



TOTEM

2025 CSR COMMITMENT LETTER

TOTEM

June 29, 2023

Since its creation in November 2021, TOTEM has set out to define and implement an ambitious CSR policy, focusing on the priorities of its TowerCo business, while consolidating the knowledge acquired from Orange.

Responsible for assets built to last and supported by a team mobilized around a clear corporate project - to become Europe's benchmark and most trusted industrial TowerCo - TOTEM looks forward to long-term relationships with all its stakeholders.

In the face of environmental and social challenges, TOTEM is fully in line with the ambitious objectives of Orange's new strategic plan "Lead the Future."

Mobile infrastructures are strategic and specific levers to contribute to the success of these objectives: they are one of the foundations of digital inclusion in our societies, are based on an industrial activity involving numerous stakeholders, naturally forming a virtuous pooling of resources, and have a very long-term perspective. As such, TOTEM has a special responsibility to make the right choices today that will stand the test of time.

TOTEM's commitments are structured around two main priorities.



I- Reduce environmental risks and anticipate climate risks, to guarantee the long-term viability of its infrastructures

1/ By actively contributing, within the framework of its own strategic plan, to the Orange Group's goal of carbon neutrality in 2040, respecting the milestones of 2025 (-30% scopes 1 and 2 and -14% scope 3 vs. 2015) and 2030 (-45% reduction in scopes 1, 2 and 3 vs. 2020).

By its very nature, infrastructure sharing makes a major contribution to reducing the carbon footprint by avoiding the need to build towers. Between 2023 and 2026, TOTEM will have offset more than 2/3 of the carbon emitted during the deployment phase of its new sites through its pooling ambitions (tenancy ratio commitment of 1.5x in 2026), i.e., 21,000 tons of CO₂*.

Furthermore, to guarantee its customers renewable, predictable, and competitive energy, TOTEM is committed to the following by 2025:

- For scopes 1 and 2:

- In Spain,

- 100% of the energy purchased by TOTEM for its customers comes from renewable sources, a commitment that will be maintained until at least 2025.
- Added to this is a proactive action plan to reduce residual carbon emissions: solar panels to reduce generator runtime from 24 to 8 hours (reducing diesel consumption by 60% today and up to 70% by 2025), and the use of sensors to measure and reduce the impact of greenhouse gases in air conditioning systems.

- TOTEM France is launching a partnership with a startup to study the potential of integrating our infrastructures with renewable energy production equipment on urban rooftops.

- Scope 3 reporting is underway, to define a corresponding action plan by 2025.
- Finally, TOTEM will study the possibility of launching reforestation/carbon sink operations in all its countries.

2/ By guaranteeing 100% treatment of hazardous waste

- TOTEM is proactively committed in all its present countries, and by 2025:
- Will ensure that all its contracts with subcontractors include standard hazardous waste recycling clauses, and will commit to 100% compliance,
- Will train or raise the awareness of 100% of its employees, depending on their respective jobs,
- Will guarantee 100% battery recycling in Spain,
- In France, the introduction of the Ilocq electronic key solution to secure site access has already been accompanied by the recycling of previous Abloy keys.

TOTEM is also committed to studying, forming partnerships with, and selecting subcontractors capable of offering recycling solutions, in order to be fully involved in the virtuous circle of the circular economy.

3/ By ensuring respect for biodiversity around its sites

In all its countries, TOTEM is committed to:

- Maintaining its already commitment to 100% of contracts with subcontractors banning the use of phytosanitary products,
- Ensuring that 100% of its employees have been trained or made aware of the need to protect biodiversity, according to their respective jobs,
- Continuing to respect the nesting periods of migratory birds during its construction, development and maintenance activities (relocation and reinstallation of nests, creation of ad hoc nests)

TOTEM Spain is also committed to:

- Ensuring that 100% of new sites in protected areas are subject to an environmental study, particularly in terms of water consumption,
- Avoiding local water consumption in wetlands,
- Achieving ISO 14001 certification by 2025.

