilities (%): this is the ratio between the number of employees declared as disabled (RQTH) within the workforce at 31 December of year N and the total number of employees at 31/12 of year N. This includes employees on permanent contracts, fixed-term contracts, work-study contracts, suspended contracts and permanent worksite or operations contracts for ERT Technologies. Both full-time and part-time contracts are taken into account. Trainees and temporary workers are excluded. In 2024, Intelcia only included activities in mainland France and French-speaking activities in Portugal (other countries do not have the RQTH).

- Frequency rate of work accidents: This indicator is calculated as follows: (total number of accidents at work with lost time in year N / total number of theoretical hours worked during the year) * 1,000,000. Commuting accidents are excluded from the calculation. For the Telecom division - Continental France, the Telecom division - French Outermost Regions and ERT Technologies, the lost-time accidents counted are those identified in the HR software at 31/12/N. For Intelcia, lost-time accidents are those that are reported to a national health insurance fund, a mutual insurance company or a supplementary insurance company, depending on the country where the employee is based. This includes lost-time accidents for employees on permanent, fixed-term, professionalisation, training, apprenticeship and student

trainees contracts, except for ERT Technologies (no impact because there are no paid trainees at ERT Technologies in 2024). For ERT Technologies, this also includes permanent worksite or operations contracts. Commuting accidents and temporary workers' lost-time accidents are excluded. For the Telecom division - Continental France, the Telecom division - French Outermost Regions and ERT Technologies, lost-time accidents for unpaid trainees are also excluded. For the Telecom division - Continental France and the Telecom division - French Outermost Regions, the total number of theoretical hours worked during the year is calculated as follows: 1607 x average Full-Time Equivalent (FTE), where 1,607 is the theoretical number of hours worked in a year. The average number of FTEs is calculated as follows: number of days of the employment contract * FTE / number of days in the month / 12. For ERT Technologies, the method for calculating the denominator is the same, with a distinction made between 35-hour contracts, for which the theoretical number of hours worked in a year is 1,607, and 39-hour contracts, for which the theoretical number of hours worked in a year is 1,787. For Intelcia, the total number of theoretical hours worked during the year corresponds to the theoretical hours based on contractual hours per type of contract.

- Accident severity rate: this indicator is calculated as follows: (total number of working days lost as a result of a lost-time accident in year N / total number of theoretical hours worked during the year) * 1,000 (for more details on the calculation of the total number of theoretical hours worked during the year, refer to the indicator "Frequency rate of work accidents (%)"). For the Telecom division - Continental France and the Telecom division - French Outermost

Regions, the lost-time accidents counted are those identified in the HR software at 31/12/N. For Intelcia, lost-time accidents are those that are reported to a national health insurance fund, a mutual insurance company or a supplementary insurance company, depending on the country where the employee is based. This includes lost-time accidents suffered by employees on permanent, fixed-term, professionalisation, apprenticeship and trainee student contracts. This excludes commuting accidents, temporary workers' lost-time accidents and unpaid trainees for the Telecom division - Continental France and the Telecom division - French Outermost Regions. ERT Technologies has not calculated this indicator for 2024.

- Absenteeism rate (%): this is the ratio between the number of calendar days of absence from work due to illness, a work accident or commuting accidents; and the theoretical number of calendar days worked. Only absences considered to be suffered by the employee are taken into account in the calculation of this indicator, and not those that could be the result of a personal initiative. This includes lost-time accidents for employees on permanent, fixed-term, work-study contracts and paid student trainees, except for ERT Technologies (no paid trainees at ERT Technologies in 2024). For ERT Technologies, this also includes permanent worksite or operations contracts. Temporary workers' lost-time accidents are excluded. For the Telecom division - Continental France, the Telecom division - French Outermost Regions and ERT Technologies, lost-time accidents for unpaid trainees are also excluded.

- Number of CSR supplier assessments carried out (unit): this is the number of supplier assessments including CSR criteria recorded since 2016. This includes the annual supplier assessments carried out by the Purchasing Department teams (including CSR criteria), and specific CSR assessments. Specific CSR assessments are documented through an ACESIA score or a certificate verifying an alternative assessment by a recognised third party (Lucie label, Ecovadis, etc.). The counting of CSR supplier assessments includes all assessments conducted, meaning that if a supplier has been assessed multiple times since 2016, each assessment is included in the indicator. In 2024, only the Telecom division - Continental France calculated this indicator.

- Percentage of employees who have received at least one Information Security training session in the last 3 years (%): this is the ratio of the number of employees who have received at least one Information Security training session in the last 3 years to the total number of employees at 31/12/N. This includes employees on permanent contracts, fixed-term contracts and work-study contracts, as well as contract suspensions. Both full-time and part-time contracts are taken into account. Trainees and temporary workers are excluded. Employees who have taken an e-learning course on Information Security on the 360Learning platform are considered to be aware of Information Security. SFR, SFR Fibre and Completel employees who have taken part in an in-house Information Security awareness session are also included. Intelcia and ERT Technologies have not calculated this indicator for 2024.

6. Data collection and control methods

Non-financial data is based on internal tools, reporting methods and controls used in the various activities dedicated to these subjects.

A new centralised reporting tool was introduced in 2023 for the Telecom division - Continental France and the Telecom division - French Outermost Regions, in particular to make it easier and more reliable to calculate greenhouse gas emissions. In 2024, ERT Technologies also adopted this tool. To date, this tool has made it possible to consolidate the most significant environmental data. Training sessions are organised to support contributors in the process of collecting and consolidating non-financial indicators on the reporting tool.

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

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

Summary of key performance indicators by business unit

In view of the disposal of the Media division during 2024, the consolidated indicators for the Altice France Group have been recalculated to exclude the Media division for the years 2022 and 2023. In addition, certain Scope 3 emission items have been recalculated in 2024 for the years 2022 and 2023 for the Telecom division (Continental France and FOR), as part of the submission of decarbonization targets to the SBTi. Unless otherwise stated, the Altice France Group consolidated indicators include the perimeters for which the indicators are available and applicable.

In 2022 and 2023, the indicators were calculated on a group basis for the entire Telecoms division (Continental France and French Outermost Regions). In 2024, in order to prepare the future Sustainability Report, the indicators were calculated separately for the Telecom division - Continental France and the Telecom division - French Outermost Regions.

