Sustainability & Impact Report

altice

2022

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A Letter from Our Chairman and CEO

As the parent company of Optimum, one of the largest broadband, mobile and video providers in the country, we are focused on becoming the connectivity provider of choice in every community we serve. With that comes a responsibility to our thousands of employees and to the hundreds of communities where we live and work because we know that a strong employee experience leads to the delivery of the best customer experience.

To that end, since joining the company in October 2022, listening to our employees has become our cornerstone responsibility — going out to our field offices and speaking with our technicians, sales reps, and call center teams. That kind of direct interaction is essential, both to understand from our frontline employees the day-to-day opportunities and feedback they have, and to communicate our plans for the future. Through strong engagement and 360-degree communication, we can drive an employee-experience focused culture that encourages our people to give their best, achieve professional and personal fulfilment, and deliver a top-class experience for our customers.

It is with this philosophy at our core that we have been on a journey of transformation, examining and refining our business to better serve our employees, our customers, our stakeholders, and deliver on our mission to be the connectivity provider of choice. We have welcomed new leaders who can deliver at the highest level and grown our workforce with top talent, enabling us to continue innovating, redefining success, and serving customers in new ways.

Our efforts have led to operational improvements across the board that resulted in higher customer satisfaction and higher employee engagement, all while we continue to deploy the best broadband and mobile networks and entertainment solutions to keep customers connected to everything they want and need.

As we continue to build on our momentum toward transformation and growth, I am inspired by the many positive impacts we have made in the areas of environmental sustainability and operations, diversity and inclusion, and community engagement.

Demonstrating our commitment to sustainability, we calculated our baseline Scope 1, 2, and 3 Greenhouse Gas (GHG) emissions, initiated a science-based target evaluation, conducted our first-ever climate risk assessment aligned with Task Force on Climate-related Financial Disclosures (TCFD) recommendations, and developed an action plan to boost energy efficiency and reduce emissions.

To better serve our employees, improve retention, and secure the new talent we need for our future, we've continued building an open, inclusive workplace, for which we've earned a perfect score on the Human Rights

Campaign's Corporate Equality Index and been named to the Disability Equality Index's list of Best Places to Work for Disability Inclusion. Extending our community commitment, we've provided resources to expand digital equity, support small businesses, and inspire young innovators.

In life and throughout my career, I learned that making an impact is the most important thing we can do, which is why I am committed to leading Altice USA and Optimum to make an impact on all our stakeholders—from our employees and partners to our customers, communities, and our interconnected world. In this report, you will see a snapshot of where we are and where we are going as we become a more sustainable enterprise and continue on our path to be the connectivity provider of choice.
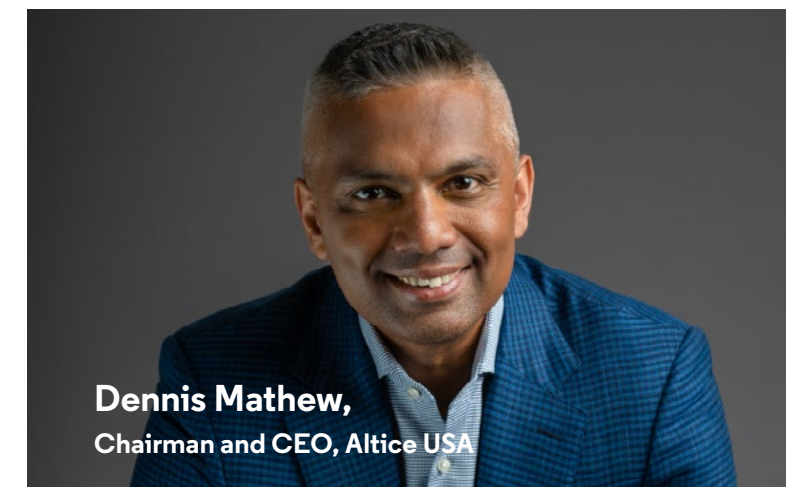
Dennis Mathew,
Chairman and CEO, Altice USA

About Altice USA

We are one of the largest broadband communications and video services providers in the United States, delivering broadband, video, mobile, proprietary content, and advertising services to approximately 4.8 million residential and business customers across 21 states through our Optimum brand. Our ongoing broadband and fiber to the home expansion enables advanced symmetrical speeds up to 8 Gig, supporting the most data-intensive activities and helping us become the connectivity provider of choice in every community we serve.

We operate a4, an advanced advertising and data business that provides audience-based, multiscreen advertising solutions to local, regional, and national businesses and advertising clients. We also offer hyper-local, national, international, and business news through our News 12, Cheddar News, and i24NEWS networks.

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.

Company Overview[1]

Brands

Listing
ATUS (NYSE)

Headquarters
Long Island City, NY

CEO
Dennis Mathew

Chairman[2]
Dennis Mathew

Founder
Patrick Drahi

2022 Revenue
US $9.65 Billion

Employees
11,000

Optimum Broadband Customers[3]
4,282,900

Optimum Mobile Lines
240,000

Optimum Video Customers[3]
2,439,000

[1]As of December 31, 2022
[2]Effective as of July 2023
[3]Residential Customers Only

optimum.

news12

α4

i24NEWS

Lightpath

Get Closer, Go Farther

Our mission is to be the connectivity provider or choice in every community we serve. We are focused on building and maintaining connections—enabling consumers and businesses to connect to anyone and anything, anywhere in the world, faster and more easily than ever before.

In an environment of increasingly virtual communication and collaboration, our Optimum brand is a vital conduit of economic, social, and academic opportunities in our service areas, connecting everyone from large and small businesses to high-tech farms, community organizations, and online school programs via our high-speed broadband and content services. Our Optimum tagline – Get Closer, Go Farther – is anchored in this belief and we strive to bring it to life by:

+ Delivering a consistently superior customer experience so customers can get connected to what they want, when they want
+ Attracting and retaining top talent by offering a strong company culture where employees feel safe, supported, and fulfilled
+ Investing in our communities and the environment

2022 marked the first year in which our nationwide communications products and services were unified under our Optimum brand, an evolution that inspired us to also shift how we assess our impact. We have been working to define a baseline for our environmental, social, and governance (ESG) approach, and this report represents a first step in communicating our progress.

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Executing Our ESG Strategy

To improve our operational governance of ESG, in spring 2022 we established a 16-member ESG Steering Committee that includes at least one executive leader from each functional area. Reporting to our Chairman and CEO, the Committee includes cross-functional leadership that reviews and provides direction on company ESG initiatives.

ESG Steering Committee members include our Chairman and CEO; General Counsel & Chief Corporate Responsibility Officer; Senior Director ESG; SVP Legal; Chief Financial Officer; SVP Chief Accounting Officer; EVP Communications & Chief Diversity Officer; SVP Government & Business – Community; EVP Human Resources; EVP Chief Technology & Information Officer; EVP Field Operations; EVP Chief Customer Experience Officer; SVP Chief Procurement Officer; Chief Data & Analytics Officer; EVP Chief Growth and Innovation Officer; and President of News, Advertising and Programming.

The company recognizes that it is still at the beginning of its 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. We will continue to review our actions through this lens to reduce our environmental impacts, both operationally and in the wider world.

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Key ESG Focus Areas

ENVIRONMENTAL SUSTAINABILITY AND OPERATIONS

We've developed an environmental baseline for our offerings and operations, which will inform goal setting and value creation throughout our business.

DIVERSITY AND INCLUSION

We embed a culture of togetherness in day-to-day work and drive inclusivity through our Affinity Groups, fostering belonging and improving understanding of cultural differences.

CONNECTING COMMUNITIES

We positively impact the communities where we live and work through partnerships that promote STEM education, volunteerism, and digital equity.