4/ By anticipating climate risks

Orange's historical expertise, since the launch of mobile deployment in the late 90s, demonstrates the robustness of our infrastructure. To guarantee its long-term future, TOTEM is committed to maintaining strict compliance with current standards and regulations in the construction process for 100% of all new sites.

Ad hoc studies are and will be carried out for particularly exposed sites.



II- To be the benchmark trusted player for our stakeholders - employees, customers, and landlords - by ensuring their safety, diversity and satisfaction

To build and maintain mobile infrastructures, the visible totems of our digital civilization, TOTEM aims to bring together diverse communities - employees, customers, and landlords - around a single large-scale, long-term industrial project: to develop the connectivity of our societies and create the conditions for growth shared by all.

To ensure the long-term commitment of each of these communities, TOTEM is dedicated to:

1/ Guaranteeing strict compliance with safety processes and training all employees in this absolute requirement.

Everyone's safety is a vital priority, and TOTEM intends to maintain the very high standards it has set itself from now until 2025 and beyond.

TOTEM already:

- Ensures that all its contracts with subcontractors include all safety clauses complying with the regulations and standards in force in each of its countries and is committed to achieving 100% compliance by the end of 2023.
- Implements country-specific verification procedures.

In addition, 100% of TOTEM employees will be trained or made aware of the safety modules relevant to their respective jobs, and all documentation will be available to all on the intranet.

2/ Ensuring a high level of diversity and equity within its teams

A firm believer in the strategic contribution of gender-diverse teams, TOTEM was created in November 2021 with a high level of female participation from the outset, averaging 35.9% in 2023, already well above traditional standards for technical teams**.

TOTEM is committed to remaining above the threshold of 35% women by 2025.

In addition, TOTEM is already exemplary in terms of non-discrimination in hiring and promotion processes, compensation policies and access to training. TOTEM will publish a Diversity and Equity Charter by the end of 2023, enabling it to maintain these good practices over time and guarantee the following commitments:

- TOTEM France: Professional Equality Index > 85%
- TOTEM Spain: compliance with current regulations, audited every year and already in place for 2022/23

3/ Guaranteeing a very high level of customer and landlord satisfaction, to be considered the most trusted player in each of its countries.

TOTEM is contractually committed to very long-term relationships with its customers and landlords. The development of its business and the security of its footprint are closely linked to the trust it builds with these key stakeholders. Proactive action plans have been set up in each of our countries, with the following objectives:

- For TOTEM France: achieving a positive NPS score by 2025

- 2023 = -3 (+ 5 pts vs. 2023)
- 2025 = +2 (+ 5 pts vs. 2024)



- For TOTEM Spain: to become the preferred TowerCo for its customers and landlords by:

- Setting up the Customer Care Service
- Measuring and improving service contracts

In conclusion, all the above commitments are the subject of reliable annual data collection and auditable reports.

As a reminder, TOTEM has a solid governance structure that relies on multiple factors:

- The establishment of a Board of Directors with at least five members, currently made up of:

- Nicolas Roy, CEO of TOTEM, Chairman of the Board of Directors.
- 2 Orange directors, not belonging to the Group's retail operating entities.
- 2 independent directors
- The formalization and monitoring of risk mapping



- The appointment of a Chief Safety Officer and a Chief Compliance and Ethics Officer in each entity.

- The appointment of a Group CSR Department and CSR Managers in each country, as well as the implementation of actions to raise awareness or train all employees in Corporate Social Responsibility.

- The inclusion of CSR clauses in all its contracts.

As a neutral player, we are committed to serving all our stakeholders to become the industrial TowerCo of reference and trust. I am confident in the ability of TOTEM's teams in all entities and countries to meet the major environmental and social challenges that will guarantee its long-term future and to keep pace with the new European regulatory standards, and I wish everyone every success in their respective commitments and tasks.

Nicolas ROY



* Based on information provided in the EY Parthenon study "The sustainability contribution of the European independent TowerCo sector" - March 2023

** Gender equality, a long-standing commitment | Corporate (orange.com)