Risks	Indicators	Divisions	2022	2023	2024
		Altice France	**7,000**	**8,967**	**11,561**
		Telecom division - Continental France	7,000	8,967	11,540
Product and service quality & Innovation	Number of municipalities with 5G coverage (Units)	Telecom division - French Outermost Regions	N/D	N/D	21
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/D	N/A	N/A
		Altice France	**N/A**	**N/A**	**N/A**
		Telecom division - Continental France	61%	74%	83%
Product and service quality & Innovation	5G coverage rate (%)	Telecom division - French Outermost Regions	N/D	N/D	42%
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/D	N/A	N/A
		Altice France	**31.1 million**	**36.3 million**	**More than 39.7 million**
		Telecom division - Continental France	31.1 million	36.3 million	39.6 million
Product and service quality & Innovation	Number of marketable FTTH and FTTB connections (Unit)[1]	Telecom division - French Outermost Regions	N/D	N/D	163,597
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/D	N/A	N/A
		Altice France	**1 million**	**1 million**	**1 million**
		Telecom division - Continental France	1 million	1 million	1 million
Local engagement and the creation of shared value	Amount donated by the SFR Foundation for financial sponsorship (€)	Telecom division - French Outermost Regions	N/A	N/A	N/A
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/D	N/A	N/A

N/A: Not applicable; N/D: Not disclosed; N/C: Not consolidated; M/C: Methodological change (no comparable indicator available); NEW: New indicator.
(1) The 2023 values have been corrected compared to the values published in the DPEF 2023, following a strengthening of internal controls.

Risks	Indicators	Divisions	2022	2023	2024
Local engagement and the creation of shared value	Number of young people helped to achieve professional success thanks to the support of associations (Unit)	**Altice France**	**N/A**	**N/A**	**N/A**
		Telecom division - Continental France	M/C	7,853	8,438
		Telecom division - French Outermost Regions	N/A	N/A	N/A
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/D	N/A	N/A
Local engagement and the creation of shared value	Number of projects supported by the SFR Foundation, Intelcia or ERT Technologies during the year (Unit)	**Altice France**	**M/C**	**88**	**140**
		Telecom division - Continental France	M/C	50	49
		Telecom division - French Outermost Regions	N/A	N/A	N/A
		Intelcia	52	38	82
		ERT Technologies	N/D	NEW	9
Local engagement and the creation of shared value	Number of employees involved in skills sponsorship during the year (Unit)	**Altice France**	**N/A**	**N/A**	**N/A**
		Telecom division - Continental France	NEW	39	49
		Telecom division - French Outermost Regions			
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/D	N/A	N/A
Digital inclusion	Number of prepaid top-ups offered by SFR and SFR Réunion to Emmaüs Connect during the year (Unit)[1][2]	**Altice France**	**M/C**	**12,000**	**299,459**
		Telecom division - Continental France	M/C	12,000	299,399
		Telecom division - French Outermost Regions	NEW	NEW	60
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/D	N/A	N/A
Digital inclusion	Number of employees who sponsored a project under the Fonds de soutien citoyen during the year (Unit)	**Altice France**	**NEW**	**NEW**	**78**
		Telecom division - Continental France	NEW	NEW	76
		Telecom division - French Outermost Regions	NEW	NEW	2
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/D	N/A	N/A
Climate change	Electricity consumption - buildings and electric vehicles (MWh)	**Altice France**	**NEW**	**1,063,406**	**798,434**
		Telecom division - Continental France	NEW	1,046,467	759,194
		Telecom division - French Outermost Regions	NEW		21,653
		Intelcia	NEW	15,127	15,980
		ERT Technologies	N/D	1,812	1 606

N/A: Not applicable; N/D: Not disclosed; N/C: Not consolidated; M/C: Methodological change (no comparable indicator available); NEW: New indicator.
(1) The difference in volume between prepaid top-ups donated by SFR and SFR Réunion can be explained in two ways: the age of the initiative (initiated in 2024 for SFR Réunion) and the size of each company.
(2) The difference in volume between prepaid top-ups donated by SFR in 2023 and 2024 is due to the postponement of part of the deliveries scheduled for 2023, which were finally delivered in 2024. Added to this are deliveries agreed for 2024.

Risks 2024	Indicators	Divisions	2022	2023	2024
Climate change	Share of renewable energy in building electricity consumption (%)	**Altice France**	**8%**	**8%**	**16%**
		Telecom division - Continental France	8%	8%	17%
		Telecom division - French Outermost Regions	0%	0%	0%
		Intelcia	0%	0%	0%
		ERT Technologies	N/D	0%	0%
Climate change	Energy consumption by long-distance networks (MWh)	**Altice France**	**NEW**	**3,223**	**541**
		Telecom division - Continental France	NEW	3,223	541
		Telecom division - French Outermost Regions	N/A	N/A	N/A
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/D	N/A	N/A
Climate change	Natural gas consumption (MWh PCI)	**Altice France**	**NEW**	**752**	**546**
		Telecom division - Continental France	NEW	712	529
		Telecom division - French Outermost Regions	N/A	N/A	N/A
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	40	16
Climate change	Fuel consumption for building operations (L)[1]	**Altice France**	**NEW**	**293,092**	**2,124,910**
		Telecom division - Continental France	NEW	211,410	1,987,947
		Telecom division - French Outermost Regions	NEW		35,299
		Intelcia	NEW	81,682	101,664
		ERT Technologies	N/D	N/A	N/A
Climate change	Fuel consumption of fleet vehicles (L)	**Altice France**	**NEW**	**6,128,696**	**6,245,577**
		Telecom division - Continental France	NEW	3,081,200	3,146,486
		Telecom division - French Outermost Regions	NEW		45,025
		Intelcia	NEW	165,679	196,113
		ERT Technologies	N/D	2,881,817	2,857,953
Climate change	Scope 1 GHG[2] emissions (Tonnes CO_2 eq.)	**Altice France**	**15,102**	**22,698**	**24,264**
		Telecom division - Continental France	14,580	14,831	16,098
		Telecom division - French Outermost Regions			226
		Intelcia	522	637	860
		ERT Technologies	N/D	7,230	7,079

N/A: Not applicable; N/D: Not disclosed; N/C: Not consolidated; M/C: Methodological change (no comparable indicator available); NEW: New indicator.
(1) The increase in consumption observed between 2023 and 2024 is due to a methodological change, linked to the improved inclusion of consumption by generators used to power certain sites of SFR mobile network.
(2) Greenhouse gases.

