



SUSTAINABILITY & IMPACT REPORT



2023

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A Letter from Our Chairman and CEO

As the parent company of Optimum, one of America's largest broadband, mobile and video providers, Altice USA is already woven deeply into the fabric of the communities we serve—and every day we strive to be even better. Today, Optimum is focused on becoming the connectivity provider of choice in every community that we serve: connecting our customers through advanced broadband and mobile solutions, hyperlocal news that keeps them informed, and essential services that support the growth of their businesses. We have the technology, speed, and capabilities of a big company with the ambition and commitment to show up with the trust, agility, and execution quality of a great hometown business.

In our digital world, the way people interact, connect, and communicate evolves every day, and that's why we're continuing to invest in our network technologies and our workforce, making us faster, stronger, and smarter. We've strengthened our culture by elevating both our employee experience and customer experience—listening to both audiences, responding in ways that improve satisfaction, and are being recognized for our efforts. Recently, we were certified as a Great Place to Work®, became the first-ever recipient of Cablefax's Top Ops Work Culture Award®, and received Ookla® Speedtest results that ranked Optimum Fiber as the fastest and most reliable internet speeds in New York and New Jersey, among other awards.

As we grow to help our communities' connectivity needs, we're simultaneously focused on our responsibility to operate sustainably, protecting and uplifting both people and planet.

We are committed to reducing our environmental impact. As we pursue sustainable growth in our fiber, mobile, B2B, and other businesses, we're focused on enhancing energy efficiency and cutting waste in our operations and facilities—investing in smart building technologies, energy-efficient lighting and HVAC, product reuse and recycling strategies, and environmentally friendly product packaging. We also continue to calculate our Scope 1, 2, and 3 greenhouse gas emissions, evaluate emission reduction targets that align with our business and sustainability goals, and reduce our climate risk by improving the resiliency of our network.

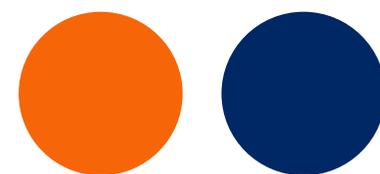
We believe in the power of our people and are committed to enhancing the employee experience. We follow best practices in recruitment and retention, embracing a diversity and inclusion mindset that supports a culture that's welcoming, respectful, and extends equitable opportunities to all. We continually invest in employee training and development to help our employees grow and thrive, and we're absolutely committed to safe working practices, both at our facilities and in the field.

We celebrate what makes each of our local communities unique. As we deepen our connection with our communities, we continue to support them directly through programs that deliver broadband access and digital equity, promote STEM education to inspire the next generation of innovators, and provide grants to small brick-and-mortar businesses to help them thrive in the digital economy. We also leverage employee volunteerism to make a local impact and enrich our communities.

I know that we have a unique ability to address today's connectivity challenges, from small rural towns to underserved communities in our major cities. We are committed to our mission of being the connectivity provider of choice wherever we do business, and to driving long-term, sustainable value for all our stakeholders.



Dennis Mathew,
Chairman and CEO, Altice USA



Our Company

Altice USA provides broadband communications and video services in the United States and market our services primarily under the Optimum brand. We deliver broadband, mobile, video and telephony services to approximately 4.6 million residential and business customers across our footprint. Our footprint extends across 21 states through a fiber-rich hybrid-fiber coaxial broadband network and a fiber-to-the-home network, supporting the most data-intensive activities and helping us become the connectivity provider of choice in every community we serve.

We operate Optimum Media, an advanced advertising and data business that provides audience-based, multiscreen advertising solutions to local, regional, and national businesses and advertising clients. We are also a leader in hyperlocal news through our News 12 Networks covering communities throughout Long Island, the Bronx, Brooklyn, Westchester, Hudson Valley, Connecticut and New Jersey.

The way people interact, connect, and communicate evolves every day through faster, more accessible, and more secure products and services. Whether at home or on the go, our brands make it easy for consumers, businesses, schools, hospitals, and communities to reach the people, news, and information they value most.

Business Overview¹



Listing
ATUS (NYSE)



Headquarters
Long Island City, NY



CEO
Dennis Mathew



Chairman²
Dennis Mathew



2023 Revenue
US \$9.2 Billion



Employees
10,600



Optimum Broadband Customers³
4,517,900



Optimum Mobile Lines
322,200



Optimum Video Customers³
2,262,000

¹As of December 31, 2023

²Effective as of July 2023

³Reflects Residential and SMB Customers

Brands

optimum.

news12

optimum.media



Lightpath

Where Local is Big Time

At Optimum, we aim to bring customers the reach and connectivity resources of a large national provider with the localized care and support of a small business.

With our upgraded and strengthened broadband networks and advanced suite of connectivity products and offerings, we provide a vital conduit of economic, social, and academic opportunities in our service areas, ensuring that people and businesses stay connected to each other and to the services and supports they need most.



We consider ourselves part of the communities we serve and are deeply invested in their success. In 2023, we made some changes that help us better deliver on our local commitment and customer-first ethos, including:

- + Upgrading and strengthening broadband networks
- + Bringing 1 Gig service to over 95% of Optimum's footprint and multi-gigabit symmetrical speeds of up to 8 Gig to over 2.7 million passings, via our fiber Internet network
- + Enhancing customer communications tools and channels, including customer care touchpoints and self-service support options
- + Introducing a new regional operations model, with local senior leadership teams embedded directly in their focus regions so they understand and respond to local needs
- + Deepening our philanthropic commitment to our communities through partnerships with locally focused nonprofits and employee volunteering efforts

“Where local is big time” isn’t just a slogan for us. Instead, it reflects how we operate: reaching our customers where they are and ensuring that everything we’re driving locally, regionally, and nationally resonates with the communities we call home.



“By investing in cutting-edge technology and strengthening our local presence, we’re able to deliver the personalized care and support that sets us apart.”

— Mike Parker, **President of Consumer Services**

Executing Our ESG Strategy

To ensure strong operational governance of ESG, we continue to engage a 16-member ESG Steering Committee that includes at least one executive leader from each functional area of the business. Reporting to our Chairman and CEO, the committee reviews and provides direction on company ESG initiatives on a quarterly basis with the aim of integrating short-, medium-, and long-term ESG goals and objectives within all areas of our business.

We recognize that we are still near the beginning of our ESG journey, building from a foundation of internal ESG-related initiatives already underway. We are committed to embedding a culture that encourages corporate responsibility, including purposeful consideration of environmental sustainability. Our dedicated ESG team and our Chief Corporate Responsibility Officer continue to review our actions through this lens to make an impact, both operationally and in the wider world.

As part of our commitment to sustainability and responsible business practices, we recently completed a materiality assessment, a process designed to provide a comprehensive understanding of our business's impacts in the context of market conditions and societal dynamics. Through this exercise, we are able to identify and prioritize the ESG topics that are most significant for our company and our stakeholders—helping us align our business goals and sustainability priorities, manage risks effectively, build long-term resilience, capture market opportunities, improve operational efficiency, and strengthen our brand and our employee value proposition.

The process for the materiality assessment included:

- + **Developing an initial list of priority ESG topics** based on a comprehensive overview of our specific sustainability context
- + **Interviewing internal stakeholders** to gain their perspectives on the importance of the identified topics to the business
- + **Assessing the significance and impacts** of each identified topic on people and the environment

Based on this process, we gained a comprehensive perspective on our ESG impacts related to each of the identified topics and were then able to prioritize them within either high-priority or priority topic groups, both of which we actively manage.

High-Priority Topics



Energy Management &
GHG Emissions



Climate Change
Adaptation & Resilience



Data Privacy &
Cybersecurity



Local Community
Impact



Corporate Governance
& Risk Management



Employee Health, Safety
& Wellbeing



Diversity & Inclusion



Digital Divide & Equity

Sustainability and Impact Focus Areas

Environmental Sustainability and Operations

Transforming our operations and value chain as we leverage strategies that reduce greenhouse gas emissions, enhance our resilience to climate change, and embed sustainability practices in all that we do.



Employee Experience

Building a culture where every employee feels heard, valued, and empowered to contribute their unique perspectives.



Connecting Communities

Enriching local communities through partnerships that promote digital equity, STEM education, small business development, and volunteerism.



Sustainability and Impact Highlights

Reduced our total 2023 GHG Emissions* by 13%



*Scope 1, Scope 2, and Scope 3

Bolstered the resiliency of our network operations and value chain



Diverted 4,407 Metric Tons (MT) of e-waste from landfill

45%	55%
1,980 MT through reuse	2,427 MT through recycling



Certified as a Great Place to Work®



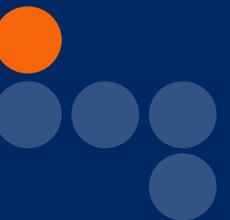
Achieved a perfect score of 100 on the Human Rights Campaign's Corporate Equality Index for the past five years

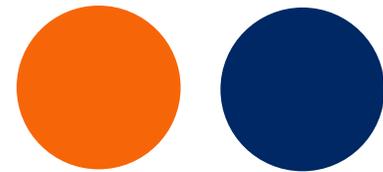


Engaged with more than 600 communities across 21 states through our local and national partnerships



Continued to invest in more sustainable procurement practices





Environmental Sustainability and Operations

To activate our sustainability approach and reduce our environmental impact, we put our entrepreneurial and innovative spirit to work—driving efficiencies, pursuing renewable energy options, and implementing sustainable waste management practices.

We believe responsible sustainability management drives positive outcomes across the board—for our communities, our customers, our employees, and the growth of our business. As environmental concerns increase among investors, regulators, and other stakeholders, our approach ensures we manage our environmental priorities strategically, in tandem with efforts to enhance performance throughout our value chain.



Our Approach to Environmental Sustainability



ASSESS ENVIRONMENTAL IMPACTS

We measure our total annual energy usage and Scope 1, Scope 2, and Scope 3 greenhouse gas (GHG) emissions to deepen our understanding of our most material risks and opportunities and to inform future carbon mitigation goals.