ESG Highlights

ENVIRONMENTAL

Calculated baseline **Scope 1, 2, and 3** greenhouse gas emissions

Initiated a **Science-Based Target** evaluation

Made investments in energy efficiency and renewables including LED lighting, fuel cells, and solar photovoltaics at our Bethpage facility

Developed **Green Fleet** Strategy

Implemented a waste management strategy leading to **positive E-waste impacts**:

+ 2,129 metric tons reused
+ 2,707 metric tons recycled

SOCIAL

Several leaders named to industry magazine **Diversity, Pride, Most Powerful Women, and Most Influential Leaders Lists**

8 employee Affinity Groups

Perfect Score of 100 on the Human Rights Campaign's Corporate Equality Index for the past four years

Named "Best Place to Work for Disability Inclusion" by Disability Equality Index

Our local and national partnerships enabled us to engage with more than **440 communities**

$1M to fund thousands of classroom projects through Donors Choose

GOVERNANCE

Formed dedicated **team of ESG** professionals to strengthen our company-wide practices

Conducted the company's first-ever **climate risk assessment**

Completed our first **SASB Index**

Created **Chief Corporate Responsibility Officer role**

Launched **ESG Steering Committee**

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, shrinking our consumption of natural resources, and encouraging more responsible environmental practices.

We believe responsible sustainability management drives positive outcomes across the board—for our communities, our planet, and the growth of our business. As environmental concerns grow among customers, investors, employees, and other stakeholders, our phased approach ensures we manage our environmental priorities strategically, while working to enhance our operations and control outcomes throughout our value chain.

Our Approach to Environmental Sustainability

To bring our ESG ambitions to fruition, we are taking a responsible approach to:

CREATE A COMPREHENSIVE ENVIRONMENTAL BASELINE OF OUR OFFERINGS AND OPERATIONS

to deepen our understanding of risk management and growth opportunities. This includes calculating our total 2022 energy usage and measuring our 2022 Scope 1, Scope 2, and Scope 3 GHG emissions to provide a basis for future carbon mitigation goals. Key action areas we've identified include reducing energy consumption and GHG emissions, reducing the environmental impact of our products and packaging, optimizing our waste management program, and assessing our climate-related risks and opportunities to build resiliency into our network and business operations.

ESTABLISH SUSTAINABILITY GOALS

developed from our baseline calculations as well as feedback and insights from valued constituencies.

PLAN AND IMPLEMENT SHORT-, MEDIUM-, AND LONG-TERM SOLUTIONS

to impact areas identified to improve our impact on the environment and expand our ESG goals and efforts over time.

Solar installation at 1111 Stewart Avenue, Bethpage, NY

Our Key Environmental Management Initiatives

### Optimizing Energy Consumption

We have taken and continue to take steps to reduce our energy consumption and fossil fuels use across our network, facilities, and fleet, leveraging technology and partnerships to achieve energy efficiency and renewable energy upgrades.

In 2022, we built and brought online a 500 kW solar installation at our Bethpage facility. Our New York sites also participate in Community Distributed Generation (CDG), a utility-regulated program that allows communities to benefit from affordable renewable energy from a mix of sources, including solar.

Many of our critical facilities have upgraded their HVAC systems to improve energy efficiency, and over the past two years 105 of our locations have installed more efficient LED lighting.

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Determining Our Scope 1, 2, and 3 GHG Footprint

We began monitoring our Scope 1 and 2 GHG emissions in 2021. We used the World Resource Institute (WRI) GHG Protocol Corporate Standard to complete the inventory. In 2022, we completed both our Scope 1 and 2 operational emissions and our Scope 3 value chain emissions.
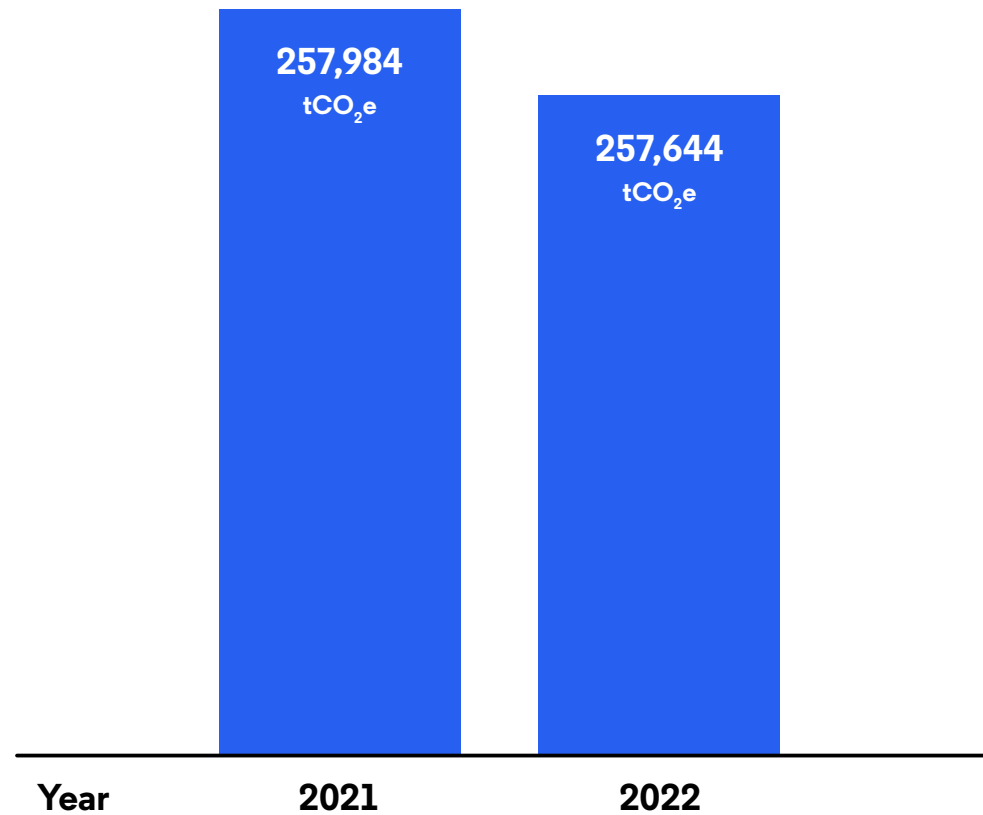

Scope 1

Scope 2

2022 GHG Emissions
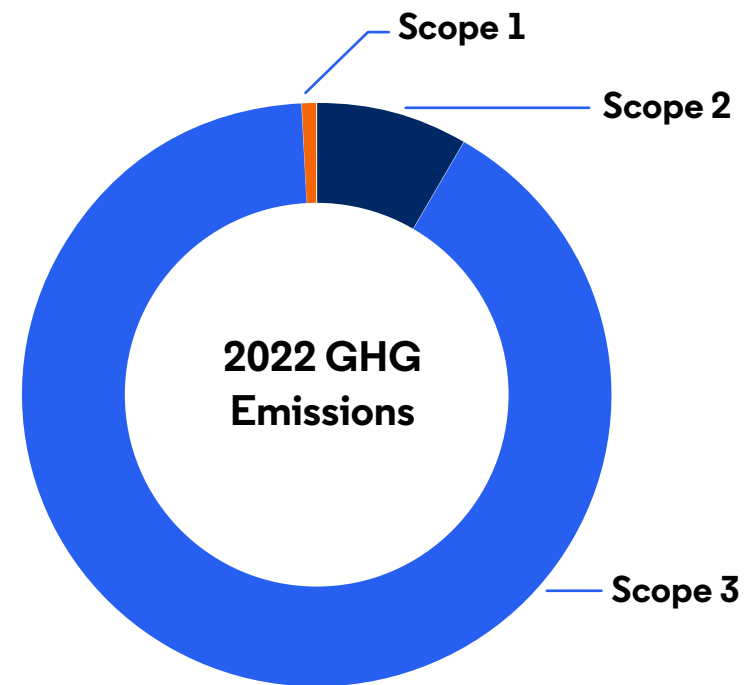
Scope 3

GHG Emissions		Units	2021	2022
Scope 1 (Gross Direct) GHG Emissions		tCO_2e	35,599	40,390
Scope 2 (Gross Energy Indirect) GHG Emissions	Location-based	tCO_2e	225,665	218,998
	Market-based	tCO_2e	222,385	217,254
Total (Scope 1 + 2)	**Location-based**	**tCO_2e**	**261,264**	**259,388**
Total (Scope 1 + 2)	**Market-based**	**tCO_2e**	**257,984**	**257,644**
Scope 3 (Other) GHG Emissions		tCO_2e	-	1,547,491

The data was composed using the Operational Control consolidation approach. Other emission sources identified outside the above scopes include refrigerant R22, contributing to 1,844 tCO_2e emissions in 2022.