Risks	Indicators	Divisions	2022	2023	2024
Climate change	Scope 2 GHG[1] emissions (Tonnes CO$_2$ eq.)	Altice France	**59,764**	**60,151**	**51,841**
		Telecom division - Continental France	53,750	52,906	28,219
		Telecom division - French Outermost Regions			15,179
		Intelcia	6,014	7,183	8,389
		ERT Technologies	N/D	61	54
Climate change	Scope 3 GHG[1] emissions (Tonnes CO$_2$ eq.)	Altice France	**569,697**	**662,377**	**623,728**
		Telecom division - Continental France	569,697	600,443	543,863
		Telecom division - French Outermost Regions			21,436
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	61,935	58,429
Climate change	Scope 1 and 2 GHG[1] emissions per employee (tonnes CO$_2$ eq. per employee)	Altice France	**2.7**	**2.9**	**2.5**
		Telecom division - Continental France	7.2	7.7	5.1
		Telecom division - French Outermost Regions			49.5
		Intelcia	0.4	0.4	0.5
		ERT Technologies	N/D	5.0	5.0
Climate change	Scope 1, 2 and 3 GHG[1] emissions per employee (tonnes CO$_2$ eq. per employee)	Altice France	**23.4**	**26.0**	**23.4**
		Telecom division - Continental France	67.0	75.9	68,0
		Telecom division - French Outermost Regions			118.5
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	47.0	45.5
Circular economy	Share of refurbished boxes in the active range (%)	Altice France	**M/C**	**85%**	**94%**
		Telecom division - Continental France	M/C	85%	94%
		Telecom division - French Outermost Regions	N/D	N/D	82%
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/D	N/A	N/A
Circular economy	Refurbished boxes as a percentage of all boxes collected (%)	Altice France	**NEW**	**67%**	**68%**
		Telecom division - Continental France	NEW	67%	68%
		Telecom division - French Outermost Regions	N/D	N/D	79%
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/D	N/A	N/A

N/A: Not applicable; N/D: Not disclosed; N/C: Not consolidated; M/C: Methodological change (no comparable indicator available); NEW: New indicator.
(1) Greenhouse gases.

Risks	Indicators	Divisions	2022	2023	2024
Circular economy	Share of sales resulting in a mobile trade-in (%)	**Altice France**	**M/C**	**20%**	**22%**
		Telecom division - Continental France	M/C	20%	22%
		Telecom division - French Outermost Regions	N/D	N/D	N/D
		Intelcia	N/A	N/A	N/A
		ERT Technologies	N/D	N/A	N/A
Circular economy	EEE re-use rate (%)[1]	**Altice France**	**NEW**	**47%**	**50%**
		Telecom division - Continental France	NEW	47%	50%
		Telecom division - French Outermost Regions	NEW		N/D
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	N/D	39%
Circular economy	Recovery rate for waste EEE (%)[1]	**Altice France**	**M/C**	**46%**	**47%**
		Telecom division - Continental France	M/C	46%	46%
		Telecom division - French Outermost Regions	M/C		N/D
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	N/A	61%
Biodiversity	Water consumption (m³)	**Altice France**	**148,068**	**145,365**	**138,848**
		Telecom division - Continental France	42,108	46,540	40,471
		Telecom division - French Outermost Regions			6,062
		Intelcia	105,960	95,570	87,535
		ERT Technologies	N/D	3,255	4,779
Biodiversity	Water consumption per employee (m³ per employee)	**Altice France**	**NEW**	**5.1**	**4.6**
		Telecom division - Continental France	NEW	5.3	4.7
		Telecom division - French Outermost Regions	NEW		19.5
		Intelcia	NEW	5.2	4.5
		ERT Technologies	N/D	2.2	3.3
Employability & stability	Percentage of employees who attended at least one training course during the year (%)[2]	**Altice France**	**N/C**	**101%**	**54%**
		Telecom division - Continental France	58%	66%	71%
		Telecom division - French Outermost Regions			90%
		Intelcia	120%	120%	46%
		ERT Technologies	N/D	61%	63%

N/A: Not applicable; N/D: Not disclosed; N/C: Not consolidated; M/C: Methodological change (no comparable indicator available); NEW: New indicator.
(1) Electrical and electronic equipment.

(2) The results for this indicator are due to the fact that Intelcia trains a number of people annually that exceeds its year-end headcount, reflecting the training efforts made for customer advisers, the population that is the main cause of staff turnover. In 2024, on the other hand, there were fewer new projects requiring initial training at Intelcia, resulting in a lower indicator value than in 2023.

Risks	Indicators	Divisions	2022	2023	2024
Employability & stability	Average number of hours of training per employee who attended at least one course during the year (Hours)	**Altice France**	**N/C**	**60.1**	**69.4**
		Telecom division - Continental France	18.4	23.1	20.6
		Telecom division - French Outermost Regions			24.6
		Intelcia	61.3	71.5	103.6
		ERT Technologies	N/D	19.9	20.0
Employability & stability	Percentage of employees who have been made aware of at least one sustainable development issue at least once in the last 3 years (%)	**Altice France**	**NEW**	**NEW**	**74%**
		Telecom division - Continental France	NEW	NEW	73%
		Telecom division - French Outermost Regions	NEW	NEW	86%
		Intelcia	NEW	NEW	N/D
		ERT Technologies	N/D	NEW	N/D
Talent management	Workforce at end of period (Unit)	**Altice France**	**27,570**	**28,643**	**29,905**
		Telecom division - Continental France	9,526	8,809	8,650
		Telecom division - French Outermost Regions			311
		Intelcia	18,044	18,361	19,503
		ERT Technologies	N/D	1,473	1,441
Talent management	Number of employees aged 30 or under (Unit)	**Altice France**	**NEW**	**NEW**	**2,071**
		Telecom division - Continental France	NEW	NEW	2,015
		Telecom division - French Outermost Regions	NEW	NEW	56
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	N/D	N/D
Talent management	Number of employees aged between 31 and 49 (Unit)	**Altice France**	**NEW**	**NEW**	**3,981**
		Telecom division - Continental France	NEW	NEW	3,779
		Telecom division - French Outermost Regions	NEW	NEW	202
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	N/D	N/D
Talent management	Number of employees aged 50 or over (Unit)	**Altice France**	**NEW**	**NEW**	**2,909**
		Telecom division - Continental France	NEW	NEW	2,856
		Telecom division - French Outermost Regions	NEW	NEW	53
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	N/D	N/D

N/A: Not applicable; N/D: Not disclosed; N/C: Not consolidated; M/C: Methodological change (no comparable indicator available); NEW: New indicator.

