

In brief

2023 CSR Report





iliad
GROUP

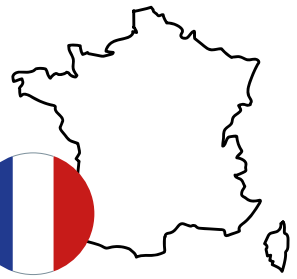
About us

The iliad Group is a major player in the European telecoms sector. Present in France, Italy and Poland, we employ over 17,700 people serving 48.5 million subscribers – 38.8 million Mobile subscribers and 9.7 million Fixed-line subscribers. At end-2023 we were Europe's sixth-largest mobile operator by number of subscribers*.

** Excluding M2M*



In France



ACTIVITIES

- Fixed-line operator
- Mobile operator
- Cloud and Cybersecurity solutions provider

KEY FIGURES

12,620 employees

7.4m Fixed-line subscribers

15m Mobile subscribers

99.6% of the population covered by 4G and **94.7%** by 5G

> 27,000 municipalities covered by our Fiber offerings

240 stores

BRANDS

free — Created in 1999

Scaleway — Created in 1999

free PRO — Created in 2021

Stancer — Created in 2022

OPCORE — Created in 2023

In Poland

ACTIVITIES

- Fixed-line operator
- Mobile operator

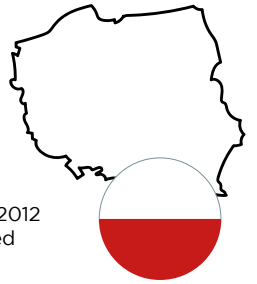
BRANDS

PLAY — Created in 2004 and acquired in 2021

Virgin mobile — Created in 2012 and acquired in 2020

upc — Created in 1989 and acquired in 2022

RedgeTechnologies — Created in 2007 and acquired in 2022



KEY FIGURES

4,209 employees

2m Fixed-line subscribers

13.09m Mobile subscribers

99.6% of the population covered by 4G and **58.8%** by 5G

> 14,000 municipalities covered by our Fixed-line offerings

700 stores

In Italy

ACTIVITIES

- Fixed-line operator
- Mobile operator

BRAND

iliad — Created in 2018



KEY FIGURES

1,043 employees

207k Fixed-line subscribers

10.7m Mobile subscribers

> 99% of the population covered by 4G

> 3,400 municipalities covered by our Fiber offerings

57 stores

Key facts and figures*

48.5m
subscribers, o/w:

38.8m
Mobile subscribers

9.7m
Fixed-line subscribers

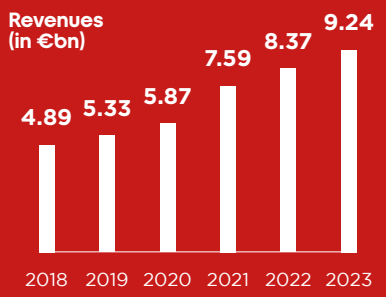
€9.24bn
in consolidated revenues

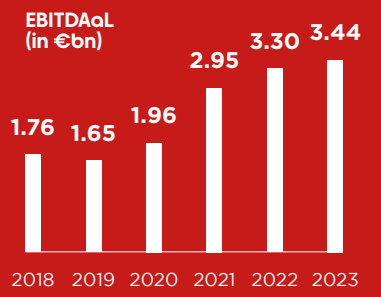
8.2%
like-for-like growth

€2bn
total full-year capex

A Group that's
100%
Independent

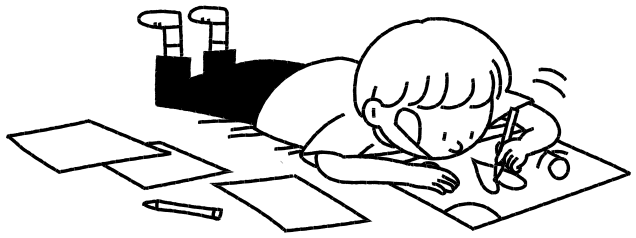
A growing Group





** At end-2023.*

Doing things right



From its very beginnings, the iliad Group has been a socially engaged enterprise that fights for what it believes in. And for the past 25 years it has built its business driven by the overriding aim of **bringing digital technologies within everyone's reach**.

As our Group grows in Europe, we are fully embracing our social and environmental responsibility and we're committed to working together every day to make sure **we always do things right**.

Doing things right means being efficient and effective for our subscribers as well as **acting responsibly** towards our employees, the environment, the regions we work in and society as a whole.

Every action we take, in our three geographies, across our entire value chain and in all of our businesses, is underpinned by this **overall desire to always do better, year after year**.

Our 2023 CSR report demonstrates our commitment to building an open and inclusive group, reducing our environmental footprint, and helping create a fairer society.

Key facts and figures

17,700
employees

200
job types

1,127
net jobs created in 2023

42 hours
of training on average per employee per year

86
nationalities

91%
of the Group's jobs are permanent positions

>1,500
job moves within the Group*

82%
overall job satisfaction rate in France**

** Representing the equivalent of almost 25% of our overall hires.*
*** Based on our 2023 employee survey.*

For our people



With 17,700 employees and over 1,100 net jobs created in our three geographies in 2023, we're a **major employer in our industry**.

We're committed to providing a fulfilling and inclusive working environment for all of our people, where everyone can **take charge of their career**. We also firmly believe that training unlocks the freedom to succeed, with continuous learning paving the way. In 2023, the Group provided over 750,000 hours of training, the equivalent of 42 hours per employee.
At the same time, we encourage internal mobility, with job moves within the Group representing the equivalent of 25% of our overall hires in 2023.

