

COMMUNICATING THE 2020-2025 STRATEGIC SUSTAINABILITY PLAN



Grupo Euskaltel

2020-2025 Euskaltel Group Strategic Sustainability Plan

Key to the **EUSKATEL GROUP's** strategy is its contribution to the economic, social and environmental development of the territories where it carries out its activity. The strategic framework therefore boosts the Group's capacity to detect and develop new solutions that address the challenges of society, reducing the risks inherent in the Group's business and bolstering its role as an agent of change.

The STRATEGIC SUSTAINABILITY PLAN creates a starting point for demonstrating a strong commitment that reflects the determination of the Euskaltel Group to contribute to the creation of a more human, diverse and sustainable environment. The Sustainability Plan gives rise to a global framework defining a number of actions based on **five key pillars** that add value to the new **2020-2025 Business Plan**.



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OBJECTIVES

The specific sustainability objectives and challenges included in the Plan cut across all of the Group's brands:



Commitment to the territories

- To promote development and growth in the local communities where the Euskaltel Group operates, as well as to respond to the needs of stakeholders through active listening.
- To strengthen and encourage a responsible supply chain.
- To promote brand values while expanding into new markets.



Sustainable products and services

- To integrate distinguishing sustainability attributes into products and services.
- To facilitate access to telecommunications services by groups at risk of digital exclusion.
- To promote digitisation and foster innovation.
- To be leaders in customer care and security



Environmental management and combating climate change

- To have a business model geared towards carbon neutrality and emission reduction.
- To develop waste management measures to reduce the environmental impact of the Group's value chain.



Culture, excellence, equality and diversity

- To promote a diverse working environment and culture that meets our professionals' needs, expectations and aspirations.
- To offer an attractive, talent-based corporate culture actively committed to people (diversity, work-life balance, inclusion, career development).



Governance, ethics and transparency

- To promote a culture of integrity and responsibility in all territories, all operations and among all members of the Euskaltel Group, developing an ethical, transparent and trustworthy business model as leverage for consolidating a sustainable business in the long term

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ALIGNMENT WITH SDGs



Alignment with SDGs, according to the Sustainability Strategy's 5 pillars, was analysed.

The Euskaltel Group contributes to 10 of the 17 objectives set out in the Agenda 2030.



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GREEN RECOVERY



The Euskaltel Group has joined the Green Recovery Alliance for a more sustainable economic recovery in the European Union following the significant impact of the COVID-19 crisis.

The Euskaltel Group sees an opportunity in this crisis to speed up significant change in our society. Digitisation and connectivity have been crucial during the health crisis and they will be a key driver in the move to decarbonise the economy and the transition to a more sustainable, healthy, fair and resilient society.

This manifesto is based on the European Green Deal, a growth strategy centred on three pillars: digitisation, decarbonisation and resilience. It is understood that competitiveness and the environment go hand in hand, as without environmental sustainability there can be no economic or social sustainability.