Risks	Indicators	Divisions	2022	2023	2024
Talent management	Number of permanent hires (Unit)	**Altice France**	**8,042**	**7,773**	**6,217**
		Telecom division - Continental France	939	971	958
		Telecom division - French Outermost Regions			16
		Intelcia	7,103	6,802	5,085
		ERT Technologies	N/D	N/D	158
Talent management	Percentage of employees aged 30 or under among new recruits (%)	**Altice France**	**74%**	**75%**	**69%**
		Telecom division - Continental France	81%	78%	76%
		Telecom division - French Outermost Regions			54%
		Intelcia	72%	74%	68%
		ERT Technologies	N/D	N/D	49%
Talent management	Percentage of employees aged 50 or over among new recruits (%)	**Altice France**	**1.6%**	**2.2%**	**3.0%**
		Telecom division - Continental France	1.3%	3.1%	3.3%
		Telecom division - French Outermost Regions			4.6%
		Intelcia	1.6%	1.9%	2.8%
		ERT Technologies	N/D	N/D	7.9%
Talent management	Percentage of people who are excluded from the labour market among new recruits (%)	**Altice France**	**N/D**	**N/D**	**N/D**
		Telecom division - Continental France	N/D	N/D	N/D
		Telecom division - French Outermost Regions	N/D	N/D	N/D
		Intelcia	24%	33%	30%
		ERT Technologies	N/D	N/D	N/D
Talent management	Number of work-study students hired (Unit)	**Altice France**	**400**	**410**	**402**
		Telecom division - Continental France	400	410	369
		Telecom division - French Outermost Regions			20
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	N/D	13
Talent management	Rate of conversion of work-study contracts into permanent or fixed-term contracts (%)	**Altice France**	**20%**	**26%**	**27%**
		Telecom division - Continental France	20%	26%	27%
		Telecom division - French Outermost Regions			20%
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	N/D	20%

N/A: Not applicable; N/D: Not disclosed; N/C: Not consolidated; M/C: Methodological change (no comparable indicator available); NEW: New indicator.

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Risks	Indicators	Divisions	2022	2023	2024
Talent management	Voluntary departure rate (%)	**Altice France**	**23%**	**27%**	**22%**
		Telecom division - Continental France	11%	15%	7%
		Telecom division - French Outermost Regions			6%
		Intelcia	28%	33%	30%
		ERT Technologies	N/D	N/D	7%
Talent management	Employee turnover rate (%)	**Altice France**	**NEW**	**NEW**	**20%**
		Telecom division - Continental France	NEW	NEW	20%
		Telecom division - French Outermost Regions	NEW	NEW	15%
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	N/D	N/D
Human rights and fundamental freedoms	Percentage of promotions awarded to women on permanent contracts (%)	**Altice France**	**41%**	**41%**	**43%**
		Telecom division - Continental France	38%	33%	29%
		Telecom division - French Outermost Regions			17%
		Intelcia	44%	54%	52%
		ERT Technologies	N/D	21%	25%
Human rights and fundamental freedoms	Percentage of women recruited (%)	**Altice France**	**53%**	**50%**	**51%**
		Telecom division - Continental France	39%	39%	38%
		Telecom division - French Outermost Regions			34%
		Intelcia	58%	54%	56%
		ERT Technologies	N/D	28%	38%
Human rights and fundamental freedoms	Professional equality index[1] - including gender pay gap (French regulation) when available	**Altice France**	**N/C**	**N/C**	**N/C**
		Telecom division - Continental France	SFR SEU: 93% - 1.8% SFR Distribution: 85% - 3.6%	SFR SEU: 87% - 2.6% SFR Distribution: 93% - 3.1%	UES SFR: 92% - 2.8% SFR Distribution: 94% - 2.7%
		Telecom division - French Outermost Regions			
		Intelcia	96%	98%	99%
		ERT Technologies	N/D	N/D	86%
Talent management	Gender pay gap (European regulation) (%)	**Altice France**	**NEW**	**NEW**	**14%**
		Telecom division - Continental France	NEW	NEW	14%
		Telecom division - French Outermost Regions	NEW	NEW	17%
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	N/D	N/D

N/A: Not applicable; N/D: Not disclosed; N/C: Not consolidated; M/C: Methodological change (no comparable indicator available); NEW: New indicator.
(1) France scope for Intelcia. 2024 values: Index published in 2024 for the year 2023. 2023 values: Index published in 2023 for the year 2022. 2022 values: Index published in 2022 for the year 2023.

Risks	Indicators	Divisions	2022	2023	2024
Human rights and fundamental freedoms	Percentage of employees with disabilities (%)[1]	**Altice France**	**3.9%**	**4.2%**	**4.9%**
		Telecom division - Continental France	3.8%	3.9%	4.0%
		Telecom division - French Outermost Regions			5.5%
		Intelcia	4.1%	5.2%	6.4%
		ERT Technologies	N/D	N/D	5.2%
Human rights and fundamental freedoms	Absenteeism rate (%)[2]	**Altice France**	**9.0%**	**12.3%**	**4.3%**
		Telecom division - Continental France	5.5%	4.4%	4.5%
		Telecom division - French Outermost Regions			4.1%
		Intelcia	13%	13.4%	4.1%
		ERT Technologies	N/D	N/D	6.4%
Human rights and fundamental freedoms	Workplace accident frequency rate	**Altice France**	**5.8**	**6.7**	**3.8**
		Telecom division - Continental France	5.8	6	6.9
		Telecom division - French Outermost Regions			2.1
		Intelcia	N/D	N/D	2.3
		ERT Technologies	N/D	10.7	12.9
Human rights and fundamental freedoms	Workplace accident severity rate[3]	**Altice France**	**NEW**	**NEW**	**16.3**
		Telecom division - Continental France	NEW	NEW	38.2
		Telecom division - French Outermost Regions	NEW	NEW	0.2
		Intelcia	NEW	NEW	9.4
		ERT Technologies	N/D	N/D	N/D
Business ethics	Percentage of employees who have received information security training at least once in the last 3 years (%)	**Altice France**	**NEW**	**NEW**	**65%**
		Telecom division - Continental France	NEW	NEW	64%
		Telecom division - French Outermost Regions	NEW	NEW	81%
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	N/D	N/D
Business ethics	Number of CSR supplier assessments carried out since 2016 (Unit)[2]	**Altice France**	**355**	**423**	**471**
		Telecom division - Continental France	355	423	471
		Telecom division - French Outermost Regions	N/D	N/D	N/D
		Intelcia	N/D	N/D	N/D
		ERT Technologies	N/D	N/D	N/D