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.
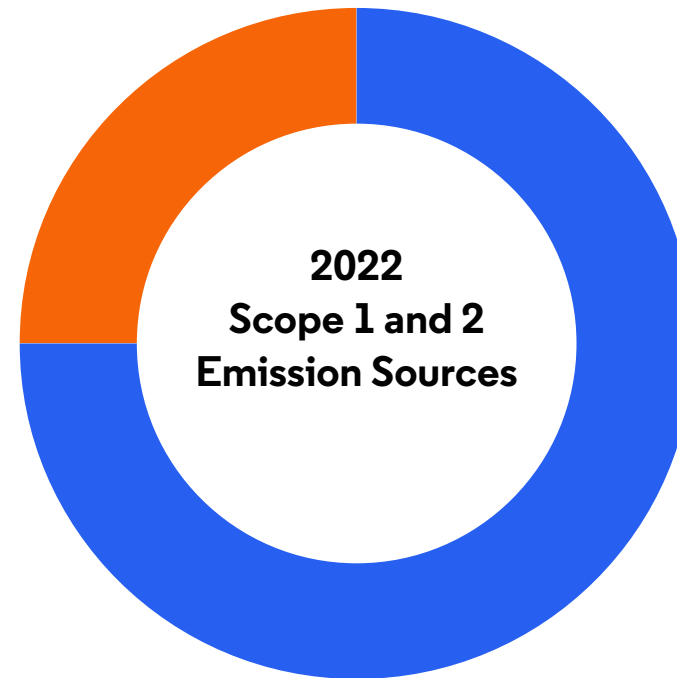
Scope 1 and 2 Emissions
(Year over Year)

257,984 tCO$_2$e (2021)

257,644 tCO$_2$e (2022)

Year   2021   2022

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 facilities and data centers.

2022
Scope 1 and 2
Emission Sources

75%
Purchased electricity powering facilities, data centers, power supplies, and network

25%
Owned and operated fleet, fuel cell, and other emissions

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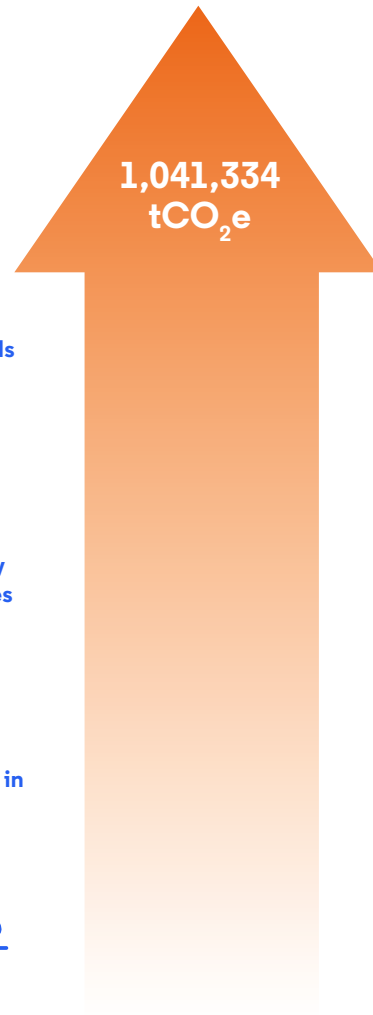
Assessing our Scope 3 emissions not only provides us with a more complete view of our GHG footprint but is a crucial step toward developing a science aligned target that supports our climate goals.

Scope 3:

Indirect emissions from activities we do not own nor operate.

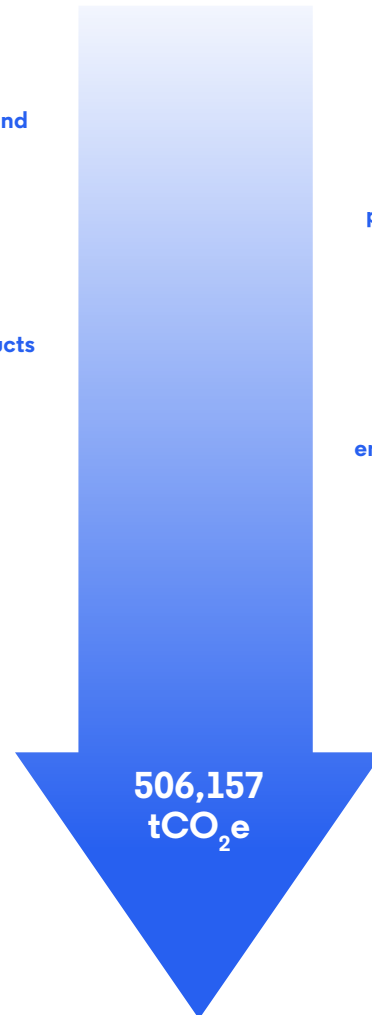**2022 Scope 3 Emissions: 1,547,491 tCO_2e**

UPSTREAM ACTIVITIES

1,041,334 tCO_2e

purchased goods and services

capital goods

fuel and energy related activities

transportation and distribution

waste generated in operations

business travel

employee commuting

leased assets

DOWNSTREAM ACTIVITIES

transportation and distribution

processing of sold products

use of sold products

end of life treatment of sold products

leased assets

investments

franchises

506,157 tCO_2e

Reimagining Our Fleet

To identify opportunities for efficiency and emissions reduction in our 4,200+ vehicle fleet, the company partnered with a telematics company to collect and analyze driver and vehicle data, track fuel consumption, identify vehicles that should be replaced, and pinpoint inefficient driver behaviors. This data informed 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

Exploring EVs and EV infrastructure

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

Collaborating with internal business partners

to minimize GHG emissions while meeting operational requirements

Educating our drivers

to encourage efficient route management and vehicle operation that leads to safer and more efficient experiences

Exploring 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

Leveraging industry partnerships

such as the Clean Cities Coalition to continue innovating and stay ahead of industry trends

Replacing older vehicles

to root out inefficiencies

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News 12 Spotlight

News 12 is the company's hyper-local news network, covering communities throughout the Bronx, Brooklyn, Long Island, New Jersey, Connecticut and the Hudson Valley. Over the past decade, the network has exemplified our commitment to sustainability both by taking direct action to reduce its own environmental impacts and by airing hundreds of on-air stories that build greater sustainability awareness.

News 12 was an early adopter in the use of hybrid vehicles for its news-gathering operation, and continues this long-standing commitment to fuel efficiency and lowering emissions today. Over the last few years, News 12 has purchased more than a dozen hybrid vehicles, with the goal of replacing all retiring older vehicles with hybrids. News 12's hybrid fleet is used both for daily news-gathering assignments and for on-air reporting, with the network-branded Thunderbolt 12 hybrid SUV used for weather spotting and delivering live weather coverage from the field.

"For News 12, sustainability is always part of the consideration when purchasing news-gathering solutions. It's also part of our ongoing on-air mission to cover stories that impact our communities and that can make a difference in people's lives. This can range from something as simple as our staff using rechargeable batteries, to using hybrid vehicles on assignment, to using LED studio lighting. The energy efficiency, conservation, and operating cost reductions we see from implementing these sustainable solutions is a win-win for both the company and the planet."

— Milan Krainchich, **News 12 SVP Network Production & Technology**

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 virgin resource extraction, replacement product manufacturing, and the waste disposal process.

We continue to enhance our comprehensive waste management strategy and are developing sustainable materials management goals based on our 2022 baseline waste data. This data includes the quantity by weight of electronic waste (e-waste), general waste, and universal waste materials that the company reuses, recycles, incinerates (waste-to-energy), or sends to landfill if no better disposal options remain.

E-Waste

The company follows a program of e-waste refurbishment and reuse and works with IT asset disposition (ITAD) vendors certified to the Responsible Recycling (R2) standard to dispose of all non-functional and unrepairable electronics. Through these initiatives, we help avoid the negative social, health, and environmental impacts[1] associated with the disposal of hazardous materials while allowing the recovery of gold, copper, and rare earth minerals (including conflict minerals) for reuse or recycling.

4,836MT
In 2022, we diverted 4,836 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, leading to pollution. 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 risk to human health.