DETERMINE SUSTAINABILITY GOALS

Working from baseline and ongoing impact assessments, we develop annual sustainability goals that consider the needs of all our stakeholders. We also continue to evaluate medium and long-term solutions across high-priority and priority impact areas.



IMPLEMENT SOLUTIONS

To improve our environmental performance and expand our sustainability efforts, we act in key areas including energy efficiency and GHG emissions; reducing the environmental impact of our products, packaging, and business processes; optimizing our waste management program; and assessing our climate-related risks and opportunities to build resiliency into our network and business operations.

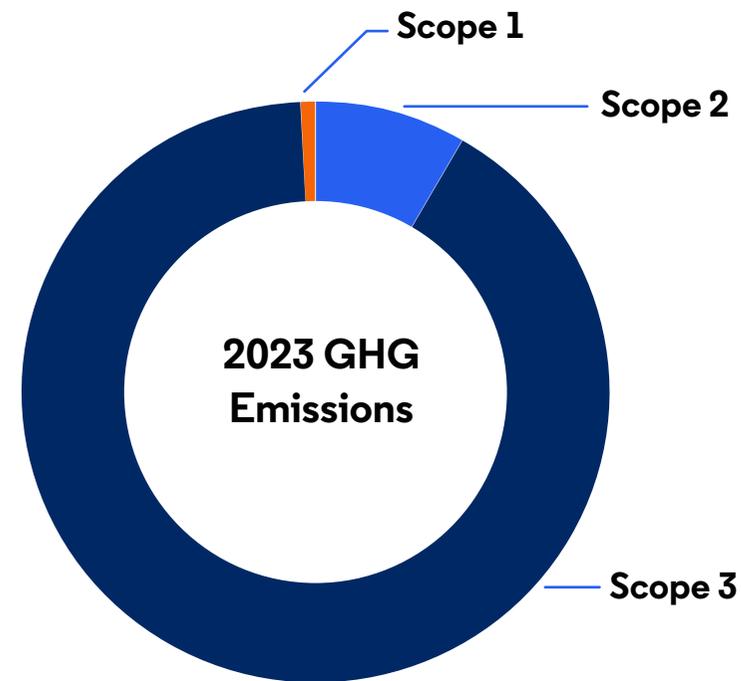


“Sustainability is everyone's responsibility and collaboration is the key to unlock the environmental, social and economic opportunities present across our value chain.”

— Alan Scott, **Sr Director ESG**

Determining Our Scope 1, 2, and 3 GHG Footprint

We began monitoring our GHG emissions in 2021, using the World Resource Institute (WRI) GHG Protocol Corporate Standard to complete our Scope 1 and 2 GHG inventories. The following year, we also began calculating our Scope 3 value chain emissions. We continued these efforts in 2023.



GHG Emissions		Units	2021	2022	2023
Scope 1 (Gross Direct) GHG Emissions		tCO ₂ e	35,599	40,988	40,708
Scope 2 (Gross Energy Indirect) GHG Emissions	Location-based	tCO ₂ e	225,665	218,400	235,398
	Market-based	tCO ₂ e	222,385	216,655	231,956
Total (Scope 1 + 2)	Location-based	tCO₂e	261,264	259,388	276,105
Total (Scope 1 + 2)	Market-based	tCO₂e	257,984	257,644	272,664
Scope 3 (Other) GHG Emissions		tCO ₂ e	-	1,565,369	1,312,323

The data was composed using the Operational Control consolidation approach. Other emission sources identified outside the above scopes include refrigerant R22, contributing to 833 tCO₂e emissions in 2023.

Scope 1 and 2 GHG Emissions

For Scope 1 and 2, we measured, calculated, and estimated the activities that cause GHG emissions, including operation of all offices, stores, network facilities, power supplies, and fleet vehicles across our national footprint.



Scope 1:

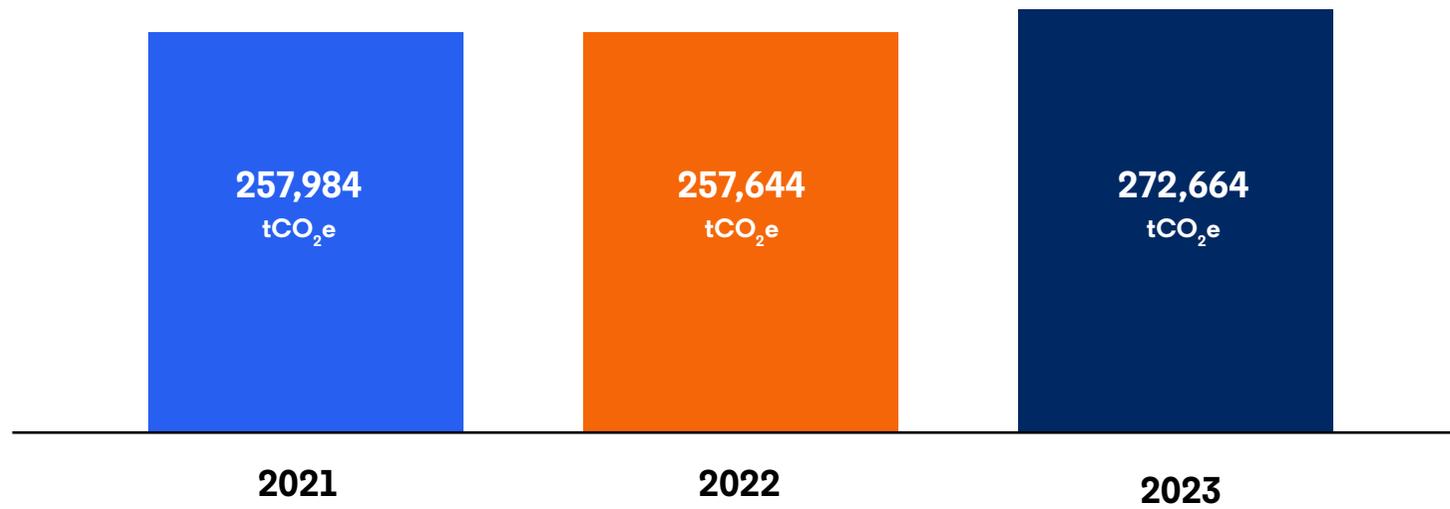
Direct emissions from company-owned and -operated sources, including our fleet and heating/refrigerants.



Scope 2:

Indirect emissions from the purchase of electricity for our network and administrative facilities.

Scope 1 and 2 Emissions



Our total Scope 1 and 2 emissions increased 6% in FY23 due to an increase in electricity consumption as well as emission factor increases in key regions.

Scope 1

Owned and operated fleet, fuel cell, and other emissions

15%

2023
Scope 1 and 2
Emission Sources

Scope 2

Purchased electricity powering facilities, data centers, power supplies, and network

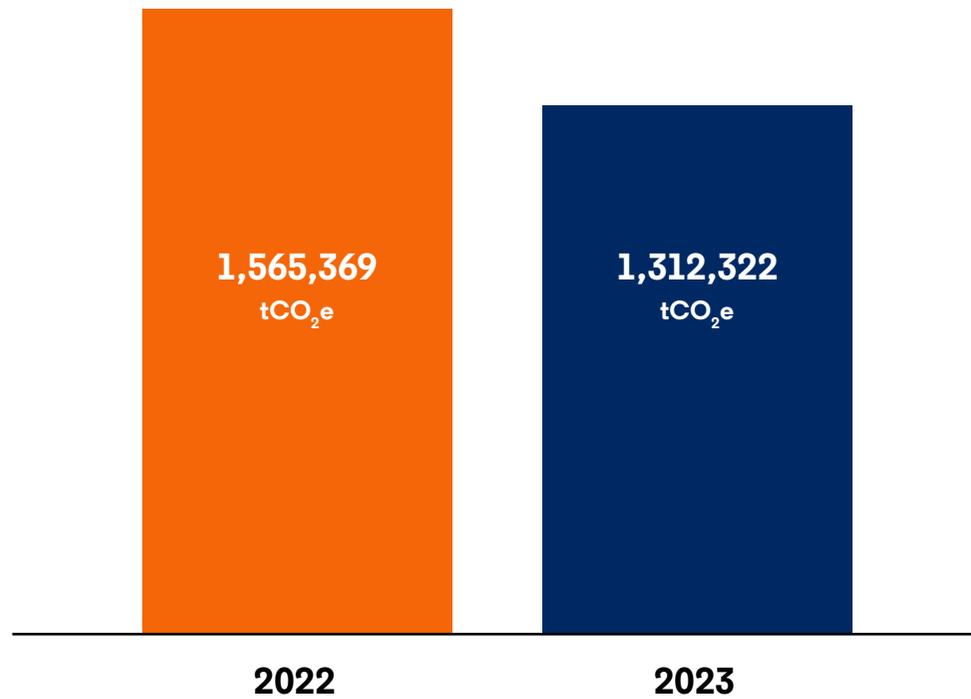
85%

Scope 3 GHG Emissions

For Scope 3, we estimated the emissions of our full value chain, which includes upstream emissions associated with our suppliers and downstream emissions associated with customers' use of our products and services.

Assessing our Scope 3 emissions not only provides us with a more complete view of our GHG footprint but is a crucial step toward developing a science-aligned target that supports our climate goals.