Greenhouse gas emissions assessment - GHG Protocol

Emission items	Divisions	2022	2023	2024
1. Scope 1 GHG[1] emissions (Tonnes eq. CO$_2$)	**Altice France**	**15,102**	**22,698**	**24,264**
	Telecom division - Continental France	14,580	14,831	16,098
	Telecom division - French Outermost Regions			226
	Intelcia	522	637	860
	ERT Technologies	N/D	7230	7,079
1.1. GHG[1] emissions from stationary combustion sources (Tonnes CO$_2$ eq.)	**Altice France**	**995**	**909**	**5,586**
	Telecom division - Continental France	772	689	5,224
	Telecom division - French Outermost Regions			91
	Intelcia	222	212	268
	ERT Technologies	N/D	8	3
1.2. GHG[1] emissions from mobile combustion sources (Tonnes CO$_2$ eq.)	**Altice France**	**6,731**	**14,345**	**14,683**
	Telecom division - Continental France	6,431	6,765	6,950
	Telecom division - French Outermost Regions			102
	Intelcia	300	425	592
	ERT Technologies	N/D	7,156	7,038
1.3. Direct GHG[1] emissions from processes (Tonnes CO$_2$ eq.)	**Altice France**	**N/A**	**N/A**	**N/A**
	Telecom division - Continental France	N/A	N/A	N/A
	Telecom division - French Outermost Regions	N/A	N/A	N/A
	Intelcia	N/A	N/A	N/A
	ERT Technologies	N/D	N/A	N/A
1.4. Direct fugitive GHG[1] emissions (Tonnes CO$_2$ eq.)	**Altice France**	**7,377**	**7,443**	**3,995**
	Telecom division - Continental France	7,377	7,377	3,924
	Telecom division - French Outermost Regions			33
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	67	38

N/A: Not applicable; N/D: Not disclosed.
(1) Greenhouse gases.

Emission items	Divisions	2022	2023	2024
1.5. Direct GHG[1] emissions from land use, land-use change and forestry (Tonnes CO_2 eq.)	**Altice France**	**N/D**	**N/D**	**N/D**
	Telecom division - Continental France	N/A	N/A	N/A
	Telecom division - French Outermost Regions	N/A	N/A	N/A
	Intelcia	N/A	N/A	N/A
	ERT Technologies	N/D	N/D	N/D
2. Scope 2 GHG[1] emissions (Tonnes eq. CO_2)	**Altice France**	**59,764**	**60 151**	**51,841**
	Telecom division - Continental France	53,750	52 906	28,219
	Telecom division - French Outermost Regions			15,179
	Intelcia	6,014	7,183	8,389
	ERT Technologies	N/D	61	54
2.1. GHG[1] emissions linked to electricity consumption (Tonnes CO_2 eq.)	**Altice France**	**59,715**	**60,019**	**51,793**
	Telecom division - Continental France	53,700	52,775	28,171
	Telecom division - French Outermost Regions			15 179
	Intelcia	6,014	7,183	8,389
	ERT Technologies	N/D	61	54
2.2. GHG[1] emissions linked to network energy consumption, excluding electricity (Tonnes CO_2 eq.)	**Altice France**	**49**	**132**	**49**
	Telecom division - Continental France	49	132	49
	Telecom division - French Outermost Regions	N/A	N/A	N/A
	Intelcia	N/A	N/A	N/A
	ERT Technologies	N/D	N/A	N/A
3. Scope 3 GHG[1] emissions (Tonnes eq. CO_2)	**Altice France**	**569,697**	**662,377**	**623,728**
	Telecom division - Continental France	569 697	600,443	543,863
	Telecom division - French Outermost Regions			21,436
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	61,935	58,429
3.1. GHG[1] emissions linked to the purchase of products and services (Tonnes CO_2 eq.)	**Altice France**	**473,265**	**561,195**	**518,705**
	Telecom division - Continental France	473,265	504,990	460,205
	Telecom division - French Outermost Regions			9,640
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	56 204	48,861

N/A: Not applicable; N/D: Not disclosed.
(1) Greenhouse gases.

Emission items	Divisions	2022	2023	2024
3.2. GHG[1] emissions linked to fixed assets (Tonnes CO$_2$ eq.)	**Altice France**	**11,257**	**16,430**	**19,542**
	Telecom division - Continental France	11,257	15,714	11,590
	Telecom division - French Outermost Regions			7,193
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	716	759
3.3. GHG[1] emissions linked to energy, not included in Scopes 1 and 2 (Tonnes CO$_2$ eq.)	**Altice France**	**22,400**	**23,039**	**20,329**
	Telecom division - Continental France	22,400	21,259	16,826
	Telecom division - French Outermost Regions	N/D	N/D	1,760
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	1,780	1,743
3.4. GHG[1] emissions linked to the freight transportation and upstream distribution (Tonnes CO$_2$ eq.)	**Altice France**	**4,832**	**5,151**	**4,956**
	Telecom division - Continental France	4,832	4,898	4,119
	Telecom division - French Outermost Regions			550
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	253	287
3.5. GHG[1] emissions linked to waste generated (Tonnes CO$_2$ eq.)	**Altice France**	**736**	**1,080**	**837**
	Telecom division - Continental France	736	638	464
	Telecom division - French Outermost Regions			155
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	443	217
3.6. GHG[1] emissions linked to business travel (Tonnes CO$_2$ eq.)	**Altice France**	**1,647**	**1,698**	**1,886**
	Telecom division - Continental France	1,647	1,676	1,257
	Telecom division - French Outermost Regions			542
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	22	86
3.7. GHG[1] emissions linked to commuting (Tonnes CO$_2$ eq.)	**Altice France**	**3,243**	**8,748**	**7,126**
	Telecom division - Continental France	3,243	7,114	5,513
	Telecom division - French Outermost Regions			339
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	1,634	1,274

N/A: Not applicable; N/D: Not disclosed.
(1) Greenhouse gases.

