



## Enterprise sustainability and social responsibility policy

PT faces its future with optimism and strong sense of responsibility, therefore committing everyone's efforts to the daily construction of the path to sustainability.

Enterprise sustainability at Portugal Telecom is an essential part of its decision processes, aiming to guarantee the mid- and long-term economic, social, and environmental balance of the company, continuing to create value for shareholders, employees, customers, suppliers and society at large.

Being sustainability one of PT's cornerstones, a socially responsible conduct is the assumed path for its concretion.

The values and norms that PT has to observe are defined at the Code of Ethics adopted, being the fundamental pillars of the relationship with the target audiences with which it interacts.

### Therefore, social responsibility assumed by PT is committed to the following principles:

#### In terms of management:

- To bring environmental and social aspects to the planning and decision-making processes;
- To identify and manage risk exposure derived from economic, environmental and social impacts of the activity;

#### In terms of ethics:

- To observe all national and European legislation, get updated and follow the recommendations of international organisations of which it is signatory, related to its sector of activity and the practices and principles that it defends and/or subscribes, namely the ETNO Sustainability Letter, the principles of the International Labour Organisation, including the Universal Declaration of Human Rights and the 10 principles of the Organisation of the United Nations;
- To ensure transparency and accuracy in business and in the information delivered, and promote the possible and necessary actions to reduce acts of bribery, extortion and/or corruption;

#### In terms of environment:

- To preserve the environment and promote the adoption of environmentally responsible procedures for the value chain;
- To rationalise carbon dioxide emissions and to promote practices of to induce smaller energy dependence;
- To ensure the adequate forwarding of waste generated by the activity of the company and to promote the recycling and/or reuse of the same;

#### In terms of relationship with the value chain:

- To support and respect human rights, protect the right to work and protect the balance between life at work and family life;
- Reject any form of forced or child labour;



- Reject discrimination on any grounds as well as any form of physical or verbal coercion, including sexual harassment;
- Respect freedom of association and the right to collective association;
- Respect working hours, a dignified remuneration, and conditions of health, hygiene and safety at work;
- Promote the successive alignment between PT's sustainability and social responsibility policy and the one of its suppliers;

#### **In terms of contribution to social development:**

- Promote the inclusion and digital literacy of the population, especially for underprivileged segments;
- To support initiatives contributing to promote the literacy of the population in general as well as health and security of people and environment;
- To afford initiatives contributing to the personal development of employees and their families;

#### **In terms of dialogue with interested publics:**

- To ensure the existence of communication channels to enable a constructive dialogue and the integration of the respective conclusions in the management and decision processes of the company;
- To share good practices with all interested publics.