Scope 3 Emissions: Decreased 16% Year Over Year

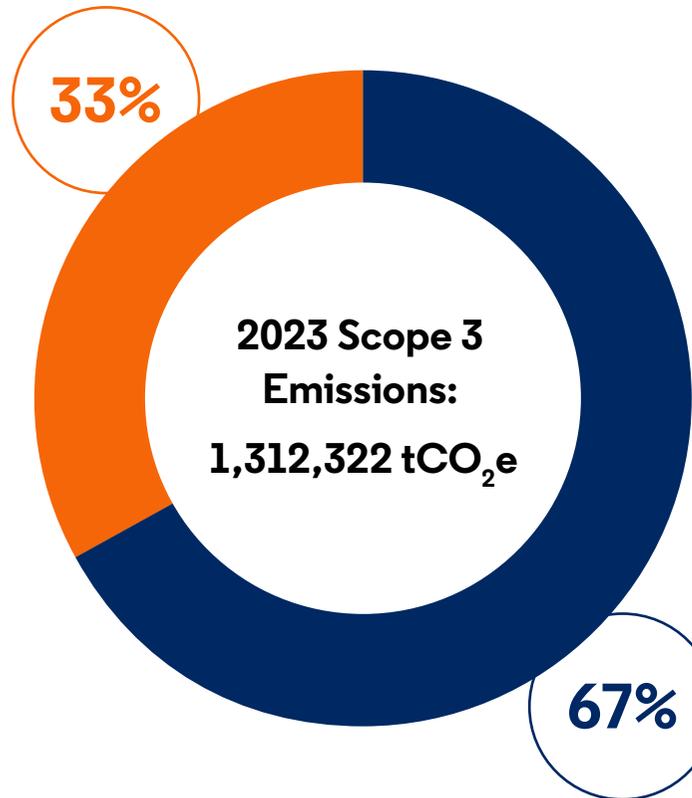


Scope 3:

Indirect emissions from activities we do not own nor operate.

Downstream Activities

Includes:
Use of Sold Products, Leased Assets, and End of Life Treatment of Sold Products



Upstream Activities

Includes:
Purchased Goods and Services, Capital Goods, Fuel and Energy Related Activities, Transportation and Distribution, Waste Generated in Operations, Business Travel, Employee Commuting, and Leased Assets

Energy Management Initiatives

Across our operations—from our facilities and fleet to our retail stores—we seek to continue leveraging technology and partnerships to improve energy and operational efficiency, reduce our use of fossil fuels, and build a more sustainable business.



Network and Facilities

We've upgraded HVAC systems to improve energy efficiency at many of our network and corporate administrative facilities as well as in our retail stores, and we continue to install more efficient LED lighting and implement smart building technology. As we continue to invest in our network and transform the way we do business, we have captured operational improvements that have significantly reduced the number of truck rolls across our footprint. We have achieved these benefits through enhancements to our network architecture, implementing a drop ship program, and a focus on customer care and improving the customer experience. We've also consolidated our real estate portfolio and renovated other facilities to better align with our business needs and way of working.

Reducing Carbon Impacts Through Fiber

We continue to build out our fiber network. According to the Fiber Broadband Association (FBA), fiber-to-the-home (FTTH) networks have a lower carbon footprint than hybrid fiber coaxial (HFC) networks across all sustainability metrics, including embodied carbon, operational carbon, and customer premise equipment. The FBA has demonstrated significant carbon savings associated with fiber networks as compared with HFC, including:

		Up to	
60%	7%	96%	18%
savings in the manufacturing of network infrastructure components and systems	savings in network infrastructure deployment and buildout impacts	savings in FTTH network operational use impacts (electricity)	savings in carbon footprint for customers premise equipment

Optimizing Our Fleet

To identify opportunities for efficiency and emissions reduction in our 4,000+ vehicle fleet, we continue to leverage telematics, monitoring fleet vehicles' speed, idling time, fuel use, tire pressure, and other data to improve efficiency. This data informs our Green Fleet Action Plan (GFAP), an optimization roadmap that aims to reduce fleetwide GHG emissions and advance our company-wide GHG reduction strategy through:



Right-sizing our fleet

to better match our needs



Creating standards

for green vehicle selection, focusing on alternative fuels and lower-emission vehicles



Investing in hybrid vehicles

in appropriate use cases to maximize efficiency and effectiveness



Educating our drivers

to encourage efficient route management and vehicle operation



Collaborating with internal business partners

to minimize GHG emissions



Replacing older vehicles

to root out inefficiencies



Investing in idle-reduction technologies

including vehicle software, a migration towards DC-powered aerial devices, and investing in bucket trucks with 48-volt DC battery systems and electric motors



Exploring EVs and EV infrastructure

with a focus on the appropriate use case and ensuring ongoing sustainability of our technical operations



In communities throughout the Bronx, Brooklyn, Long Island, New Jersey, Connecticut, and the Hudson Valley, our News 12 hyper-local news network was an early adopter in the use of fuel-efficient, lower-emissions hybrid vehicles. Today, the News 12 fleet includes more than two dozen hybrids and Ford Mustang Mach-E electric SUVs supporting daily news-gathering and on-air reporting. News 12 is bringing additional hybrid and electric vehicles online as older vehicles are retired.

Across our footprint, we continue to investigate other opportunities to expand our investment in zero-emissions vehicles.

Sustainable Waste Management: Recovery, Reuse, and Recycling

We are committed to responsibly managing our waste footprint and supporting the movement toward a circular economy via recovery, reuse, and recycling. Through these efforts, we're helping reduce pollution, save costs, and avoid the environmental impacts associated with extracting virgin resources, manufacturing replacement products, and disposing of waste.

We continue to assess our waste footprint to inform and enhance our comprehensive waste management strategy as we develop sustainable materials management goals.

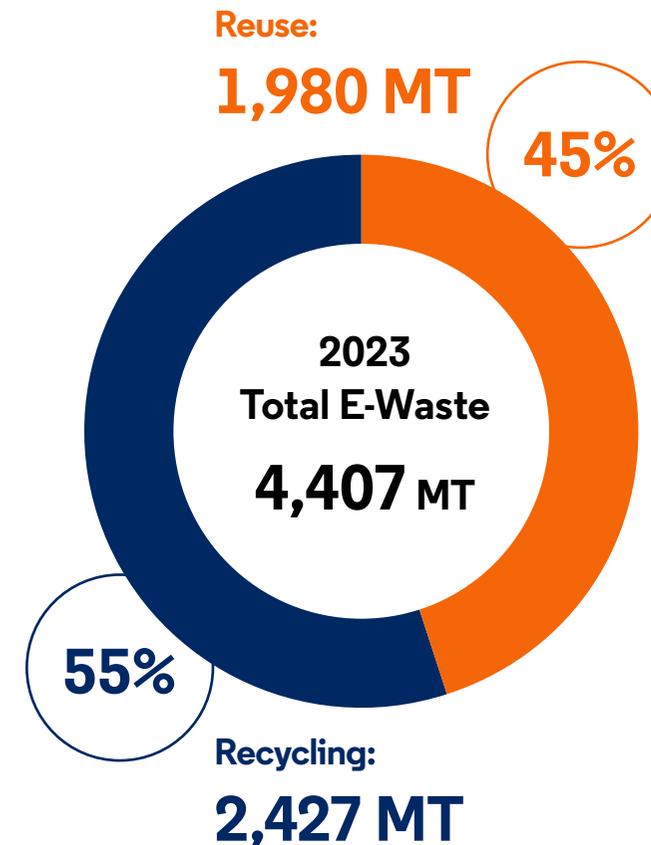
E-Waste

We follow a program of refurbishment and reuse for decommissioned electronics, and dispose of all non-functional and unrepairable e-waste through IT asset disposition (ITAD) vendors certified to the Responsible Recycling (R2) standard. Through these initiatives, we help avoid the negative social, health, and environmental impacts associated with the disposal of hazardous materials¹ while allowing the recovery of gold, copper, and rare earth minerals (including conflict minerals) for reuse or recycling.

Our refurbishment program cleans, tests, and repairs used set-top boxes (aka Customer Premise Equipment or CPE), network equipment (routers, modems, extenders, and gateways), and IT equipment (laptops, keyboards, monitors, mice, and data storage devices), either for internal reuse or for resale. All non-functional and unrepairable electronics are broken down into their components by an ITAD vendor, which provides for verified, responsible e-waste recycling and the secure destruction of stored data. In 2023, we diverted 4,407 metric tons (MT) of e-waste from landfill: 1,980 MT (45%) through reuse and 2,427 MT (55%) through recycling.

To connect our customers with our e-waste efforts, our national cell phone recycling program is offered at all Optimum retail stores across the country. In early 2023, we also launched the Optimum Mobile trade-in program, which lets Optimum customers return qualifying pre-owned mobile phones in exchange for Optimum credit. Together, these programs support our commitment to recovery, reuse, and recycling of electronic devices, helping divert as much e-waste as possible from landfill.

In 2023, we diverted 4,407 metric tons of e-waste from landfill



¹ E-waste may contain hazardous materials that, if disposed of incorrectly, could leak into soil or groundwater. E-waste can also find its way into unregulated and informal processing in other regions of the world, where it may be handled under conditions that pose a risk to human health.

Spotlight: Partners in Purpose - Maryhaven + Optimum E-Waste

For more than 25 years, we've partnered with Maryhaven, a New York nonprofit dedicated to providing employment opportunities for people with special needs—the most underemployed population in the U.S. Through our support, Maryhaven has created jobs in e-waste reuse and recycling, helping refurbish over 160,000 of our remotes in 2023 while helping individuals with disabilities reach their highest potential and enjoy a life of dignity, purpose, and inclusion.





General Waste

We maintain responsible waste reduction, recycling, and composting initiatives to reduce the volume of general waste (everyday trash) we send to landfill. We work closely with our regional waste management partners to measure and account for our total general waste footprint and examine annual waste data to identify new diversion opportunities across our facilities and operations.

To reduce our overall paper waste, we stock all company offices with copy paper either made from 30% post-consumer recycled content or certified by the Forest Stewardship Council (FSC) as having been harvested from sustainably managed forests. We also encourage our customers to opt for paperless billing—a program that by year-end 2023 had enrolled more than two million Optimum customers, significantly reducing our paper-related waste.