Emission items	Divisions	2022	2023	2024
3.8. GHG[1] emissions linked to upstream leased assets (Tonnes CO_2 eq.)	**Altice France**	**N/D**	**816**	**5,146**
	Telecom division - Continental France	N/A	N/A	N/A
	Telecom division - French Outermost Regions	N/A	N/A	N/A
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	816	5,146
3.9. GHG[1] emissions linked to freight transportation and downstream distribution (Tonnes CO_2 eq.)	**Altice France**	**2,859**	**2,202**	**2,227**
	Telecom division - Continental France	2,859	2,202	2,173
	Telecom division - French Outermost Regions			54
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/A	N/A
3.10. GHG[1] emissions linked to the processing of products sold (Tonnes CO_2 eq.)	**Altice France**	**N/A**	**N/A**	**N/A**
	Telecom division - Continental France	N/A	N/A	N/A
	Telecom division - French Outermost Regions	N/A	N/A	N/A
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/A	N/A
3.11. GHG[1] emissions linked the use of products sold (Tonnes CO_2 eq.)	**Altice France**	**46,564**	**39,951**	**40,631**
	Telecom division - Continental France	46,564	39,951	39,454
	Telecom division - French Outermost Regions			1,177
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/A	N/A
3.12. GHG[1] emissions linked to the end-of-life of products sold (Tonnes CO_2 eq.)	**Altice France**	**2,893**	**2,067**	**2,343**
	Telecom division - Continental France	2,893	2,000	2,263
	Telecom division - French Outermost Regions			24
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	67	56
3.13. GHG[1] emissions linked to downstream leased assets (Tonnes CO_2 eq.)	**Altice France**	**N/A**	**N/A**	**N/A**
	Telecom division - Continental France	N/A	N/A	N/A
	Telecom division - French Outermost Regions	N/A	N/A	N/A
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/A	N/A

N/A: Not applicable; N/D: Not disclosed.
(1) Greenhouse gases.

Emission items	Divisions	2022	2023	2024
3.14. GHG[1] emissions linked to franchises (Tonnes CO_2 eq.)	**Altice France**	**N/D**	**N/D**	**N/D**
	Telecom division - Continental France	N/D	N/D	N/D
	Telecom division - French Outermost Regions	N/D	N/D	N/D
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/A	N/A
3.15. GHG[1] emissions linked to investments (Tonnes CO_2 eq.)	**Altice France**	**N/D**	**N/D**	**N/D**
	Telecom division - Continental France	N/D	N/D	N/D
	Telecom division - French Outermost Regions	N/D	N/D	N/D
	Intelcia	N/D	N/D	N/D
	ERT Technologies	N/D	N/D	N/D

N/A: Not applicable; N/D: Not disclosed.
(1) Greenhouse gases.

CSRD correspondence table

The Altice France Group, as a subsidiary of Altice Group Lux, is not subject to the Corporate Sustainability Reporting Directive (CSRD) in 2024. To facilitate reading of the 2024 Non-Financial Performance Statement (NFPS), a correspondence table referencing the ESRS[1] standards developed by EFRAG[2] is provided below. Topics not addressed to date will undergo a double materiality analysis. These subjects are therefore not necessarily material and will not necessarily be covered in the future Sustainability Report.

ESRS standard	Subtopics	Sections of the 2024 NFPS
ESRS 2	Governance	Governance of the Altice France Group
	Strategy	Business model Sustainable development strategy SFR imagine
ESRS E1 - Climate change	Climate change adaptation	Business continuity, a priority for the Altice France Group Anticipating the risks of climate change
	Climate change mitigation	Reduce Contribute
	Energy	Achieving greater energy sobriety and efficiency
ESRS E2 - Pollution	Pollution of air	Not addressed
	Pollution of water	
	Pollution of soil	
	Pollution of living organisms and food resources	
	Substances of concern and substaces of very high concern	
	Microplastics	
ESRS E3 - Water and marine resources	Water	Promoting better water management
	Marine resources	Not addressed

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ESRS standard	Subtopics	Sections of the 2024 NFPS
ESRS E4 - Biodiversity and ecosystems	Direct impact drivers of biodiversity loss	Not addressed
	Impacts on the state of species	Not addressed
	Impacts on the extent and condition of ecosystems	Not addressed
	Impacts and dependencies on ecosystem services	Not addressed
ESRS E5 - Resource use and circular economy	Resrouces inflows, including resource use	Extending the lifespan of equipment and promoting the circular economy
	Resource outflows related to products and services	Extending the lifespan of equipment and promoting the circular economy
	Waste	Reuse and end-of-life management of equipment
ESRS S1 - Own workforce	Working conditions	A pragmatic social dialogue Work organisation and remuneration within the Altice France Group Living well together
	Equal treatment and equal opportunities for all	Attract talent and integrate young people into the Group Development of employee skills to support the innovations of today and tomorrow Professional equality: ensuring equality between women and men Supporting the employment of people with disabilities
	Other work-related rights	Protecting personal data, a central issue

ESRS standard	Subtopics	Sections of the 2024 NFPS
ESRS S2 - Workers in the value chain	Working conditions	Business ethics – Governance of the Altice France Group
	Equal treatment and equal opportunities for all	Not addressed
	Other work-related rights	Business ethics – Governance of the Altice France Group
ESRS S3 - Affected communities	Communities' economic, social and cultural rights	Not addressed
	Communities' civil and political rights	Not addressed
	Rights of indigenous peoples	Not addressed

ESRS standard	Subtopics	Sections of the 2024 NFPS
ESRS S4 - Consumers and end users	Information-related impacts for consumers and/or end-users	Protecting personal data, a central issue
	Personal safety of consumers and/or end-users	Not addressed
	Social inclusion of consumers and/or end-users	Making services accessible to all
ESRS G1 - Business conduct	Corporate culture	SFR imagine Business ethics
	Protection of whistle-blowers	Whistleblowing mechanism and protection of whistleblowers
	Animal welfare	Not addressed
	Political engagement and lobbying activities	Not addressed
	Management of relationships with suppliers including payment practices	Responsible purchasing policy Third party assessment
	Corruption and bribery	Business ethics

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

This is a free English translation of the Statutory Auditor's report issued in French and is provided solely for the convenience of English-speaking readers. This report should be read in conjunction with, and construed in accordance with, French law and professional standards applicable in France.

Year ended December 31st 2024

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 Cofrac (Accréditation Cofrac Validation /Vérification, n°3-1884 rév2,scope available at www.cofrac.fr), we have undertaken a limited assurance engagement on the historical information (observed or extrapolated) in the consolidated non-financial statement, prepared in accordance with the entity's procedures (hereinafter the "Guidelines"), for the year ended December 31st, 2024 (hereinafter the "Information" and the "Statement" respectively), presented in the Group's management report pursuant to the legal and regulatory provisions of Articles L. 225 102-1, R. 225-105 and R. 225-105-1 of the French Commercial Code (code de commerce).