E-waste

Our refurbishment program cleans, tests, and repairs used Customer Premise Equipment (CPE) (set-top boxes), 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 2022, we diverted 4,836 metric tons (MT) of e-waste from landfill: 2,129 MT (44%) through reuse and 2,707 MT (56%) through recycling.

To connect our customers with our e-waste efforts, we've launched a national cell phone recycling program that is now 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-owed mobile phones in exchange for Optimum credit. Together, our mobile phone recycling and trade-in programs support our commitment to recovery, reuse, and recycling of electronic devices to divert as much e-waste as possible from landfill.

2022 E-Waste

2022 Total E-Waste:
4,836MT

2022 E-Waste Reused:
2,129MT

2022 E-Waste Recycled:
2,707MT
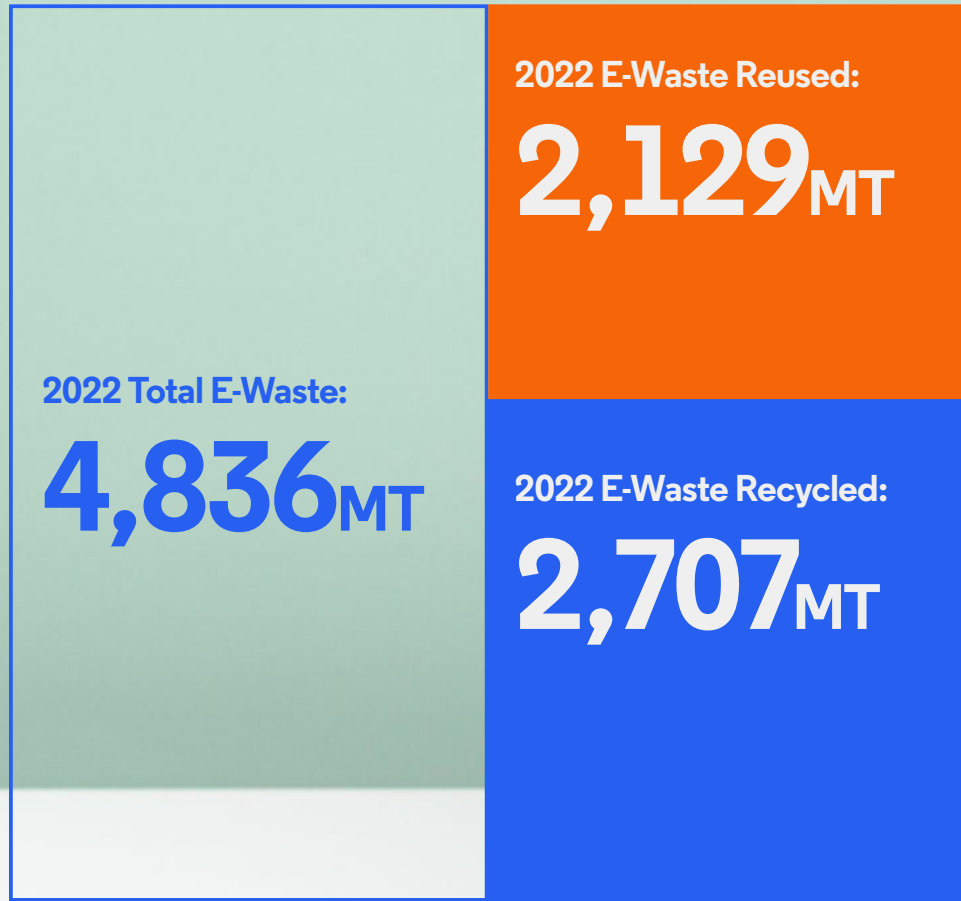
General Waste

The company is committed to responsibly managing our general waste (everyday trash) through source reduction, recycling, and composting initiatives, and reducing the volume of waste we send to landfill. We measure and account for our total general waste footprint by working closely with our regional waste management partners, who provide us with either calculated or estimated waste data annually and help us identify opportunities to increase diversion rates across our facilities and operations. The waste data provided includes total waste by weight that is either recycled, composted, sent to landfill, or incinerated.

At the end of 2022, we began implementing sustainable resource management and waste reduction best practices at our largest administrative office, located in Bethpage, New York. Highlights of this initiative include restructuring solid waste collection agreements for Zero Waste, right-sizing waste collection containers and service levels, and switching to a sustainability-focused waste management service provider that is helping us implement a single-stream recycling and composting program to divert general waste from landfills and incineration.

To reduce our overall paper waste, we are stocking all company offices with copy paper either made from 30% post-consumer recycled content or certified by the Forest Stewardship Council (FSC), ensuring the paper has been harvested from sustainably managed forests. We also encourage our customers to opt for paperless billing, and as of December 2022 had enrolled more than 2 million Optimum customers in this program, significantly reducing our paper-related waste.

1,001MT

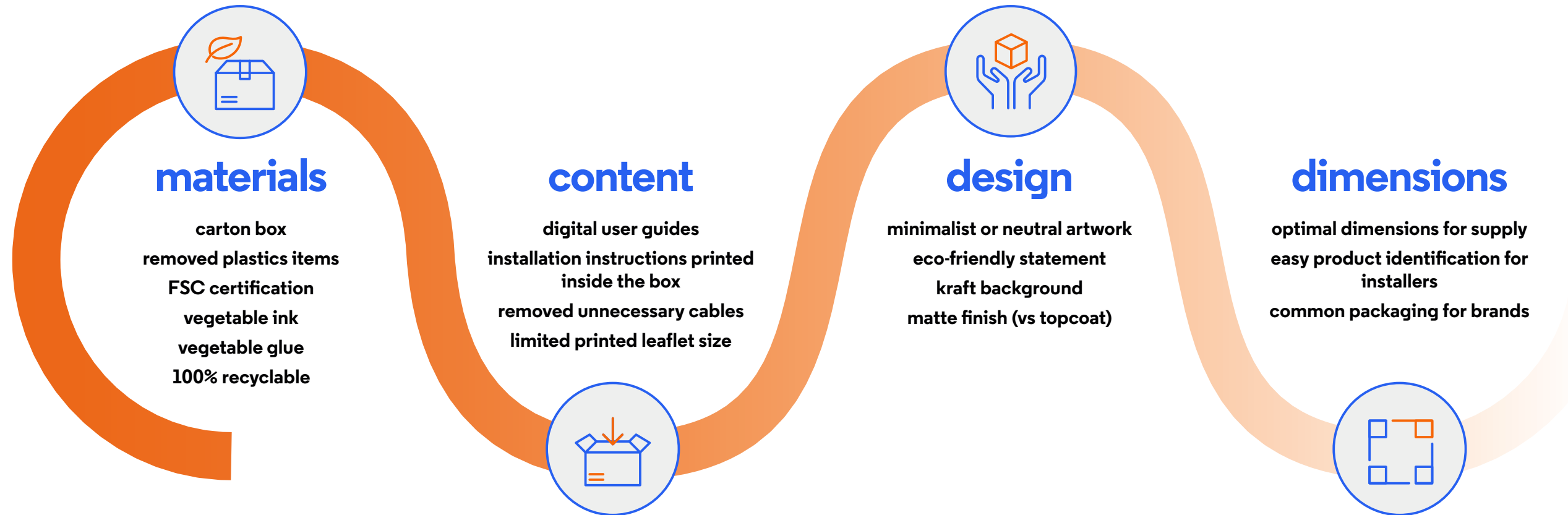In 2022, we diverted 1,001 metric tons of general waste from landfill