Spotlight: Bethpage Sustainable Waste Program

Demonstrating our commitment to responsibly managing general waste, we launched a new sustainable waste program at our operational headquarters in Bethpage, New York—the largest facility in Optimum’s footprint. As of June 2024, we rolled out the following sustainable resource management and waste reduction best practices to divert as much general waste as possible from landfill:



Restructured solid waste collection agreements based on Zero Waste principles



Right-sized waste collection containers and service levels



Replaced single-use plastics and other non-compostable/non-recyclable items

with compostable ware in all employee breakrooms and in our cafeteria, which serves the facility’s 1,500 employees



Switched to a sustainability-focused waste management service provider



Enhanced our existing recycling program by adding a single-stream recycling system



Implemented a new compost collection program

Reducing Our Product and Packaging Footprint

To improve the sustainability of our products, we have developed a roadmap for each Customer Premises Equipment (CPE) product line, which includes considerations such as energy efficiency, resource efficiency, and potential for product and product component reuse, refurbishment, and recycling. To guide sustainability improvements in CPE, we leverage a set of guiding principles that identifies minimizing the environmental footprint of our products as a critical strategic pillar:

Our strategy to reduce our products' footprint also includes addressing waste in product packaging across four categories: materials, content, design, and dimensions. In all four, the aim is the same: optimize sustainability, simplicity, and style while protecting the product and delivering a satisfying customer experience.



Since 2023, our Optimum Stream set-top box packaging has carried the Forest Stewardship Council's "FSC Mix" label, indicating its construction from a mix of FSC-certified sustainable forest products, recycled materials, and FSC-controlled wood products. In 2024, we expanded FSC Mix packaging to other Optimum products, including packaging for our Wi-Fi 6/6E, Fiber Gateway 6E and our Extender 6E.



A continual cycle of planning, implementation, evaluation, and improvement

to meet environmental obligations and successfully integrate environmental concerns into business practices



Incorporation of eco-design principles and methodologies

throughout the CPE product lifecycle, from conception to launch to product use and disposal



Compliance with all environmental regulations and specific environmental product requirements,

including customer expectations



Optimization of environmental performance

in every aspect of core product design, including energy consumption, electronic cards and components, and casing and cable materials



Managing Climate Risk

With climate-related risks likely continuing to grow over time, we recognize the importance of assessing, reducing, and reporting on our exposure to climate risks, including those related to the physical impacts of climate change as well as those related to the transition to a low-carbon economy. We employ multiple methods, including scenario analysis, to evaluate the company's potential climate risks and opportunities and inform our risk management strategies going forward.

As a company, we support the transition to a low-carbon economy and are implementing changes intended to reduce emissions in our operations and value chain. Our internal teams are working to align capital allocation with carbon-reduction projects within our operations. Additionally, we are working to enhance the resiliency of our network, operations, and value chain as we account for the acute and chronic physical impacts as well as the transition impacts of climate related risks. Lastly, we have initiated the process of setting targets and utilizing metrics to track our progress in mitigating both our company's impacts on the climate and the potential impacts of climate change on our business.



Addressing Climate Risk on the Ground

We maintain an Event Preparedness and Response Plan (EPRP) and Business Continuity / Disaster Recovery Plans to help address significant risks from climate-related extreme weather events in our service area. Designed to support our employees, vendors, customers, and the communities we serve, these plans detail roles, responsibilities, and procedures for response across our affected operations and provide clear directions for activating each phase of the response plan, from *prepare* and *assess* to *respond* and *recover*. Operation groups are responsible for performing our frontline response to such events, implementing plans appropriate to each situation.



Fighting Severe Weather Effects

The effects of climate change are all around us and our frontline teams' response to severe weather events is a prime example of our unwavering

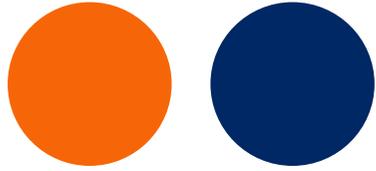
commitment to our customers. Following severe recent storms across our footprint, Optimum teams worked tirelessly to restore service and supported our local communities by setting up wi-fi access points in affected areas.



Hurricane Helene Relief

"Hurricane Helene has been devastating for multiple communities across our North Carolina footprint. Safely reconnecting our customers and supporting local employees and emergency response organizations is our

number one priority," - Elton Hart, Vice President, General Manager of Optimum Mid-Atlantic. To further support relief efforts, Optimum contributed \$500,000 to local organizations and in-kind public service announcements (PSAs) and initiated a collection from employees to send needed supplies to our service footprint in Western North Carolina. In addition, the Employee Disaster Relief Fund was activated to assist employees directly affected by the hurricane's damage.



Employee Experience

We strive to deliver a best-in-class employee experience and a workplace culture in which all our people can create impact, both professionally and personally. In 2024, Optimum was certified as a **Great Place to Work®** and was also the *first-ever* recipient of **Cablefax's Top Ops "Work Culture" Award®**, setting the benchmark for workplace culture across the industry. These recognitions validate that we've cultivated a collaborative and cohesive culture that we are proud of, built on a strong foundation of trust, where all our employees can grow and thrive.

We strive to deliver both the best employee experience and the best customer experience. We know that the two work together, and with an engaged, motivated workforce driving excellent customer experience, we are positioned to deliver on our mission of being the connectivity provider of choice in every community we serve.





Our Approach to Employee Experience

Four strategic tenets guide our approach to Employee Experience. By aligning our efforts to these outcomes, we continue to advance our culture of collaboration and inclusion and empower our people to drive sustainable value for our customers, communities, and all stakeholders. These four tenets foster a culture where all employees feel safe, represented, heard, and supported.



INSPIRE

We cultivate a collaborative and cohesive culture that we are proud of, built on a strong foundation of trust, where employees are recognized and celebrated for their hard work.



CONNECT

We build a work culture where people feel connected to something bigger, and know their work is adding value and driving success.



GROW

We invest in our people, support their work, and provide opportunities to help them thrive in their professional pursuits.



DELIGHT

We ensure our employees have the resources to succeed now and provide them with the necessary tools to help them maintain the flexibility and resilience to meet changing circumstances.



“As we look ahead and continue on our journey to be the connectivity provider of choice in every community we serve, we are always looking for ways to evolve our employee experience.”

— Colleen Schmidt, **EVP, Human Resources**





Diversity & Inclusion (D&I)

To succeed in today’s environment, we need the best and brightest ideas, we need collaborators who innovate, we need diversity of thought and experience that reflect the customers and communities that we serve. That’s why a Diversity & Inclusion mindset needs to be infused in everything we do. With a perfect 100 score from the Human Rights Campaign’s Corporate Equality Index over the past five years, we are seeing our efforts make a difference.

The D&I mindset is centered around all of us committing to being our best selves in all aspects of our lives so that we can show up every day with our cups filled ready to grow our broadband, mobile and advertising agency businesses. Our D&I approach is supported by our VIBE culture and is informed by best practices in recruitment, retention, community, and culture, and helps us build a company that is welcoming, respectful, and equipped to extend equal opportunities to all.



VIBE

VIBE stands for Voice (Representation), Inclusion, Belonging and Equity. It represents our commitment to fostering a workplace where every employee feels heard, valued, and empowered to contribute their unique perspectives. By integrating VIBE principles into our everyday life, we create an environment where individuals feel empowered to bring their best, authentic selves to work and contribute to our collective success.



Voice (Representation)

Ensuring that every employee feels valued, heard, and fully represented within our organization.



Inclusion

Creating an environment where diverse backgrounds and perspectives are welcomed and embraced, allowing everyone to feel like a vital part of the team.



Belonging

Cultivating a sense of community and support among employees, so that everyone feels a genuine connection to their colleagues and the organization.



Equity

Striving for fairness and justice in all aspects of the workplace, ensuring that everyone has equitable access to the same opportunities and resources.

Recognizing Our Diverse Talent

Executives Recognized for Diversity Leadership

In 2024, Cablefax named six of our leaders to its Diversity List of the most influential multi-ethnic executives, recognizing both their influence and power within the cable, broadband, and digital media industry and their commitment to advancing diversity, inclusion, and opportunity.



Dennis Mathew
Chairman and CEO



Mike Parker
President of Consumer Services



Luciano Ramos
EVP, Chief Technology and Information Officer



Lisa Gonzalez Anselmo
EVP, Communications and Head of the Office of the CEO



Shuvankar Roy
EVP, Chief Customer Experience Officer



Leroy Williams
EVP, Chief Growth and Innovation Officer

Employees Honored with Top Women in Media Awards

Each year, the Cynopsis Top Women in Media Awards honor outstanding contributions by women across every aspect of broadcast media, from corporate visionaries and innovators to on-air talent and stars in fields such as marketing, production, and social media. In 2024, five of our own made the list.

Jenna Teodoro

Producer, Optimum Media a “Cross-Platform Commander”

Donna Ra’anan-Lerner

Senior Account Executive Optimum Media a “Ad Sales Superstar”

Nafeesa Bratcher

Director of Customer Success, Optimum Media a “Director Who Does It All”

Erin Colton

Lead Anchor, News 12 a “Game Changing On-Air Talent”

Beth Rafferty

Production Operations Manager a “Production Pacesetter”

2023 Cablefax Most Powerful Women Awards

Cablefax’s *Most Powerful Women Awards* recognize distinguished women leaders who are innovating and inspiring in the media and broadband space, redefining what’s possible in the industry and beyond. When the organization announced its honorees for 2023, three of our women leaders made the list.

Colleen Schmidt
EVP, Human Resources

Casey Stone
SVP, Programming

Jennifer Yohe
SVP, Chief Procurement Officer

“I’ve mentored hundreds of people throughout my career and it’s really part of our job and our obligation to make sure they are prepared to thrive in their role.”

— Jennifer Yohe,
SVP, Chief Procurement Officer

Altice Affinity Groups: Promoting Corporate and Cultural Diversity

We have eight Affinity Groups that provide space for employees to actively engage and influence our D&I culture, focusing on talent, community, products, services, and operations. All groups receive support from their respective executive sponsors. Exemplifying our value of togetherness, our Affinity Groups seek opportunities to collaborate with each other, often highlighting the relationships between them. Through professional development sessions, networking events, panels, and community events, our Affinity Groups help create a greater sense of belonging for all our people, improve understanding of differences, inform business practices and policies, and aid the company's efforts to recruit and retain top diverse talent.

Our Employee Affinity Groups Include:



Celebrates the rich diversity stemming from the Asia Pacific region, building a community that advocates for and supports Asian American and Pacific Islander employees.



Supports our community of employees and customers with disabilities for our Diversity & Inclusion efforts.