Conclusion

Based on the procedures we performed as described under the «Nature and scope of procedures» paragraph and the evidence we obtained, nothing has come to our attention that causes us to believe that the consolidated non-financial statement is not prepared in accordance with the applicable regulatory provisions and that the Information, taken as a whole, is not presented fairly in accordance with the Guidelines, in all material respects.

Preparation of the non-financial performance statement

The absence of a commonly used generally accepted reporting framework or of a significant body of established practices on which to draw to evaluate and measure the Information allows for different, but acceptable, measurement techniques that can affect comparability between entities and over time.

Consequently, the Information needs to be read and understood together with the Guidelines, summarized in the Statement and available on the Entity's website or on request from its headquarters.

Inherent limitations in preparing the Information

The Information may be subject to uncertainty inherent to the state of scientific and economic knowledge and the quality of external data used. Some information is sensitive to the choice of methodology and the assumptions or estimates used for its preparation and presented in the Statement.

Responsibility of the entity

Management of the entity is responsible for:
- selecting or establishing suitable criteria for preparing the Information,
- preparing a Statement pursuant to legal and regulatory provisions,

including a presentation of the business model, a description of the main non-financial risks, a presentation of the policies implemented considering those risks and the outcomes of said policies, including key performance indicators,
- preparing the Statement by applying the entity's "Guidelines" as referred above, and
- designing, implementing, and maintaining internal control over information relevant to the preparation of the Information that is free from material misstatement, whether due to fraud or error.

The Statement has been prepared by the Board of Directors.

Responsibility of the Statutory Auditor, appointed as independent third party

Based on our work, our responsibility is to provide a report expressing a limited assurance conclusion on:
- The compliance of the Statement with the requirements of Article R. 225-105 of the French Commercial Code,
- The fairness of the historical information (observed or extrapolated) provided pursuant to part 3 of sections I and II of Article R. 225-105 of the French Commercial Code, i.e., the outcomes of policies, including key performance indicators, and measures relating to the main risks.

As we are engaged to form an independent conclusion on the Information as prepared by management, we are not permitted to be involved in the preparation of the Information as doing so may compromise our independence.

It is not our responsibility to report on:
- the entity's compliance with other applicable legal and regulatory provisions
- the compliance of products and services with applicable regulations.

Applicable regulatory provisions and professional guidance

We performed the work described below in accordance with Articles A. 225-1 et seq. of the French Commercial Code, the professional guidance issued by the French Institute of Statutory Auditors (*Compagnie Nationale des Commissaires aux Comptes*) applicable to such engagements, in particular the professional guidance issued by the Compagnie Nationale des Commissaires aux Comptes, "*Intervention du commissaire aux comptes - Intervention de l'OTI - Déclaration de performance extra-financière*"[1],supplemented, where applicable, with our own procedures[2], acting as the verification program, and with the international standard ISAE 3000 (revised)[3].

Independence and quality control

Our independence is defined by the provisions of Article L. 821-28 of the French Commercial Code and the French Code of Ethics for Statutory Auditors (*Code de déontologie*) of our profession. In addition, we have implemented a system of quality control including documented policies and procedures aimed at ensuring compliance with applicable legal and regulatory requirements, ethical requirements and the professional guidance issued by the French Institute of Statutory Auditors (*Compagnie Nationale des Commissaires aux Comptes*) relating to this engagement.

Means and resources

Our work engaged the skills of 6 people between December 2024 and March 2025 and took a total of 6 weeks.

We were assisted in our work by our specialists in sustainable development and corporate social responsibility. We conducted some 10 interviews with the people responsible for preparing the Statement.

Nature and scope of procedures

We are required to plan and perform our work to address the areas where we have identified that a material misstatement of the Information is likely to arise.

The procedures we performed were based on our professional judgment. In carrying out our limited assurance engagement on the Information:
- We obtained an understanding of all the consolidated entities' activities, and the description of the main related risks,
- We assessed the suitability of the criteria of the Guidelines with respect to their relevance, completeness, reliability, neutrality and understandability, taking into account, where appropriate, best practices within the sector,
- We verified that the Statement includes each category of social and environmental information set out in article L. 225-102-1 III of the French Commercial Code, and includes, where applicable, an explanation for the absence of the information required under article L. 225-102-1 III, paragraph 2 of the French Commercial Code,
- We verified that the Statement provides the information required under article R. 225-105 II of the French Commercial Code, where relevant with respect to the main risks,
- We verified that the Statement presents the business model and a description of main risks associated with all the consolidated entities' activities, including where relevant and proportionate, the risks associated with its business relationships, products or services,

(1) **Avis Technique - Intervention du CAC - Intervention de l'OTI - Déclaration de performance extra-financière – Actualisation décembre 2024.**
(2) The procedures of KPMG France's ESG Center of Excellence relating to the verification of Extra-Financial Performance Declarations as independent third party.
(3) ISAE 3000 (Revised) - Assurance Engagements Other Than Audits or Reviews of Historical Financial Information.

as well as policies, measures and the outcomes thereof, including key performance indicators related to the main risks,

- We referred to documentary sources and conducted interviews to:
  - assess the process used to identify and confirm the main risks as well as the consistency of the outcomes, including the key performance indicators used, with respect to the main risks and the policies presented,
  - corroborate the qualitative information (measures and outcomes) that we considered to be the most important presented in the Appendices. Concerning certain risks[1], 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[2],
- We verified that the Statement covers the consolidated scope, i.e. all the entities within the consolidation scope in accordance with Article L. 233-16 of the French Commercial Code within the limitations set out in the Statement,

- We obtained an understanding of internal control and risk management procedures the entity implemented, and assessed the data collection process aimed at ensuring the completeness and fairness of the Information,
- For the key performance indicators and other quantitative outcomes that we considered to be the most important, presented in the Appendices, we implemented:
  - analytical procedures to verify the proper consolidation of the data collected and the consistency of any changes in those data,
  - tests of details, using sampling techniques, in order to verify the proper application of definitions and procedures and reconcile the data with supporting documents. This work was carried out the entity's headquarters and covers between 24% and 100% of the consolidated data relating to the key performance indicators and outcomes selected for these tests,
- We assessed the overall consistency of the Statement based on our knowledge of all the consolidated entities' activities.