We promote a culture of **diversity and equal opportunities** within the Group, and with 86 different nationalities, diversity is in our DNA. In terms of equal opportunities, we're fully committed to creating employment opportunities for people with disabilities and have put in place a range of measures to ensure gender equality. Every year the Group organizes events to raise all of our people's awareness about these issues, for example as part of "Gender Equality Month" and the "European Disability Employment Week".

And last, but by no means least, **ensuring the wellbeing of our employees** also entails risk prevention measures and providing a healthy and pleasant place to work, where our people feel happy and safe.

Key facts and figures

60%
reduction in our Scope 1 and 2 emissions by 2030*

10 years
the minimum lifespan for Freeboxes

10 years
the lifespan of Scaleway's servers

97.5%
of waste from Freebox operations recovered

25%
electric vehicles in the Group's fleet by 2025

90%
reduction in our Scope 1, 2 and 3 emissions by 2050*

90%
of Freeboxes refurbished

40,000
hard drives and servers refurbished at Scaleway

30%
reduction in the PUE ratio of our data centers** by 2025

13%
of our direct electricity covered by PPAs in 2025.

** In absolute terms vs a 2022 base year.*
*** Compared with the weighted average for the sector.*



For the environment

The iliad Group has set itself an ambitious **Climate Strategy**, which it published in January 2021, and in early 2024, the Science Based Targets initiative (SBTi) validated our carbon reduction pathway. The Group has undertaken to reduce its absolute Scope 1 and 2 emissions by 60% and its absolute Scope 3 emissions by 46% by 2030 from a 2022 base year. It has also pledged to reduce its absolute Scope 1, 2 and 3 emissions by 90% by 2050 compared with 2022.

Ever since the Group was created, we've always provided a **responsible sales offering**, by refusing to encourage subscribers to get a new phone before they need to, and by extending the lifespans of our products. At the same time, we promote the use of refurbished phones.

The **circular economy** plays a central role in our production and consumption models with a view to optimizing the use of natural resources and reducing waste. All of our businesses have taken measures to adopt circular economy practices, such as refurbishing mobile antennas and data center servers, and reusing all of the components of Freeboxes.

Making our infrastructure energy efficient is one of our key priorities. The various measures we've taken to achieve this include putting some frequencies on standby at night, continuing to roll out Fiber, optimizing our network sites and increasing the energy efficiency of our data centers.

In parallel, we're pursuing our initiatives to **decarbonize our energy supply** and to contribute as much as we can to global carbon neutrality, in particular by purchasing new renewable energy capacity. In late 2023, the Group finalized three new Power Purchase Agreements (PPAs) – with ENGIE and Statkraft – in its three geographies. 13% of the direct electricity used by the Group will therefore be covered by PPAs in 2025.

Lastly, **we regularly organize events and programs in all of our subsidiaries to raise our employees' awareness** about the climate and environmental issues that we can positively impact, both as a corporation and as individuals. In 2023 we set up a network of CSR ambassadors in France, giving a new dimension to these imperatives.

Key facts and figures

5 years
of frozen prices for our Mobile plans* in France

€2bn
invested in 2023 in Fixed and Mobile coverage in our 3 geographies

6,500
employees trained in cybersecurity issues in 2023

> 175,000
dirhams collected following the earthquake in Morocco in September 2023

> 500
children given insight into STEM** through projects led by the non-profit, *Il Cielo Itinerante*, in Italy

€100m
injected into Kyutai in 2023

144
Free Proxi teams in place throughout France

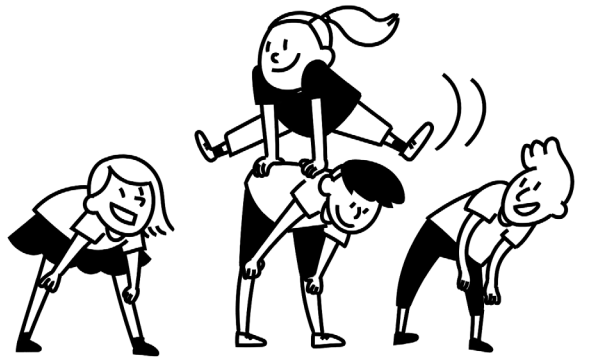
552
suppliers assessed by EcoVadis in France and Italy

> 380
projects supported by the Free Foundation in France since 2006

> 200
employees mobilized for the Great Orchestra of Christmas Charity's 2023 Grand Finale event in Poland

** €2 and €19.99 plans.*
*** Science, Technology, Engineering and Mathematics.*

For society



We've always defended **access to digital for everyone and consumer rights**, whether it's setting fair prices for telecom bills or creating a trusted digital environment. In 2022, Free reaffirmed its commitment to defending purchasing power in France by renewing its promise not to touch the prices of its €2 and €19.99 mobile plans before 2027.

In 2023, the Group announced that it had made **strategic investments in artificial intelligence**, with the purchase of the most powerful cloud-native AI supercomputer deployed at that date in Europe, and the creation of Kyutai – a non-profit research lab dedicated to AI open science. With these investments, we are helping to propel the momentum of the French AI ecosystem, build an AI that is "made in Europe", and bring the most recent AI models within everyone's reach.

In addition, the Group actively contributes to **boosting regional economies**, by participating in the nationwide rollouts of ultra-fast broadband networks, promoting long-term regional employment, and fostering continuous dialog and relationships of trust with local players. Our commitment to local communities is also reflected in our strategy of continuing to broaden our store network in France and Italy and setting up Free Proxi teams across France.

Lastly, in France, Italy and Poland our teams carry out educational and social outreach programs over the long term aimed at fostering **digital inclusion**. The Free Foundation in France moved further forward in 2023, signing an innovative partnership and launching volunteer programs for employees.

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