Connects generations by building relationships, valuing differences, and leveraging commonalities within the company.



Promotes acceptance, inclusion, and interconnection of LGBTQ+ employees through career development support, and advocacy.



Enhances the experience, retention, and development of all Black employees of the African diaspora, benefiting the entire Optimum community.



Provides exposure, opportunity and advocacy to advance the representation and impact of women at Optimum.



Aims to create an environment where every service member, veteran, family member, and supporter of our military feels empowered and celebrated.



Ensures we attract the best Latino talent into our company, and that we foster a work environment that retains that talent.



Diversity Week: A Celebration of Our Culture of Inclusion

One key part of the employee experience is ensuring our employees feel safe, supported, heard, and that they truly belong, which in turn enhances their ability to collaborate and innovate. We know that each of our employees comes to work every day with their own unique background and experiences and we are committed to celebrating these diverse voices and experiences throughout the year.

As part of this commitment, we hosted our very own Diversity Week that was full of celebration, learning, and development opportunities designed to help all employees feel heard, valued, and empowered to contribute their unique perspectives - and even have a little fun doing so.

Fostering Our VIBE Culture

Throughout 2023 and 2024, employees participated in cultural events, awareness-raising campaigns, and other initiatives that showed the strength and engagement of our diverse workforce. Many of these events were driven by our employee Affinity Groups and Community Affairs teams.

Hispanic Heritage Essay Contest

Each year, Optimum and co-sponsor TelevisaUnivision hold an essay contest to celebrate Hispanic Heritage Month, inviting students across our 21-state footprint to write on a theme that recognizes and celebrates the diverse histories, cultures, and contributions of generations of Hispanic Americans across the country. The 2024 contest saw the largest number of student submissions in its 17-year history, from which judges selected 16 finalists across both the high school and middle school categories with four Grand Prize winners receiving scholarships.

“Hispanic Heritage Month is a time to celebrate and honor the culture, history, and contributions of Hispanic and Latinx communities. As a proud 1st generation Colombian - American, I value learning more about my culture from my parents, and taking it everywhere I go.”

— Nicole Ceballos, **Marketing Specialist**

Pride Month Celebrations

Our Optimum United Together (OUT) Affinity Group led Pride Month celebrations in partnership with employees from across the company. Events included the first edition of the group’s new conversation series, *Talking OUT Loud*, which explores what Pride means to employees across the company. In Shreveport, LA, we held Q-Prom, a safe, inclusive “second-chance prom experience” for the LGBTQ+ community, where everyone is welcomed just as they are, whether attending with friends, loved ones, or just themselves. Employees also participated in several walks and parades across our footprint, including the AIDS Walk in NYC and the Long Island Pride parades in Huntington and Greenport, NY.



“In celebrating Pride Month, we honor the kaleidoscope of human experience and recognize authenticity as a great gift. Diversity fortifies resilience and propels progress. Embracing differences shows our journey in acceptance and highlights the road ahead. We refuse to mute ourselves, knowing that stifling individuality hinders growth. Every hue radiates beauty, reminding us that experiences, identities, and love exist on a spectrum. May this celebration be a beacon of acceptance, teaching us to respect and cherish every soul's uniqueness.”

— Axel Rivas, **Mobile, Wireless and Voice**

Optimum Access Celebrates Disability Pride

During Disability Pride Month in July, our Optimum Access Affinity Group celebrated the 34th anniversary of the Americans with Disabilities Act (ADA), which changed the game in protecting people with disabilities' rights to accessibility, employment, transportation, public accommodations, communications, and services. Employees were encouraged to post and reflect on the ADA's impact, and a team of Optimum employees played in an exhibition wheelchair basketball game against students from the Henry Viscardi School for children with disabilities in Albertson, NY. The company also donated to the school to honor its work to raise up the next generation of professionals with disabilities.

Celebrating Black History Month and Juneteenth

During February's Black History Month celebrations, Optimum partnered with TVOne and the Urban League of Long Island to host a screening and panel discussion event on the topic "Black Storytelling and Blacks in Media." The event included a screening of TVOne's original programming, "Best In Black," which traces the evolution of Black representation on television.

In June, Optimum's Black Organization for Leadership Development (BOLD) held events throughout the month and across our footprint to celebrate Juneteenth, our country's second Independence Day.



“Black History Month to me is the celebration of culture, history, and community. It emphasizes the importance of taking ownership of our identities and acknowledging how far we’ve come, as well as how much more we can grow. Being Black and Latinx, I always strive to honor the sacrifices made by others, which I know help to open doors for people like myself.”

— Alexandria Ramos, **Social Media Specialist**

Celebrating Women's History Month

HER Impact Panel

To close out Women's History Month, our Affinity Group HER Impact brought together six leaders from across Optimum to have a thought-provoking discussion on what it means to be a woman leader and how they each "Inspire Inclusion" every day. Moderated by News 12's Antionette Biordi, the panel leaders discussed the highs and lows of their experiences in the industry, detailed valuable insights, and shared empowering and uplifting messages.



"Being a woman in today's world is both empowering and beautiful—we recognize one another and lift each other up. As a mom of two little girls, I want to empower them to be authentic and fearless. This is a time when what women can achieve is limitless."

— Mariko Zervoss, **Designer**

Celebrating AAPI Heritage Month

For Asian American and Pacific Islander Heritage Month in 2024, our AAPI Community Together (ACT) Affinity Group held a virtual event featuring a musical performance and a panel discussion on Asian Americans in leadership and the importance of inspiring inclusion. The discussion was moderated by News 12 anchor and Emmy-winning reporter Nikita Ramos and included leaders from across the company.

"Growing up as a Vietnamese woman, I have always cherished my cultural heritage. To me, AAPI Heritage Month is a reminder of the strength and resilience of AAPI communities."

— Loan Tran, **Senior Director**

Honoring Those Who Served

In April 2024, Optimum's H.E.R.O.E.S. team in North Carolina hosted an event that brought veterans together for networking and a celebration of their service, and presented flags to the local Veterans of Foreign Wars (VFW) on behalf of Optimum. Optimum also partnered with the VFW in Greenville, NC, to provide flags for Optimum volunteers and local Boy Scouts to place at veterans' grave sites across Pitt County.



Investing In Our Employees

We offer all employees a range of career and leadership development programs that set them up for success and advancement. Comprising both live and scheduled classes and on-demand self-paced learning sessions, these programs are designed to ensure all employees have access to learning opportunities, regardless of their role and schedule availability. Whether employees are seeking new skills to fortify their career path, tools and resources to prepare for a promotion or lateral move, or inspiring content to keep them engaged and growing, our development programs support a wide range of career and leadership learnings.

Self-Paced Learning & Live Workshops

Our self-paced learning program and live workshops include topics that range from new-hire onboarding, success metrics, and training for role- and industry-specific skills to combatting unconscious bias, addressing disability inclusion in the workplace, and putting emotional intelligence to work.

Leadership Development

To ensure that our people managers are equipped to lead, inspire, engage, and develop their teams and model an inclusive mindset, we offer full-day workshops on leadership behaviors, tutorials on our recognition programs, and sessions on measuring engagement, change management, and giving constructive feedback.

Benefits

We are committed to providing an environment where our employees and their families are supported through a market-competitive and inclusive benefits program. Benefits and perks available to eligible regular exempt and non-exempt employees include:

- + Health Insurance
- + Flexible spending accounts and a health savings account (with annual Company contribution)
- + 401 (k) savings plan with Company match
- + Company-paid short-term and long-term disability insurance
- + Adoption, surrogacy, and fertility assistance programs
- + Paid time off for vacation, sick leave, floating holiday/personal, and volunteering
- + Paid bereavement leave

Our free Employee Assistance Program (EAP) provides employees and their families confidential 24/7 support for both everyday challenges and more serious problems like depression, anxiety/stress, substance abuse, family-related issues, workplace conflicts, living with chronic conditions, and child and/or elder care.



Spotlight: University of Phoenix Partnership

In December 2023, we began offering our employees free access to online courses through the University of Phoenix. Eligible curricula include individual courses; courses available as part of certificate, associate, bachelor's, and master's degree programs; and the ability to gain college credit for relevant life experience. The collaboration supports our goal of ensuring our employees the educational resources they need to continue their development and pursue their goals.

Assuring a Safe, Healthy Work Environment

We are committed to ensuring the health and safety of our employees, customers, and the communities in which we operate, and to maintaining the flexibility and resilience to meet changing circumstances. Our Health, Safety, and Environment (HSE) portal provides a framework for identifying and mitigating potential hazards, while our workplace health and safety programs aid employees in understanding how to prevent incidents and injuries—emphasizing positive safety behaviors, thorough hazard identification, and the consistent application of health and safety principles in daily operations.

This year, we continued fostering partnerships to further elevate our safety standards and practices. We also continued our facility safety audits and adopted a proactive approach to Air Quality Index (AQI) management.

Safety Management System

Our Safety Management System serves as a comprehensive framework for hazard identification, incident recording, risk reduction, and elimination of potential threats to our workforce and the environment. The system facilitates real-time monitoring and reporting of safety metrics, ensuring swift action and continuous improvement.

“Take 5 to Work Safely” Initiative

Our "Take 5 to Work Safely" initiative encourages everyone to pause and assess risks before beginning any task, a practice that enhances both workplace safety and overall wellbeing.

Worker Training on Occupational Health and Safety

We assess training needs through regular safety audits, employee feedback, and incident analysis, and offer training programs that cover essential topics such as hazard identification, emergency response, equipment handling, ergonomic practices, and alert driver training. These sessions are provided regularly to all employees, with a particular focus on high-risk roles and new hires. Mandatory refreshers are scheduled annually or as needed based on emerging risks and regulatory updates. Annual hands-on assessments are also conducted to ensure competency and compliance.

We evaluate the effectiveness of our training programs through post-training assessments, practical evaluations, and feedback surveys. Additionally, we analyze incident rates and safety performance metrics to gauge the impact of training on overall safety outcomes. Continuous feedback loops and improvement plans help ensure that our training remains relevant and effective.



