



Sustainability Policy

May 2021

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At NOS we see Sustainability as a strategic and inseparable factor of our Organization and Business development. Our commitment is endorsed at the highest level in the Organization and is reflected in the various national and global initiatives that we have subscribed to over the years, and to which we remain faithful, such as the United Nations Global Compact or the “Digital With Purpose” movement, led by GeSI (Global Enabling Sustainability Initiative). All the initiatives we subscribe to have underlying principles and commitments to responsible action, in the ethical, environmental, and social dimensions.

We believe that only socially responsible companies that work proactively to combat climate change and to develop inclusive, fair, and diverse communities will create long-term value and, ultimately, prosperity for all stakeholders.

As a key element of the Portuguese corporate and technological ecosystem, we have a fundamental role in promoting more sustainable practices, with the ambition to transform lives through digitalization, guarantee access to next generation networks for everyone and promote digital literacy and competence programs, that will help consumers and businesses to make the most of this transformation potential.

NOS' contribution is based on a responsible management and governance structure, in which a culture of meritocracy, diversity and inclusion, recognition of individual value and continuous development of our talent base, prevails.

With this Sustainability Policy, we want to make our commitment to the implementation of a sustainable development model, clear and explicit. Together with our people, customers, shareholders, investors, suppliers, partners, government and regulatory entities, industry, third sector organizations and society in general, we want to explore new opportunities, contributing to the construction of a better future for everyone, which promotes prosperity and creates social, environmental, and economic change, optimizing processes and improving the capabilities of people and organizations.

A handwritten signature in black ink, appearing to be 'MA' with a horizontal line underneath.

Miguel Almeida
CEONOS

Principles of action

On behalf of the Planet

- Adopting the best practices for the protection of the environment, including the prevention of pollution, through the rational use of resources, the reduction of energy consumption and associated emissions, the implementation of sustainable mobility practices, the proper management of waste and the protection of biodiversity and ecosystems, in order to reduce our ecological footprint;
- Combating climate change through the implementation of mitigation and adaptation measures and promote the circularity of the NOS business through the reuse, resale or recycling of network and customer equipment, positively influencing the entire value chain.

For a Digital Future

- To develop products and services that enhance the digital transformation of society, with a positive impact on the quality of life and contribute to reducing the environmental footprint of other organizations;
- To generalize digital access by expanding network and service coverage and promoting digital inclusion, regardless of age, skill, language, culture, and literacy in information technologies, especially for vulnerable population groups;
- To develop a product and service offer for specific market segments, namely customers with special needs or with lesser income;
- To contribute to the development of activities that generate economic value in local communities (local recruitment, investments in the community, local suppliers, etc.);
- To make Information and Communication Technologies a factor of innovation and contribute to the information society.

Our People

- To develop a work environment that enhances diversity and inclusion, meritocracy, and equal access to opportunities for personal and professional development for our people, promoting talent, well-being, and the balance between personal and professional life;

- To ensure that our people, suppliers, and partners develop their activities in a healthy and safe work environment, which prevents risks, injuries, and the occurrence of incidents, respecting the labour law and the applicable health and safety rules.

Ethical and Responsible Management

Transparency and Responsibility towards Customers

- Treat customers with professionalism, respect and loyalty and provide them with excellent products and services;
- To provide customers with the information necessary for an informed decision-making and ensure scrupulous compliance with the agreed conditions;
- To inform customers about possible risks associated with the use of the products and services we provide;
- To ensure the conditions necessary for the safe use of our services, guaranteeing availability, integrity, confidentiality, and privacy.

Responsible business conduct

- To ensure that the principles and rules of an ethical and deontological nature, which should guide the behaviour of our people, suppliers, and business partners, are applied and complied with;
- To comply with legal and other applicable requirements and continuously improve economic, ethical, environmental, and social performance;
- To choose suppliers by using clear and impartial criteria and treat them with respect, including honouring our commitments towards them;
- To comply with the legal and regulatory requirements in force and apply the principles of prevention and precaution in the implementation of measures that protect the population in general, our people, partners, and other relevant entities, against possible adverse effects on human health from exposure to electromagnetic radiation associated with our infrastructures and communication equipment;

- To develop a strategy of proximity with our stakeholders, building relationships of trust and promoting value creation, through regular mechanisms for dialogue and consultation on ethical, environmental, and social issues, including those covered by the Integrated Management System (ISO9001, ISO14001 and ISO45001), which allow us to identify their main concerns and expectations;
- To contribute to raising stakeholder awareness on ethical, environmental, and social issues, including those covered by the Integrated Management System, in order to promote the adoption of the best practices in their activities;
- To implement and maintain the Sustainability Strategy and the Integrated Management System, ensuring the systematic monitoring and evaluation of its performance, promoting its continuous improvement and its regular reporting to management, including top management.