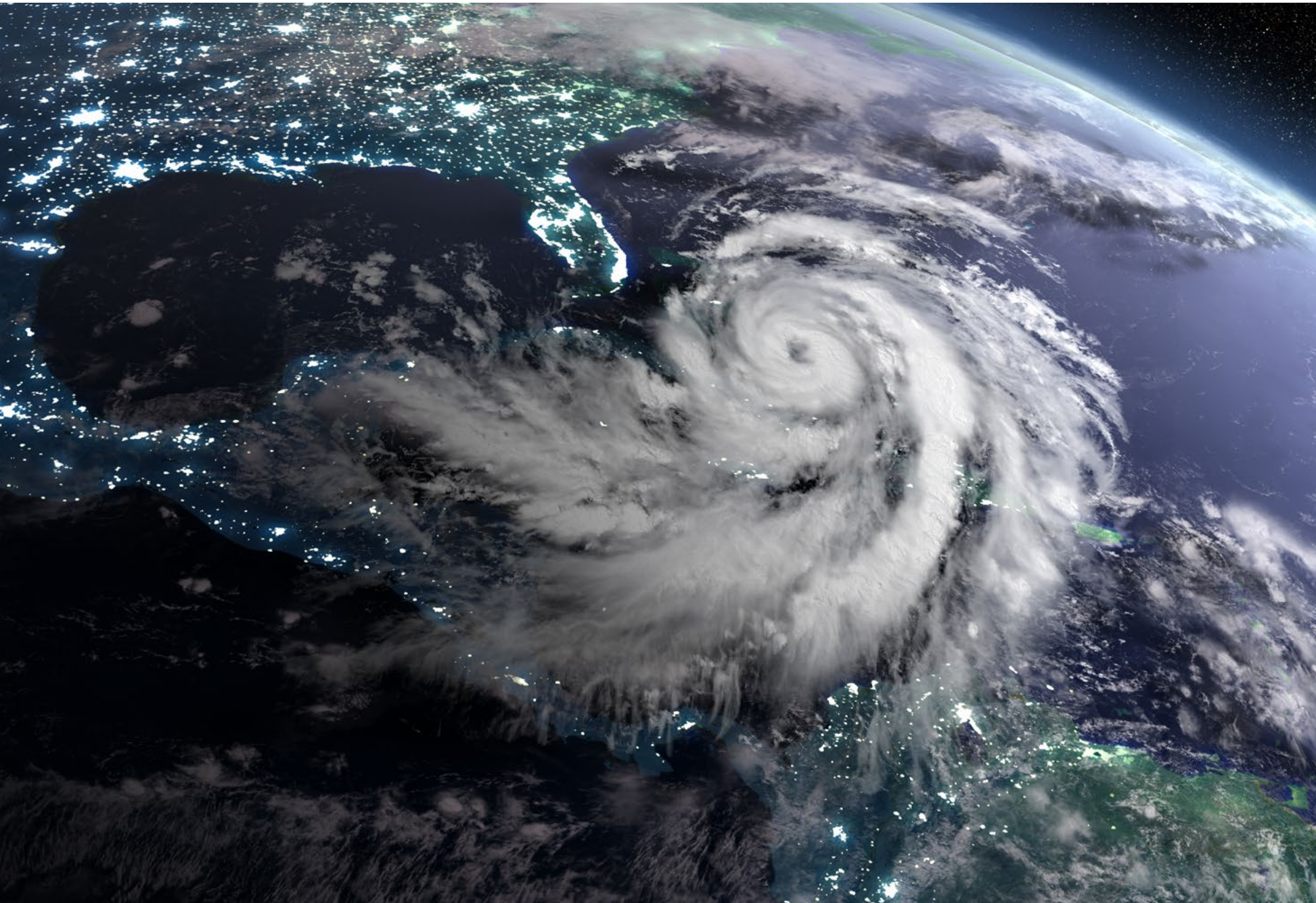# Reducing Our Product and Packaging Footprint

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.

materials

carton box
removed plastics items
FSC certification
vegetable ink
vegetable glue
100% recyclable

content

digital user guides
installation instructions printed inside the box
removed unnecessary cables
limited printed leaflet size

design

minimalist or neutral artwork
eco-friendly statement
kraft background
matte finish (vs topcoat)

dimensions

optimal dimensions for supply
easy product identification for installers
common packaging for brands

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Managing Climate Risk

If left unchecked, climate change will increasingly impact society and climate-related risks will likely continue 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 evaluate climate risks and opportunities using multiple methods, including by performing scenario analysis, as a way to estimate potential impacts on the company and to inform our risk management strategies going forward. We continue to develop our risk management approach in a way that accommodates and incorporates climate risks.

We have completed an assessment of Scope 1, Scope 2, and Scope 3 GHG emissions, in line with GHG Protocol standards. 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. Finally, we have begun the process of setting targets and utilizing metrics to track our progress in mitigating company impacts on the climate and risks associated with climate change.

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 ever-changing circumstances. At the management level, our Health, Safety, and Environment (HSE) portal provides a framework for identifying, reducing, and eliminating potential hazards to our employees, customers, and the environment. Day to day, our workplace health and safety programs aid employees in understanding how to prevent incidents and injuries.

We work toward our health and safety objectives by focusing collectively on positive safety behaviors, identifying and controlling potential hazards, and applying health and safety fundamentals as part of our daily activities. We investigate all health and safety incidents through our Incident Management Review (IMR) process, which uses root cause analysis to enable the assignment of effective corrective and preventative measures. Our HSE programs are developed in accordance with American National Standards Institute and Occupational Safety and Health Administration standards and regulations and are constantly evolving to meet employee needs, regulatory standards, and industry best practices.

"We strive to create a working environment where a safety mindset is embedded in everyone and everything we do. Engaging all employees for input ensures a world class employment experience with health and safety as a foundational pillar."

—Tom Lynch,
Senior Director, Health & Safety

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Diversity and Inclusion

To succeed in today's environment, we need the best and brightest ideas, we need innovators, 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.

In 2023, we introduced our D&I theme, *Be Well*, to drive greater allyship, intersectionality and awareness at the company and help deliver on our key strategic pillar: *Inspire the Best People*. The D&I theme 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 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. Our eight employee Affinity Groups provide opportunities for our people to influence our inclusive culture and engage on specific issues. With a perfect 100 score from the **Human Rights Campaign's Corporate Equality Index** over the past four years and "Best Place to Work" recognition from the **Disability Equality Index**, we are seeing our efforts make a difference.

Our formal D&I program is led by our Chief Diversity Officer and advised by our Executive Sponsors and Executive Diversity & Inclusion Council.

Our Approach to D&I

CULTURE

Foster inclusion by advancing a company culture that is fair, supportive, and understanding, and welcomes differences in backgrounds, experiences, and cultures.

CAREERS

Provide a path for employees to pursue professional and personal development, deepening engagement and improving recruitment and retention.

CUSTOMERS AND COMMUNITY

Embrace varying perspectives as we innovate and evolve products and services for our customers and celebrate the diversity of the communities we serve.

Culture

Affinity Groups: Promoting Corporate and Cultural Diversity

The company has eight employee Affinity Groups to provide space for employees to actively engage and influence our D&I culture, focusing on talent, workplace culture, community, products, services, and operations. All groups liaise with our Chief Diversity Officer and 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 are helping create a greater sense of belonging, improve understanding of differences, inform business practices and policies, and aid the company's efforts to recruit and retain diverse top talent.

Our Employee Affinity Groups Include:

AAPI COMMUNITY TOGETHER (ACT)

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

ALTICE ACCESS

Increases awareness toward employees and customers with accessibility needs.

ALTICE GENERATIONS

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

ALTICE TOGETHER

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

BLACK EMPLOYEE AFFINITY NETWORK (B.E.A.N.)

Focuses on enhancing the experience, retention, and development of all Black employees.

HER IMPACT NETWORK

Provides exposure, opportunity, and advocacy to advance women's representation and impact at the company.

THE MILITARY FAMILY

Helps the company leverage the unique strengths and experiences of veteran employees to gain competitive advantage in our markets.

LA VOZ UNIDA

Connects the company's Latino talent and builds bridges between the company and the Latino community.

"I am very proud that, at Altice USA and Optimum, every employee is encouraged and supported to show up as their authentic self, a mindset that is rooted in providing our employees and our customers with the best experiences possible. We are fortunate to have fantastic employee leaders driving our Affinity Groups, and I personally thank them for their continuous leadership and advancement in promoting acceptance, inclusion, and allyship. It is the passion, commitment, and resilience of all our Affinity Groups, and our teams across the country helping to connect employees across different backgrounds and experiences, that's bringing us all closer and stronger together."

— Dennis Mathew, **Chairman and CEO**

Diversity & Inclusion Leadership Summit Spotlight

In November 2022, our annual Diversity & Inclusion Leadership Summit welcomed leaders from our eight employee Affinity Groups for two days of activities and networking opportunities with senior executives and business leaders from across the company. Affinity Group leaders reflected on and received recognition for their 2022 D&I successes and discussed how we can further integrate D&I into our culture and business practices. Well received by attendees, the summit set the scene for greater engagement around D&I, allyship, and engagement for 2023 and beyond.