Hazard Identification, Risk Assessment and Incident Investigation

This year we intensified our efforts to leverage innovative safety technologies and collaborate with industry leaders, strengthening our health and safety framework.

Our Incident Management Review (IMR) process is integral to our safety strategy. Through meticulous root-cause analysis, we investigate all health and safety incidents to ensure the implementation of effective preventative and corrective measures. Our HSE programs align with American National Standards Institute (ANSI) and Occupational Safety and Health Administration (OSHA) standards, and are updated frequently to meet evolving employee needs, regulatory requirements, and industry best practices.

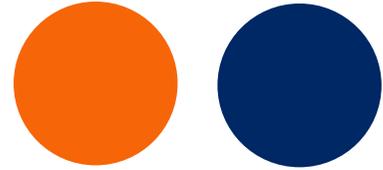
New-Hire Training Program

The Optimum Field Technical Training Program is a comprehensive training initiative that aims to enhance new-hire field technicians' technical expertise, problem-solving abilities, and decision-making skills while also emphasizing vital safety practices and customer-centric service delivery. All told, the program includes 320 hours of training:

- 40 h.** of safety training encompassing ladder climbing, electrical safety, and aspects of personal safety including dog bite prevention and insect awareness
- 80 h.** of technical training on cable installation mechanics, coax/FTTH fundamentals, and network troubleshooting
- 40 h.** of virtual training on processes, tools, and equipment
- 160 h.** on-the-job mentor, in which new hires perform work on real accounts with oversight from a veteran technician

By the end of the eight-week program, new hires are equipped with the essential knowledge, skills, and competencies required for safe and successful field operations.





Connecting Communities

We care deeply about the communities we serve, not just because they are our customers but because they are also our employees, neighbors, friends, and families. Our communities rely on us to stay connected, and how we show up for them matters—not just as a connectivity provider, but as a force that uplifts community members by providing economic, social, and academic opportunities. We continue to deepen our community commitments and local presence in our operating regions through a regional market structure model with local leadership teams embedded directly in the company's regions. These teams not only drive operations but also foster community engagement through national and local partnerships, ensuring meaningful connections aligned with each community's unique values and interests.



Our Approach to Community Engagement



EXPANDING DIGITAL EQUITY

Optimum is committed to bridging the digital divide by providing affordable Internet service to those who need it most. A fast, reliable internet connection is vital to every home and our goal is to empower and enrich every household through technology by connecting families to education opportunities, information, entertainment, and more.



INSPIRING YOUNG INNOVATORS

Through partnerships with leading organizations including DonorsChoose, *FIRST*, and the Boys & Girls Clubs of America, Optimum helps provide essential tools and resources to thousands of classrooms and students across our footprint—supporting education, strengthening STEM skills, and developing the next generation of innovators.



SUPPORTING SMALL BUSINESSES

Small businesses play a vital role in the economic and social wellbeing of our communities, and we are committed to supporting them with the financial resources and reliable and innovative connectivity solutions they need to evolve and thrive in a digital economy.



ENRICHING LOCAL COMMUNITIES

We are committed to making a positive impact in the communities we serve. Through hyper-local engagement, we can better understand and celebrate what makes each of our local communities unique and help support the causes they care about most.



“By being authentically and locally present, we not only strengthen our connections to the communities we serve but are also able to meaningfully engage and contribute to their growth and vitality.”
— Jen Ostrager, **SVP Government & Business, Community**



Expanding Broadband Access and Digital Equity

We understand the power of connectivity. We aim to ensure that the connectivity options we offer are affordable to all communities and can successfully address their biggest challenges—including issues such as housing instability, which can be a powerful obstacle to broadband access and its economic and educational benefits. Across our service areas, we partner with community organizations to raise awareness of available connectivity options and support broadband expansion efforts.

Since the company's formation, we have offered a low-cost broadband option to eligible low-income households, seniors, and most recently veterans through our Optimum Advantage Internet program.

In the Community

Through partnerships with organizations that share our goal of meeting communities' unique needs, we work continually to expand subsidized baseline wireless and wireline connectivity and grow access to digital opportunity.

Big Apple Connect

Optimum partners with the New York City Office of Technology and Innovation (OTI) on Big Apple Connect, a landmark digital equity program that provides free high-speed internet and TV services to residents of participating New York City Housing Authority (NYCHA) developments, a massive step towards essential connectivity in today's digital world. A partnership with the Brooklyn Public Library and NYC Public Library in the Bronx highlights digital literacy and skills classes available at nearby branches.



NYC Homeless Shelter Project

Since 2021, Optimum has partnered to provide connectivity to nearly 7,000 units in more than 145 New York City family homeless shelters, implementing a sustainable broadband solution for a housing-insecure population that may otherwise lack fixed connectivity access.



Optimum Advantage

Optimum Advantage Internet is one of the ways Optimum works to bridge the digital divide, offering eligible low-income families, seniors, and veterans affordable choices to stay connected. As the federal government's Affordable Connectivity Program (ACP) has come to an end, existing and new eligible customers are able to get speeds up to 50 Mbps internet for \$14.99 per month with no contract through Optimum Advantage or double the speed up to 100Mbps for \$25/mo with the recently launched Optimum Advantage+.

Inspiring Next-Gen Innovators Through STEM Education

The past two decades have given us new technologies capable of linking all of humanity and delivering transformative economic and social impacts. We know that around the globe, millions of young people dream of staking their claim to help carry this connectivity revolution forward—but to make that a reality, education is key.

Optimum is committed to supporting and inspiring the next generation of innovators through our sponsorship of science, technology, engineering and math (STEM) programs such as [FIRST](#) and our signature awards program, the [Optimum Innovator Awards](#).



FIRST Robotics and Optimum Innovator Awards

We are a proud longtime sponsor of *FIRST* Robotics, an international STEM organization that engages students in exciting, mentor-based programs that build STEM and business skills and inspire young people toward leadership and innovation.

The *FIRST Robotics* Competition (FRC) program challenges teams of high school students to build industrial-sized robots to play a difficult field game against other teams. Competitors design a team “brand,” raise funds to meet their goals, and help advance respect and appreciation for STEM within their local communities. Last year, Optimum provided over \$200,000 in support to *FIRST Robotics*, sponsoring more than 65 high school teams from across our 21-state footprint, as well as six regional competitions in New York (New York City, Long Island, and the Hudson Valley), New Jersey, Texas, and North Carolina, where many of our employees join in to volunteer.

Our annual [Optimum Innovator Awards](#) further support *FIRST Robotics* students by recognizing teams for their drive, hard work, and innovation. Open to all *FIRST Robotics* teams in the Optimum service footprint, the awards provide grants and recognition to teams that exemplify excellence in categories such as community, inspiration, technology, inclusion, and sustainability. In May 2024, our fifth annual awards honored 26 teams for achievements that included:

- + Using their skills to enhance use of technology and drones by local emergency responders
- + Designing and building a custom wheelchair for a special-needs dog
- + Volunteering to bring STEM awareness to older generations at a senior living community
- + Bringing STEM programs to students with special needs
- + Developing virtual STEM courses that engaged thousands of international students

Optimum Innovator Award winners receive \$2,000 grants, with runners-up receiving \$1,500 and honorable mentions receiving \$500.

Supporting Education

We support education at both the national and local level, providing grants that fund classroom technology, connectivity, STEM programs, and other resources and opportunities.

December 2023

\$1M

Commitment to DonorsChoose

\$3.8M

Donations since the 2020 partnership announcement

+12k

Classroom projects in close to 5,700 schools across the country

DonorsChoose

Over the past four years, we've supported public schools in our communities through a partnership with [DonorsChoose](#), a nonprofit platform through which teachers can request funding for specific classroom resources and materials. Through the partnership, we've helped fund thousands of classroom projects organized by public school teachers in hundreds of communities. With a focus on STEM, the funding has enabled access to tools, technology, and experiences that support student success. Annually, every employee may direct \$50 of the funding to a project of their choosing.

In December 2023, we announced an additional \$1 million commitment to DonorsChoose, bringing our total donations since the 2020 partnership announcement to \$3.8 million. To date, these contributions have funded more than 12,000 classroom projects in close to 5,700 schools across the country.



“Your commitment to fostering a love for science and technology is not only inspiring but also instrumental in shaping the minds of future innovators and problem-solvers. We are incredibly thankful for your kindness and belief in the importance of STEM education.”

— **Teacher, West Virginia**

Boys & Girls Clubs of America

In 2023, we donated \$250,000 to the Boys & Girls Clubs of America, continuing a partnership that has delivered \$1.25 million in support since 2020. Our funds support Boys & Girls Clubs' mission of enabling all young people to reach their full potential as productive, caring, responsible citizens.

Spotlight: Boys and Girls Clubs of the Concho Valley

As part of Optimum's ongoing partnership with Boys & Girls Clubs of America, we celebrated three newly renovated Boys & Girls Clubs computer labs in the Concho Valley.

The labs, now known as Optimum Connectivity Centers, in San Angelo and Menard, Texas are outfitted with the latest computer lab equipment and fast, reliable Internet speeds to support the innovation and growth of students across the community.



Supporting Small Businesses in the Digital Economy

We are committed to uplifting the communities in which we operate, and that includes helping small businesses access the digital infrastructure they need to achieve success. Since 2020, we have funded over 500 small businesses with financial grants, along with mentorship and other resources to support their growth, resilience, and long-term success. As part of our recently launched brand platform “Where local is big time,” we continue to find new ways to meet the unique needs of local communities across our 21-state footprint, and our commitment to small business is a perfect example.

In early 2024, Optimum Business—which serves our business customers across 21 states with internet, phone, TV, security, and managed services—partnered with the Long Island Association’s LIA Foundation to create the LOCAL Small Business Grants program. Funded with a \$300,000 award from the company, the program distributed individual \$5,000 grants to fifty small brick-and-mortar businesses across Nassau and Suffolk Counties on Long Island, NY, helping them expand and contribute to the prosperity of their communities.