The procedures performed in a limited assurance review are less in extent than for a reasonable assurance opinion in accordance with the professional guidance of the French Institute of Statutory Auditors (*Compagnie Nationale des Commissaires aux Comptes*), a higher level of assurance would have required us to carry out more extensive procedures.

Paris la Défense, April 7, 2025

KPMG S.A.

Nicolas Piofret
Partner

Raffaele Gambino
ESG Expert

(1) Climate change.
(2) Qualitative review: SFR SA, SFR Fibre, SRR, Intelcia, ERT Technologies. Quantitative audits: SFR SA, ERT Technologies, Intelcia for the French market.
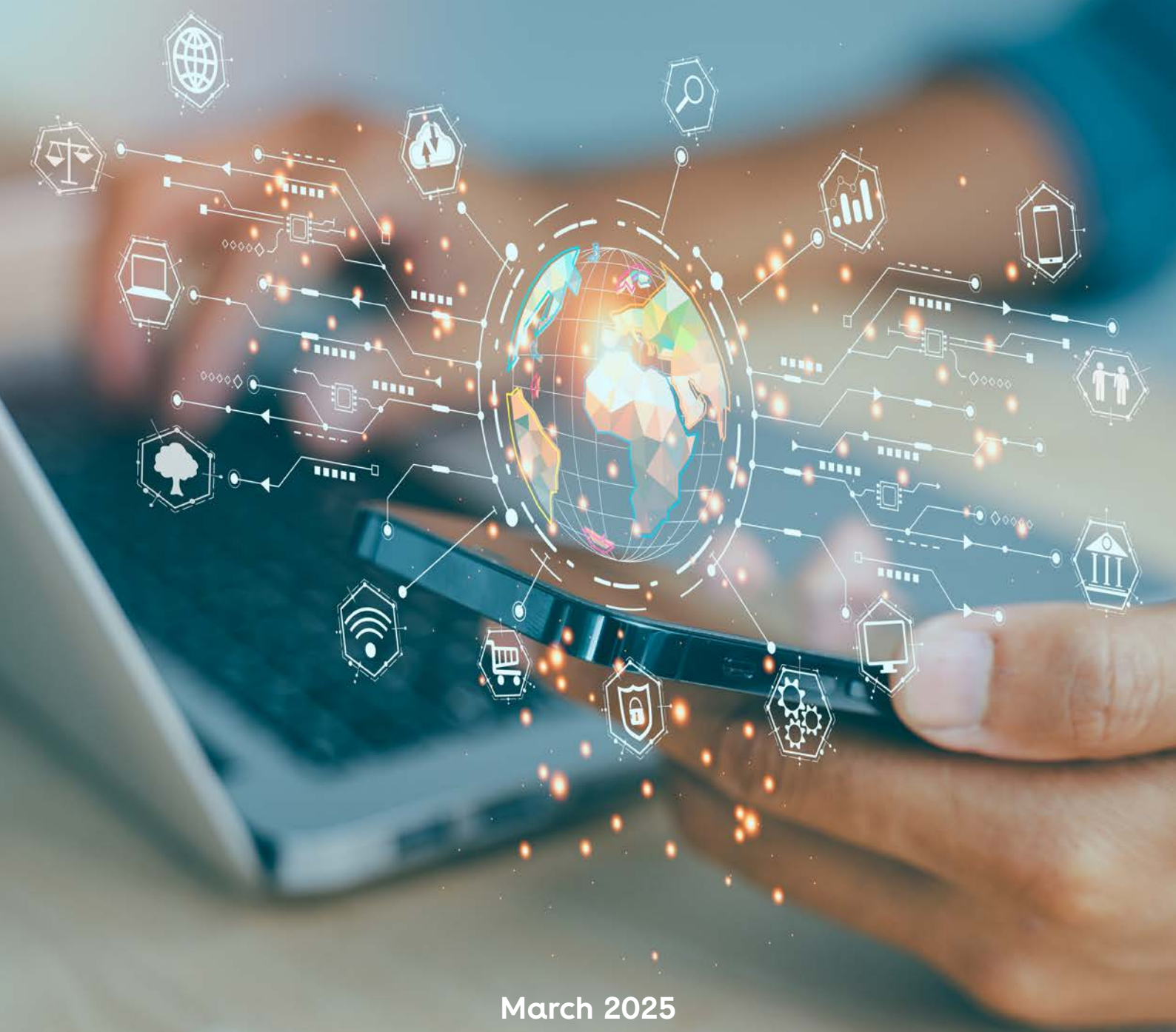
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Appendix

Qualitative information (actions and results) considered most important
Partnerships and sponsorship in favor of the environment, territorial and social development
Measures to promote social dialogue
Commitments and actions to reduce the environmental impact of activities
Actions in favor of innovation and entrepreneurship
Implementation of data security solutions
Business conduct and ethics procedures in place
Solutions put in place to ensure business continuity

Key performance indicators and other quantitative results considered most important	Level of assurance
Employee turnover rate (%)	Limited
Absenteeism rate (%)	Limited
Workforce at end of period (unit)	Limited
Percentage of people who are excluded from the labour market among new recruits (%)	Limited
Percentage of promotions awarded to women on permanent contracts (%)	Limited
Gender pay gap (European regulation) (%)	Limited
Percentage of employees who attended at least one training course during the year (%)	Limited
Average number of hours of training per employee who attended at least one course during the year (hours)	Limited
Workplace accident severity rate (%)	Limited
5G coverage rate (%)	Limited
Electricity consumption - buildings and electric vehicles (MWh)	Limited
Share of renewable energies in building electricity consumption (%)	Limited
Energy consumption by long-distance networks (MWh)	Limited
Fuel consumption for building operations (L)	Limited
Fuel consumption of fleet vehicles (L)	Limited
Scope 1 GHG emissions (tonnes eq. CO_2)	Limited
Scope 2 GHG emissions (tonnes eq. CO_2)	Limited
Scope 3 GHG emissions (tonnes of CO_2 eq.)	Limited
Scope 1 and 2 GHG emissions per employee (tonnes eq. CO_2 per employee)	Limited
Scope 1, 2 and 3 GHG emissions per employee (tonnes eq. CO_2 per employee)	Limited
EEE re-use rate (%)	Limited
Recovery rate for waste EEE (%)	Limited

Non-financial Performance Statement 2024

Altice France Group

March 2025