Diversity Week: A Celebration of Our Culture of Inclusion

Be Well, our D&I theme, has helped drive greater allyship, intersectionality, and awareness among our employees, and has helped deliver on our key strategic pillar: *Inspire the Best People*. We know that when our employees can be their best selves in all aspects of their lives, we are more innovative, more inclusive, and stronger as a company.

Against the backdrop of *Be Well*, we organized our own *Diversity Week: A Celebration of Our Culture of Inclusion*, a week of sessions with best-in-class speakers and leaders sharing new tools and perspectives to help us be our best selves every day. Embracing all employees, Diversity Week was a way to bring our people together, celebrate our differences, and help build an environment focused on inclusivity and collaboration.

Careers

Cultivating Diverse Talent

We are a company of high performers. As individuals and as a team, it's in our DNA to always do more, deliver quality, and find new ways to do better. We have high expectations because we want to deliver the best experience for our customers, our colleagues, and ourselves. We've built an amazing team that thrives on collaboration and inclusion, and brings a diversity of ideas and perspectives that makes us a stronger company: optimistic, innovative, and entrepreneurial.

Our D&I focus extends throughout the employee experience:

+ **Recruiting and Development:** Our corporate and recruiting sites include a dedicated D&I focus and messaging on our D&I culture.

+ **D&I Training:** We provide D&I training for all new hires during onboarding and mandatory live and virtual unconscious bias (UCB) training for all people leaders.

+ **Speaking with One Voice:** We communicate company-wide about D&I's importance and our corporate stand on key events and issues.

"Innovation is crucial for any company and decision making is the key ingredient to achieving innovation. Diverse and inclusive teams innovate better, period. Our company's motto says it all, 'Together Has No Limits' - it's all about inclusion. I have four takeaways from working with our Affinity Groups to foster innovation through D+I. 1) Always seek others' perspectives, 2) Be wary of the word 'expertise' - great ideas come from many places! 3) Encourage employees to bring their whole selves to work. And 4) Foster psychological safety in the workplace. Employees need to feel safe in order to bring their ideas forward."

— Kunal Sharma, **Product Manager, Technology**

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## Executives Recognized for Diversity Leadership

In 2023, Cablefax named four 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.
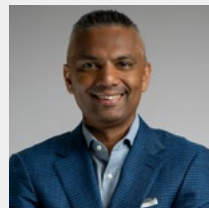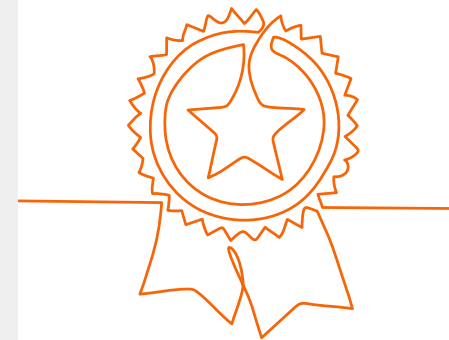
Dennis Mathew
Chairman and CEO

Shuvankar Roy
Executive VP,
Chief Customer Experience Officer
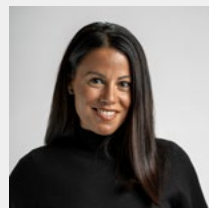
Lisa Gonzalez Anselmo
Executive VP,
Communications and Diversity Officer

Pragash Pillai
Former Chief Technology
and Information 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 2023, three of our own made the list.
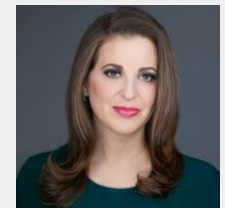
Tara Rosenblum
Senior Investigative Reporter, News 12,
a "Game Changing On-Air Talent"

Hena Doba
Anchor and Reporter, Cheddar News,
a "Game Changing On-Air Talent"

Natalia Irmin
Director of Strategic Data and Media Partnerships, a4,
a "Data & Research Trendsetter"

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Customers & Community

PRIORITIZING ACCESSIBILITY FOR OUR CUSTOMERS

To help us build and maintain connections with all our customers, the company worked to develop a set of accessibility standards for our retail stores that go beyond requirements. Comprising 135 data points covering facility design and operations, the standards launched in 2023 for all new retail construction projects.
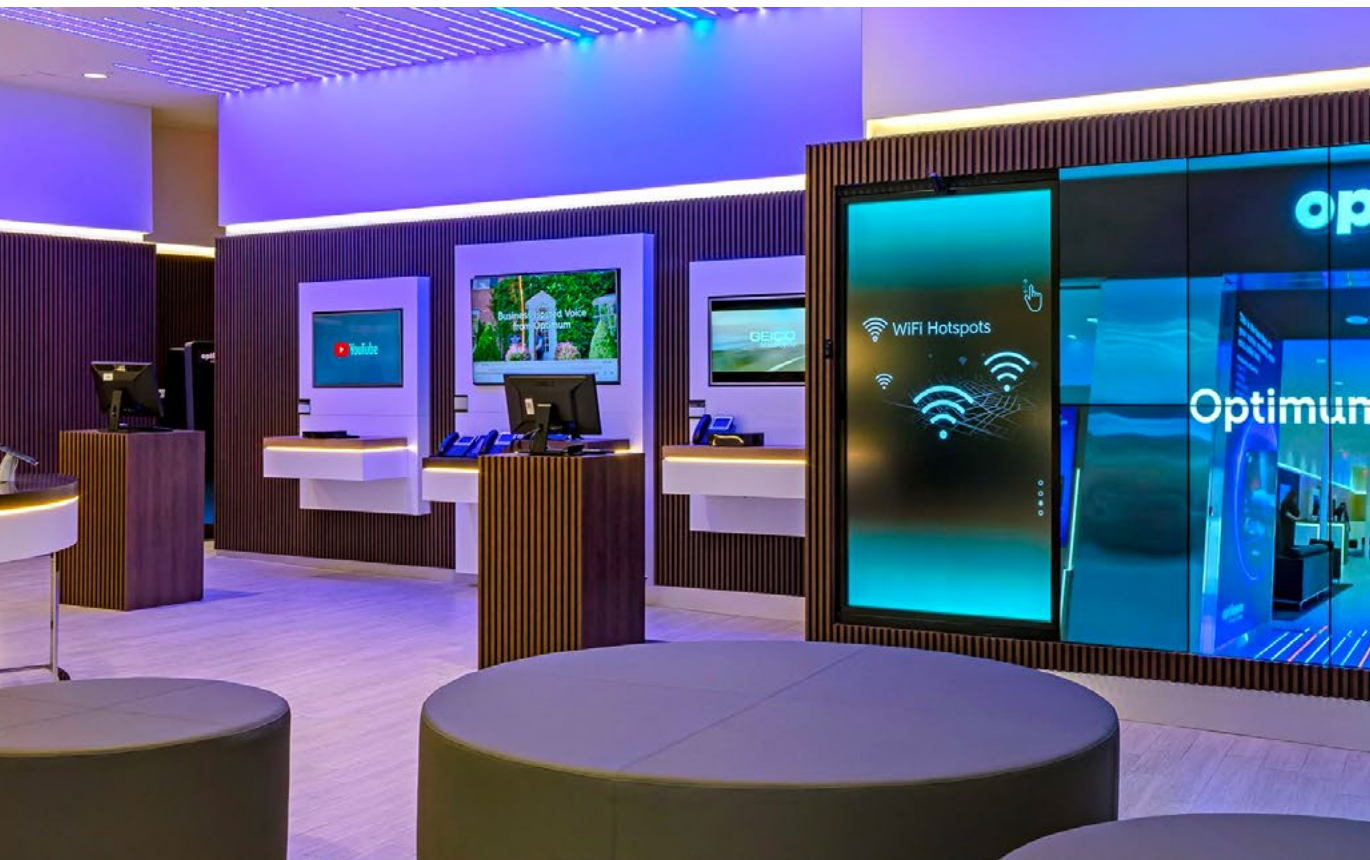
PARTNERS IN PURPOSE

For more than 25 years the company has partnered with Maryhaven, a New York nonprofit dedicated to helping people with special needs—the most underemployed population in the U.S.—reach their highest potential and enjoy a life full of dignity, purpose, and inclusion. Through the partnership, we have enabled Maryhaven to create jobs for individuals with disabilities, including work in e-waste recycling.