In Louisiana, Optimum Business has partnered with the Southwest Louisiana Economic Development Alliance on a similar program called L.L.B. Grants—an acronym for “Lifting up Louisiana Small Businesses.” Representing a total commitment of \$110,000 from the company, the program distributed individual \$3,000 grants to 30 small businesses across five parishes in Southwest Louisiana, supporting their success and ability to serve their customers and communities. Beyond the financial grant, all program applicants and grant recipients who are new to the LIA receive a complimentary membership to the LIA to further promote their development and help them build their networks.



Enriching Local Communities

We are committed to understanding the specific needs of the communities in which our employees live and work so that we may engage on a micro-level and help solve persistent challenges. Every year, our employees volunteer for projects through our local partner organizations, solidifying our commitment to our customers, our colleagues, and our community living our values and building trust with our communities.

Earth Day

In April 2024, employees across our operating regions took part in volunteer events centered around Earth Day:

- + **Earth Day Service Day (Northeast):** At the Queens County Farm Museum, on land that's been farmed since 1697 and now represents New York City's largest remaining tract of undisturbed farmland, employees took part in a "Trash Flash Mob" cleanup project, picking up litter around the 47-acre site.
- + **West Side Neighborhood Cleanup (Mid-Atlantic):** In Charleston, WV, employee volunteers took part in an annual cleanup event on the city's West Side, removing litter from the streets.
- + **Great Tyler Cleanup (Texoma):** The Great Tyler Cleanup is the largest volunteer litter cleanup event in East Texas, hosted annually by Keep Tyler Beautiful and partner organizations. This year, employees helped clean up trash along creek banks in Tyler's popular Southside Park.
- + **Facility Cleanup (West Pacific):** In Amarillo, TX, employees acted locally by cleaning up the grounds of our own Optimum Legacy building.

Island Harvest

The Optimum Consumer Services team in New York volunteered with our long-standing partner, Island Harvest, a meal program that serves seniors across Long Island facing food insecurity. In January 2024, the team sent 200 handwritten notes and \$25 grocery gift cards to be included with Island Harvest's monthly senior meal boxes. Then, in March, employees volunteered at the Island Harvest distribution center to help pack 22,000 pounds of food for distribution.

Meals on Wheels

In honor of Hunger Action Month, a nationwide effort to raise awareness and take action against food insecurity, helping hands from Optimum made a mighty difference in Lubbock, TX with Meals on Wheels packing over 1,000 emergency meal boxes. These emergency meal boxes are provided to the homeless, the elderly, and families in need.





Supporting Military Veterans

We maintain programs that engage our employee veterans and their families, and initiatives that help and honor the wider veteran community.

Flag Replacement Program

Optimum's Flag Replacement Program identifies and replaces faded, tattered, or ripped American flags flown outside homes and businesses at no cost to the property owner. The effort is led by local employees, who stay on the lookout for flag opportunities. In early 2024, the initiative replaced flags at a welcome monument in Batesville, AR, and at several locations in Lake Charles, LA, including the Pearl Watson Elementary School, the Children's Clinic of Southwest Louisiana, and Fire Station #3.

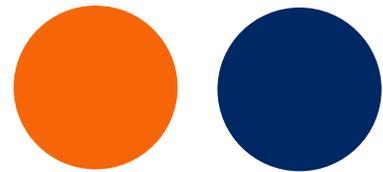
“As a Marine combat veteran, I’m proud to work for a company that provides a platform where employees can launch initiatives like the *Flag Replacement Program*. This undeniably shows that Optimum believes in the fabric of America and giving back to the communities that we serve.”

— Troy Born, **VP, Field Operations**

Food Assistance for Veterans

Mountain Food Bank (MFB) is the largest emergency food provider in West Virginia, delivering over 17 million meals annually to families, children, seniors, veterans, and individuals at risk of hunger. As part of that mission, MFB operates an ongoing Veterans Table program that delivers monthly boxes of nourishing, nutritious food to more than 1,000 West Virginia military veterans in need. Through grant funding, the program is also able to provide pet food for veterans' service animals. Since we began supporting the program in 2021, a team of our employees has joined other MFB volunteers each month to help pack and distribute non-perishable food boxes, fresh produce, and baked items for as many as 500 veterans and their families in and around Beckley, West Virginia.





Responsible Business

Integrity Matters

Every day, we promote a culture of personal accountability and empower our employees to use good judgment in their decision making.

We are committed to conducting business in accordance with all applicable laws and regulations, and we ensure all employees adhere to the highest standards of ethical business conduct.

By leading with integrity and emphasizing the importance of ethical business practices, we can build better, deeper, and longer-lasting relationships with our customers, our employees, and our business partners.

Code of Conduct

Our [Code of Business Conduct and Ethics](#) is designed to support Altice USA's employees in making the right choices in matters involving conflicts of interest, the appropriate use of company assets, and other challenges. Our Code guides our employees toward the right path and is integral to earning the trust of all our stakeholders.

Ethics Training

As a company, we are guided by our values, policies, processes, and procedures. To align both new and tenured Altice USA employees behind those protocols, all team members participating in annual compliance training that helps our people be more diligent, align their day-to-day actions with our core values, conduct business ethically and safely, and understand the crucial role we all have in upholding the integrity of our organization.

Do the Right Thing

We expect all of our employees to treat everyone with respect, lead with good intent, and be accountable for delivering best-in-class employee and customer experiences. This includes how we each show up every day as leaders and teammates, champion our mission, and celebrate our accomplishments. We take pride in identifying root causes of daily issues and going beyond treating symptoms—bringing thoughtful solutions to the table. We also expect and encourage our employees to raise concerns about workplace misconduct and unethical activity. To facilitate this, we maintain a third-party managed anonymous Integrity Hotline reporting system for employees to report misconduct and unethical activity.

Responsible Procurement

We are committed to responsible procurement practices that adhere to the highest standards of ethical conduct, respect the rights of individuals, and protect the environment. From the purchasing of our network assets to the sourced energy that powers our services and operations, we work closely with our suppliers to ensure we are adhering to responsible procurement practices that support the rights and wellbeing of all people and the health of our planet. Our Supplier Code of Conduct and our Energy Policy allow us to incorporate more sustainable business practices, including a focus on decarbonization.



Data Security and Privacy

Protecting our customers' data and maintaining their trust is of paramount importance to the company. We have designed our cybersecurity and data privacy programs to ensure the information of millions of people and the businesses we serve is safe and secure. These programs help ensure that we are positioned to identify, respond to, and remediate any incidents that could impact data in our care. We continue to invest in safeguarding our infrastructure and information assets so that our customers can safely connect at home or on the go and trust that we are respecting their data privacy.

Cybersecurity: Safeguarding Our Business

We continually invest in the development and implementation of various cybersecurity programs and processes that are designed to assess, identify, and manage material risks from cybersecurity threats and to address the constantly evolving cybersecurity landscape.

Our cybersecurity program utilizes various risk mitigation techniques to manage cybersecurity risk and we have a documented security policy and procedures program.

The underlying controls of our cybersecurity program utilize recognized practices and standards for cybersecurity and information technology security, including the National Institute of Standards and Technology Cybersecurity Framework (NIST). The risk-based approach of the NIST Framework enables us to design and implement cybersecurity programs that are specific to our network architectures, customer environments, and institutional resources.



Data Privacy: Protecting Customers' Data

Our data privacy program is based on the principles of transparency, choice, and control. Through our [Your Privacy Choices](#) web page, we make it easier for consumers to view and manage all of their privacy choices via one transparent and easily accessible platform.

Our practices regarding the collection, use, disclosure, retention, and security of the personal information of our Optimum customers and website visitors are described in the [Optimum Privacy Policy](#).

Employee Awareness and Training

All employees receive annual cybersecurity awareness training designed to ensure that they understand the importance of protecting confidential information, including customer data. Throughout the year, we enforce those learnings with topical emails, campaigns and tests. We also provide additional training for employees who have access to sensitive information such as payment data or Customer Proprietary Network Information.

Sustainability Accounting Standards Board (SASB) Index 2023¹

1. All quantitative metrics are as of 12/31/2023

Topic	Accounting Metric	Response	SASB Code
Environmental Footprint of Operations	(1) Total energy consumed (2) Percentage grid electricity (3) Percentage renewable	(1) 2,786,512 Gigajoules. (2) 72% from the grid. (3) 0.03% from renewable.	TC-TL-130a.1
Data Privacy	Description of policies and practices relating to behavioral advertising and customer privacy	<p>The company respects the privacy rights of its customers. We are committed to data protection and provide customers with the tools and information that will keep them safely connected at home or on the go. Our privacy program is based on the principles of transparency, choice and control, and security. We comply with applicable privacy laws and require our service providers and business partners with access to our data to do the same. Our practices regarding the collection, use, disclosure, retention, and protection of the personal information of our Optimum customers and website visitors are described in the Optimum Privacy Policy. Through our “Your Privacy Choices” web page, we make it easier for consumers to view and manage all their privacy choices via one transparent and easily accessible platform. We have updated our privacy policy and the “Your Privacy Choices” page to align with state privacy laws as they have been implemented across the country. As described in the Optimum Privacy Policy and at the Your Privacy Choices page:</p> <ul style="list-style-type: none"> + Collection: We collect information when customers provide it, visit our website, and use our services. We are committed to protecting children’s privacy and, per our policies, we do not (knowingly) collect personal information from anyone under 13. + Use: We use the information we collect for legitimate business activities to provide and improve our services and for marketing and advertising. + Retention: When personal information is no longer needed or required to be maintained, we destroy or de-identify it per our internal policies. 	TC-TL-220a.1

