***Questionnaire for the Euskaltel materiality study.***

*There is a broad range of issues that organisations can include in their reports. The relevant issues are those that may be reasonably important as they reveal the social, environmental and economic impacts of the organisation. Or because they significantly influence the decisions of the stakeholders and therefore possibly deserve to appear in the report. Euskaltel is therefore asking for your help to prepare our next Corporate Responsibility Report and plan its policies for the coming years.*

*Please indicate if you are aware of the existence of the Euskaltel Corporate Responsibility Report, along with your opinion regarding the publication of those reports (outreach to society, content and form of the published information...).*

*Please indicate on a scale of 0 to 10 the importance that the following information should have in the data that Euskaltel publishes regarding its responsible management (with 0 Not at all Relevant and 10 Very Relevant and you can use the scores more than once).*

* + - 1. *Strategy of the Entity*
      2. *Financial strength of the Entity, risk control systems*
      3. *Good Corporate Governance, control and decision-making bodies*
      4. *Structure of the Company*
      5. *Corporate Policies*
      6. *Management of the stakeholders (dialogue and systematics, etc.).*
      7. *Social action: sponsors, social activities, institutional cooperation,…*
      8. *Customer service, customized relationship, advisory service, cutting errors, etc.*
      9. *Products and services*
      10. *Responsible customer management: explanation and sale of products, services and complex tariffs*
      11. *Code of Ethics and Conduct, behaviour to be expected of the workers*
      12. *People management, gender equality, conciliation, etc.*
      13. *Promoting the use of the Basque language*
      14. *Environmental management system: what Euskaltel can do regarding climate change*
      15. *Supplier management*
      16. *Quality in service provision*
      17. *Network coverage (landline, mobile, direct access, broadband, others)*
      18. *Others. …Please indicate:*

*Euskaltel wishes to continue consolidating its commitment to Corporate Social Responsibility and it therefore wishes to prioritise its policy areas. Please indicate on a scale of 0 to 10, where 0 means that you believe it should not have any involvement and 10 means you believe it should be totally involved in those areas that in your opinion should receive the support of the Entity.*

* + - 1. *Transmission of the Euskaltel values to the stakeholders*
      2. *Consolidating solvency and liquidity*
      3. *Establishing continuous dialogue channels with customers and other stakeholders*
      4. *Fostering Euskaltel innovation*
      5. *Social action: sponsors, contributions to NGOs, social activities, development cooperation,…*
      6. *Contribution to the development of society by means of innovation (smart city, efficiency, eco-efficiency, etc.)*
      7. *Review and handling the internal audit mechanisms (decisions of the directors, corruption, controlling expenditure)*
      8. *Excellence in the service quality, cutting errors and improving operations*
      9. *Suppliers: contracting, approval and payment. Responsible control of action*
      10. *Promoting the use of the Basque language*
      11. *Customer management (relational part): transparency, friendliness, etc.*
      12. *Development of access through new channels (electronics, telephonic, mobile, online)*
      13. *Responsible customer management: analysis of the consumer profile*
      14. *Responsible customer management: explanation and sale of complex saving products and tariffs*
      15. *Socially responsible products*
      16. *Others.* *…Please indicate:*

*Please identify and prioritise three aspects that you consider to be fundamental to the Euskaltel CSR:*

| **Open text. Other additional comments.** |
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