D&I-Focused Events and Initiatives

Throughout 2022 and 2023, 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

During Hispanic Heritage Month in September and October, Optimum and co-sponsor TelevisaUnivision held our annual Hispanic Heritage Month essay contest, inviting students across our 21-state footprint to write about a person or group of Hispanic heritage that's been instrumental in fostering connection to their culture, their community, or those outside their community. Prizes were awarded to finalists in both the high school and middle school categories, including four Grand Prize scholarships. For the first time, we also awarded special gifts to educators who sponsored the highest number of student essay submissions.

"Hispanic Heritage Month is a celebration of cultures and unity. A reminder that it doesn't matter where we come from, or how different our dialects are from country to country, we are part of a big family sharing the same Latino pride."

— Stephanie Vasquez, **La Voz Unida Leader, Marketing Specialist**

Pride Month Celebrations

Our Altice Together Affinity Group led Pride Month celebrations in partnership with employees from across the company who participated in several walks and parades across our footprint. These walks included the AIDS Walk in NYC and the Long Island Pride Parade in Huntington, NY. Altice Together also partnered with the ACT (AAPI Coming Together) Affinity Group to host a "Pride Month Short Film Screening" directed and produced by one of our own employees. The month ended with our third consecutive year of Pride Month trivia, which tested employees' knowledge of all things LGBTQ+.

Representation in Technology: Discussion During Black History Month

To celebrate both Black History Month and Women's History Month, our Black Employee Affinity Network (BEAN) hosted a panel discussion in February 2023 with special guest Janeen Uzzell, CEO of the National Society of Black Engineers (NSBE). The discussion highlighted NSBE's work to support and advance the aspirations of Black students in engineering and technology, Uzzell's own path as a Black female engineer, the professional and personal experiences of the other panelists, and the role we all play in creating a more diverse, equal, and inclusive workplace and a more diverse talent pipeline.

WE Are the Future Blog Contest

In October and November, Optimum Business invited high-school-age future WEs (women entrepreneurs) to write 500-word blog posts telling what inspired them to want to become entrepreneurs and how their future businesses and leadership can contribute to a better tomorrow. The winner was featured in a multi-platform social media campaign and had her article posted on **Optimum's Business Blog**.

"AAPI Heritage Month reminds us to continually advocate for diversity, equity, and inclusion in the workplace and society, for the AAPI community and other minority groups. It's a great time to celebrate and learn about various AAPI cultures as well."

— Catherine Yam, **Manager, Content Strategy**

Celebrating AAPI Heritage Month

For Asian American and Pacific Islander Heritage Month in May 2022, our AAPI Community Together (ACT) Affinity Group hosted a tea ceremony demonstration, a calligraphy activity, and an educational presentation at our Long Island City headquarters, plus virtual trivia. In addition, in celebration of Diwali, also known as the Festival of Lights, ACT hosted a celebration and talent show, "Optimum's Got Talent!".

Connecting Communities

Altice USA and our leading brand, Optimum, have a robust local presence in our operating regions, with strong community involvement. Our community engagement efforts aspire to help uplift these communities, providing resources that enable them to grow and thrive across four key pillars: expanding digital equity, inspiring young innovators, supporting small businesses, and enriching local communities. As of August 2023, local and national partnerships have enabled engagement in more than 440 communities across 18 states.

Expanding Broadband Access and Digital Equity

We understand the power of connectivity. We know building a better world requires everyone's talents and abilities, so we focus relentlessly on creating next-generation telecommunications that can bring people together and deliver opportunity to underserved communities. 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 adoption efforts.

Since the company's formation in 2016, we have offered a low-cost broadband option to eligible low-income students, seniors, and most recently veterans through our Optimum Advantage Internet program, which is priced at $14.99/month.

In the Community

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

Big Apple Connect

Our Optimum brand partners with the New York City Office of Technology and Innovation (OTI) on Big Apple Connect, a landmark digital equity program providing free high-speed internet and basic cable TV to residents living in New York City Housing Authority (NYCHA) developments.

NYC Homeless Shelter Project

Since 2021, Optimum has partnered to provide connectivity to nearly 7,000 units in more than 140 New York City family homeless shelters. Over six months, we implemented a sustainable broadband solution for a housing-insecure population that may otherwise have lacked fixed connectivity access.

Affordable Connectivity Program

The company is proud to participate in the federal Affordable Connectivity Program (ACP), which provides a discount of up to $30/month toward internet service for eligible households, and up to $75/month for households on qualifying Tribal lands. Households in our service areas can use the ACP credit to fully cover 300 Mbps home internet service, or apply the credit toward any available broadband service tier we offer, up to and including our 1 Gig product. In 2022, the company was one of 20 internet providers **recognized** by the White House for delivering high-speed broadband at no cost to low-income American families.

FREE INTERNET
with the Affordable
Connectivity Program

Inspiring Next-Gen Innovators Through STEM Education

Connectivity has raced forward over the past two decades, introducing 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 evolution forward—but to make that a reality, education is key.

The company is committed to supporting and inspiring the next generation of innovators through sponsoring science, technology, engineering, and math (STEM) competitions such as *FIRST* Robotics and the Optimum Innovator Awards. By providing students with the resources to support their dreams, we are helping bring the future to light.

FIRST Robotics and Optimum Innovator Awards

The company is 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. Each year, the company provides nearly $150,000 in support to *FIRST* Robotics, sponsoring more than 50 high school teams as well as regional events in Long Island, Texas, North Carolina, New York City, and New Jersey.

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 2023, our fourth annual awards honored 21 teams for achievements that included:

+ Partnering with local organizations to recycle used parts
+ Translating team training guides to make robotics more inclusive to non-English-speaking students in their community
+ Mentoring thousands of younger students in STEM
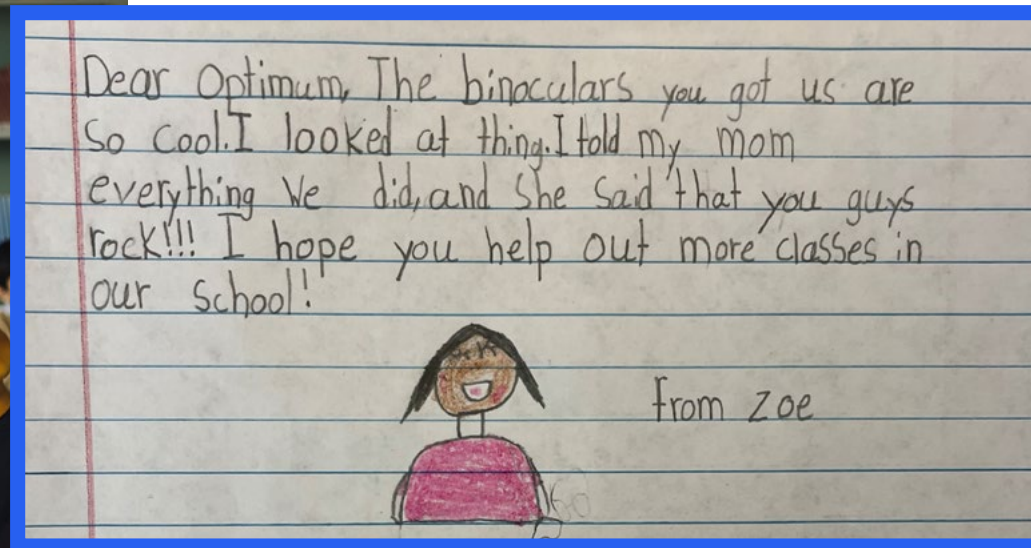+ Developing virtual STEM courses that engaged thousands of international students

Supporting Community Schools

Over the past three years, the company has provided nearly $3 million to 4,810 schools, supporting over 7,000 public school teachers and their classrooms in our communities through a partnership with **DonorsChoose**, a nonprofit platform through which teachers can request funding for specific resources and materials. In 2022, our $1 million commitment funded thousands of classroom projects organized by public school teachers in hundreds of communities. With a focus on STEM, the funding enabled access to tools, technology, and experiences that support student success. Company employees also had the opportunity to direct a portion of the funding to a project of their choosing.