Topic	Accounting Metric	Response	SASB Code
Data Privacy	Description of policies and practices relating to behavioral advertising and customer privacy	<ul style="list-style-type: none"> + Disclosure: We may share personal information among our affiliates, lines of business and with third-party service providers who assist us in providing our services. We do not sell information that personally identifies our Optimum customers (including their cable viewing data, broadband usage data, or call detail information) to third parties. + Choice and Consumer Rights: The Your Privacy Choices page and Optimum privacy policy describe Optimum customers' choices concerning the use and sharing of their information for marketing-related purposes (including for marketing communications, interest-based first-party advertising, and targeted third-party advertising) and the privacy rights that may be available under applicable state laws, including the California Consumer Privacy Act, Connecticut Data Privacy Act, Texas Data Privacy Act, and Virginia Data Privacy Act. + Security: We have physical, electronic, and procedural safeguards in place to protect customers' personal information against information security threats. Data security governance is overseen by our Chief Information Security Officer. Collected data is classified and handled per the controls set in our Data Classification and Control Standard, which includes access restrictions and encryption requirements. We review and assess privacy risks throughout our business and across the information life cycle, including when we launch new products or systems or change how we collect, use, maintain, or share personal information. We also have a cross-functional privacy council that assesses and advises on privacy issues company-wide. All employees receive annual security awareness training designed to ensure that they are aware of the importance of protecting confidential information, including customer data, and we provide additional training for employees who have access to sensitive information such as payment data or Customer Proprietary Network Information. <p>Our other subsidiaries and lines of business—including News12, Lightpath, i24News, and Optimum Media advertising—maintain separate comprehensive, consumer-facing privacy policies concerning their collection, use, disclosure, and protection of personal information.</p>	TC-TL-220a.1
	Number of customers whose information is used for secondary purposes	The Optimum Customer Privacy Notice discloses how we use customer information, including the use for secondary purposes.	TC-TL-220a.2

Topic	Accounting Metric	Response	SASB Code
	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	The company makes all required disclosures in its SEC filings with respect to monetary losses resulting from legal proceedings associated with customer privacy.	TC-TL-220a.3
	1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure	(1) 7,004 requests. (2) The total number of unique customers whose information was requested by government or law enforcement agencies was not identified. (3) Approximately 90% of unique government and law enforcement requests result in the disclosure of information to the requesting party. Information is disclosed under the requirements of the Federal Cable Communications Policy Act, state laws, and the Optimum Privacy Policy. Customers are notified of requests per federal and state laws.	TC-TL-220a.4
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	The company considers information on data security breaches to be confidential and does not publicly disclose such information except as required by law.	TC-TL-230a.1
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	The company is committed to protecting its infrastructure and information assets and maintains a Written Information Security Program (WISP) as the source for governing security controls, policies, and standards. Risks are prioritized and tracked on a centralized risk register. Risks are assigned owners that develop remediation plans and timelines. Risks are reviewed regularly with stakeholders and owners. The risk and vulnerability management program includes regular, periodic penetration testing and continuous quantitative, objective measurement of our security posture. The cyber risk posture is calculated by analyzing and evaluating security events, incidents, and configurations to produce a rating based on externally observable data.	



Topic	Accounting Metric	Response	SASB Code
	<p>Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards</p>	<p>The vulnerability management policy includes processes for identifying and reporting vulnerabilities and tracking with asset owners.</p> <p>Owners develop corrective action plans with timelines. An exception process and formal review process is in place for vulnerabilities that require mitigating or compensating controls. The company maintains standards for administrative and technical controls including the functions of security governance, design, implementation, and operations.</p> <p>Security controls align with the overall security program leveraging a layered, defense in depth approach including, but not limited to, intrusion detection systems, anti-malware, endpoint threat detection and response, Distributed Denial-of-Service (DDoS) protections, privilege access management and multi-factor authentication for access to systems, networks, and data. The company performs regular security maturity assessments using an independent, third-party. The maturity assessment measures our readiness to defend against security threats and is used to drive security initiatives and the security roadmap. Penetration testing is performed regularly to identify security strengths/weaknesses and includes simulated attempts to gain access and breach networks, systems, and applications.</p> <p>A cyber risk score assessment is continuously performed on public-facing assets to monitor for malware, botnets, spam, configuration issues, and other vulnerabilities.</p> <p>The company requires internal cybersecurity awareness initiatives that include annual compliance training for all employees as well as targeted training and education.</p> <p>The company regularly reports cybersecurity metrics including cybersecurity maturity, risks, and protections to the executive leadership team and business stakeholders.</p> <p>The security program is based on the National Institute of Standards and Technology (NIST) Cybersecurity Framework and includes the five core functions designed to Identify, Protect, Detect, Respond, and Recover as related to information and cyber security.</p> <p>The company has third party security policies and procedures. The company assesses security risk for all new vendors onboarded and implements access and connection controls for external vendor access.</p>	<p>TC-TL-230a.2</p>



Topic	Accounting Metric	Response	SASB Code
Product End-of-Life Management	(1) Materials recovered through take back programs, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled	(1) 4,407 mt (2) 45% (3) 55% (4) 0% The company takes action to help reduce e-waste. CPE, network and IT equipment are refurbished – cleaned, repaired, tested and reused. CPE, network, and IT equipment may occasionally be resold. When electronics are not working and are unrepairable, the only option is to recycle their components. The company requires all ITAD (IT Asset Disposition) be R2 certified and provides the secure destruction of data and verified e-waste recycling. R2 is a comprehensive global certification awarded to facilities that adhere to the R2 responsible electronics recycling standards, which cover areas such as worker health and safety, environmental protection, chain-of-custody reporting and data security.	TC-TL-440a.1
Competitive Behavior & Open Internet	The total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	The company makes all required disclosures in its SEC filings with respect to monetary losses resulting from legal proceedings associated with anti-competitive behavior regulations.	TC-TL-520a.1
	Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content	The download speed of owned and commercially associated and non-associated content is the same, as the company does not prioritize traffic based on the commercial association of the content transmitted. The company participates in the Federal Communication Commission (FCC) Measuring Broadband America “Fixed Broadband” program. The FCC publishes the test results on its website.	TC-TL-520a.2

Topic	Accounting Metric	Response	SASB Code
	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	<p>The company supports an open internet and does not block, throttle, or interfere with the lawful activities of our Optimum internet customers. We manage our network to ensure that all Optimum internet customers have a high-quality online experience. These network management practices are contained in the Open Internet Disclosure Statement. There is also a separate Optimum Mobile Broadband Disclosure Policy relating to the Optimum Mobile service. The risks and opportunities associated with net neutrality and open internet laws and regulations can be found on page 38 of the Company’s 2023 Form 10-K.</p> <p>We do not engage in paid private peering. We support bi-lateral private settlement-free peering arrangements.</p> <p>The company does not zero-rate any content, has no such agreements with any provider of content and applications on the internet and has no commercial offerings to end-users that include zero-rating.</p>	TC-TL-520a.3
Managing Systemic Risks from Technology Disruptions	(1) System average interruption frequency and (2) customer average interruption duration	<p>While the company does not calculate overall service availability in the manner specified by the standard, it does provide customers with detailed information about service interruptions in their area via multiple channels. These channels include, but are not limited to, an outage map, Optimum support app (My Optimum), Interactive Voice Response (IVR) messaging, and Short Message Service (SMS) communications. The company also has invested in robust technologies to detect and resolve service interruptions faster. These advanced tools help enhance our customer experience by keeping them informed and help mitigate the impact of any service interruptions that may occur.</p>	TC-TL-550a.1
	Discussion of systems to provide unimpeded service during service interruptions	<p>The company leverages its Event Preparedness and Response Plan (EPRP) and Business Continuity / Disaster Recovery Plans to help address risks concerning significant events.</p> <p>The EPRP defines the methods and procedures to return to Business-As-Usual (BAU) in a timely manner while protecting employees, vendors and customers to the extent a hurricane or severe storm impacts our service area. In addition to severe weather events, this plan sets forth procedures for responding to unexpected events that may impact a critical company facility or other infrastructure that directly supports and serves our customers.</p>	TC-TL-550a.2



Topic	Accounting Metric	Response	SASB Code
	Discussion of systems to provide unimpeded service during service interruptions	<p>Corporate Administrative Facilities is responsible for coordinating preparation and restoration efforts across relevant Operational Groups and providing oversight throughout the Event to strive for a safe and efficient return to BAU.</p> <p>Network Operations Center (NOC) is responsible for serving as a communications medium for Operational Groups relevant to Event response and assisting as requested, while continuing its normal network monitoring responsibilities.</p> <p>Operational Groups are responsible for performing the Company's frontline response to Events, and implementing plans appropriate to the situation.</p> <ul style="list-style-type: none">+ Customer Communications: Proactive messaging ahead of events ensures resources are available to residential and business customers. Automated outage alerts to subscribers, and our Outage Map tool allows subscribers to self-serve for outage updates and are provided Estimated Time to Repair (ETR) when known. As calls are received from customers, we have the capability to shift call volume across geographically diverse call centers. All tools and support resources have redundancy built into applications.+ Inside Plant (ISP): Headend/critical facility management takes into account local environmental factors and ensures flood risks and similar threats are accounted for (equipment moved off floor, headends adequately sealed, raised facilities, and sandbags available on site).+ Field Services: Contracts are established with vendors to ensure resources, including additional headcount, are available as needed for an Event. Field Services is able to shift resources nationally for assistance.+ Outside Plant (OSP): Plant management ensures generators are adequate and prepared and can bring in additional vendor resources for outage restoration.+ Retail & Community: Where and when possible, we provide Wi-Fi access in stores (and charging when possible) along with mobile Wi-Fi units that are deployed strategically during significant events. <p>Ensuring a Resilient Network</p> <p>Company network infrastructure was created in a hierarchical fault-tolerant fashion. Our headends leverage generators and uninterruptible power supply (UPS) for backup power. Our hybrid fiber coaxial (HFC) and fiber plant utilize power supplies and batteries in the event of loss of utility power.</p> <p>Optimum severe weather preparedness website: www.optimum.com/storm</p> <p>Outage Map Link: www.optimum.com/outage-map</p>	TC-TL-550a.2



Activity Metric <small>(as of 12/31/23)</small>	Response	Code
Number of wireless subscribers	322,200	TC-TL-000.A
Number of wireline subscribers*	1,718,500	TC-TL-000.B
Number of broadband subscribers*	4,517,900	TC-TL-000.C
Network traffic	In 2023, our advanced network carried approximately 109 petabytes of traffic on an average business day.	TC-TL-000.D

*Reflects Residential and SMB Customers