"I have a classroom full of wonderful students who will be thrilled to get new hands-on materials. Your support of education is much appreciated. Thank you for being willing to help this generation of children during such an important time in their lives!"

— **Teacher, Jonesboro, Arkansas**

Dear Optimum, The binoculars you got us are so cool. I looked at thing. I told my mom everything We did, and she said that you guys rock!!! I hope you help out more classes in our school!

From Zoe

Providing Technology Corner for Boys & Girls Club

Our Optimum brand recently unveiled a new Optimum Technology Corner that provides computers and high-speed internet access to help children at the Salvation Army Boys & Girls Club work on school assignments and generally increase their digital literacy. The initiative is part of Optimum's ongoing partnership with the Boys & Girls Club, supporting a shared commitment to provide students with resources that contribute to their success.

"The idea for the Optimum Technology Corner stemmed from our partners at Optimum identifying a need and quickly taking action," said Justin Clark, the club's Executive Director. "At the Boys & Girls Club, we recognize the role technology plays in today's world, and we are so thankful to Optimum for their continuous partnership and critical investments that provide our members access to technology and STEM learning opportunities, which contribute to strong digital literacy skills and inspire interest in STEM opportunities."

Supporting Small Businesses in the Digital Economy

The company is 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, Optimum has been proud to provide grants to small businesses in partnership with the US Chamber of Commerce Foundation. To date, Optimum has funded nearly 500 small businesses with financial grants, along with mentorship and other resources to support their growth, long-term success and resilience.

Enriching Local Communities

The company is committed to understanding the specific needs of the communities in which our employees live and work, so we can engage on a micro-level and help solve persistent challenges. By building community trust, we are seen as a real strategic partner, not just as another corporation that interacts transactionally.

"Optimum has a number of programs that allow veterans to be engaged internally and externally. As a Veteran, I am extremely proud to work for a company that supports the veterans that both work here and the veterans in the community"

— Elton Hart,
VP, Regional General Manager

Supporting 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 and nutritious food to more than 1,000 West Virginian 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, each month a team of our employees joins other MFB volunteers to help pack and distribute non-perishable food boxes, fresh produce, and baked items for as many as 300 veterans and their families in and around Beckley, West Virginia.

Steps4Vets

The Military Family Affinity Group partnered with our Community Affairs team to host our 4th annual Steps4Vets program. Steps4Vets is a challenge that invites employees to pledge to get active and move their body in any way in support of veterans. On behalf of each employee that participated, the company donated to the Veterans of Foreign Wars' (VFW) Unmet Needs program. This national program supports veterans and military families facing financial difficulties.

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2022 SASB Index[1]

1. All quantitative metrics are as of 12/31/2022

Topic and Code	Accounting Metric	Response	SASB Code
Environmental Footprint of Operations	(1) Total energy consumed (2) percentage grid electricity (3) percentage renewable	(1) 2,706,568 Gigajoules. (2) 70% from the grid. (3) 0.003% from renewable. The company installed a solar photovoltaic system in Bethpage, NY in December 2022.	TC-TL-130a.1
Data Privacy	Description of policies and practices relating to behavioral advertising and customer privacy	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. In 2022, we updated this privacy policy to align with several new state privacy laws and also launched a Your Privacy Choices web page to make it easier for consumers to view and manage all of their privacy choices via one transparent and easily accessible platform. As described in the **Optimum Privacy Policy** and at the **Your Privacy Choices** page: + 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 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 and Code	Accounting Metric	Response	SASB Code
Data Privacy	Description of policies and practices relating to behavioral advertising and customer privacy	**+ Disclosure:** We may share personal information among our affiliates and 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 and Connecticut 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. 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. Our other subsidiaries and lines of business—including News12, Cheddar News, Lightpath, i24News, RateMyProfessors, and a4 Advertising—maintain separate comprehensive, consumer-facing privacy policies concerning their collection, use, disclosure, and protection of personal information.	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 and Code	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) 6,928 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 and Code	Accounting Metric	Response	SASB Code
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	The vulnerability management policy includes processes for identifying and reporting vulnerabilities and tracking with asset owners. 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. 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. A cyber risk score assessment is continuously performed on public-facing assets to monitor for malware, botnets, spam, configuration issues, and other vulnerabilities. The company requires internal cybersecurity awareness initiatives that include annual compliance training for all employees as well as targeted training and education. The company regularly reports cybersecurity metrics including cybersecurity maturity, risks, and protections to the executive leadership team and business stakeholders. 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 cybersecurity.	TC-TL-230a.2

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Topic and Code	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) 4,836 mt (2) 44% (3) 56% (4) 0% The company takes action to help reduce e-waste. CPE and network 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 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.	TC-TL-520a.2

Topic and Code	Accounting Metric	Response	SASB Code
	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	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 2022 Form 10-K. We do not engage in paid private peering. We support bi-lateral private settlement-free peering arrangements. 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.	TC-TL-520a.3
Managing Systemic Risks from Technology Disruptions	(1) System average interruption frequency and (2) customer average interruption duration	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.	TC-TL-550a.1
	Discussion of systems to provide unimpeded service during service interruptions	The company leverages its Event Preparedness and Response Plan and Business Continuity / Disaster Recovery Plans to help address risks concerning significant events. Event Preparedness and Response 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. + Inside Plant (ISP): Headend management takes into account local environmental factors, ensures flood risks and similar threats are accounted for (equipment moved off floor, headends adequately sealed, raised facilities, sandbags available on site).	TC-TL-550a.2

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Topic and Code	Accounting Metric	Response	SASB Code
	Discussion of systems to provide unimpeded service during service interruptions	**+ Field Services:** Proactive contracts established with vendors and the ability to bring in additional headcount as needed for a storm. Also, 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. **+ Fuel Trucks:** During any fuel shortage scenario (weather or any scenario driven), in-place vendor agreements ensure there is adequate fuel for headend generators and technician vehicles, to provide continued service to communities. **+ Retail & Community:** Where and when possible, ability to provide WiFi access in stores (and charging when possible) along with mobile WiFi units to deploy strategically during significant events. **+ Redundant Call Centers:** Capability to shift call volume across geographically diverse call centers inside and outside the U.S. as needed. All tools and support resources have redundancy built into applications. **+ Customer Communications:** Proactive messaging ahead of events to ensure resources are available to residential and business customers. Automated outage alerts to subscribers, plus Outage Map to allow subscribers to self-serve for outage updates, including providing Estimated Time to Repair (ETR) when known. **+ Plant/Fiber:** Limit exposure to climate elements (fire, flooding, etc.). Where geography/population allows redundant routes for primary backbone links, avoiding single points of failure (not applicable to plant fiber/coax where it is the last mile and options are significantly limited). 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 utilizes power supplies and batteries in the event of loss of utility power. Optimum severe weather preparedness website: **https://www.optimum.com/storm** Outage Map Link: **https://www.optimum.com/outage-map**	TC-TL-550a.2

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Topic and Code	Accounting Metric	Response	SASB Code
	Discussion of systems to provide unimpeded service during service interruptions	Business Continuity is responsible for the identification of potential impacts that could compromise the company's ability to do business. It also provides a framework for building resilience and the capability and tools for an effective and timely response, which safeguards the interests of its key stakeholders, revenue, reputation, and image. This includes: + The management of the Company's Emergency Response Plans for employees to reference in the event of emergencies such as Fire, Hurricane, Severe Weather, Earthquakes etc. + The development and management of an overall Business Continuity (BC) program to establish Business Continuity Plans for the company's operating groups and departments. The plans identify critical business processes, applications, equipment and resources in each group and the strategy for maintaining business resilience in the event of a natural or manufactured emergency impacts the group's operations.	

Activity Metric (as of 12/31/22)	Response	Code
Number of wireless subscribers	240,000	TC-TL-000.A
Number of wireline subscribers	1,764,100	TC-TL-000.B
Number of broadband subscribers	4,282,900	TC-TL-000.C
Network traffic	In 2022, our advanced network carried approximately 102 petabytes of traffic on an average business day.	TC-TL-000.D

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