

Frequently Asked Questions

Q: Why is e& PPF Telecom Group focusing on supplier sustainability?

A: Our Group is committed to building a responsible and ethical supply chain. By enhancing our focus on ESG standards, we aim to manage risks more effectively, increase supplier accountability and supply chain transparency, and ensure our entire value chain is prepared for evolving regulations, such as the EU's CSRD and CSDDD.

Q: Why is my company selected to complete an ESG self-assessment?

A: Your company may be invited based on a range of factors, including the product/service category, the size of our spend with you, or as part of a competitive tender process.

Q: Is it important to participate in ESG self-assessments?

A: Taking part in the self-assessment is a crucial step in our partnership. It provides us with the necessary transparency that helps us understand our supply chain's ESG performance and manage risks effectively.

Q: What happens if my company's performance is marked as high risk?

A: If an assessment identifies potential risks or areas for improvement, we will work together to create a collaborative action plan to address these gaps over a reasonable timeframe.

Q: How will the information my company provides be used, and is it confidential?

A: The information you provide serves as evidence of your company's various ESG-related policies and/or practices. This data is used exclusively for internal ESG risk management and evaluation processes. The information you provide is never shared publicly and access is restricted to relevant teams within the e& PPF Telecom Group, such as Procurement and ESG.

Q: What are the benefits for my company from participating in e& PPF's supplier assessment?

A: Participating in this assessment not only allows you to formally attest to your company's

responsible practices, but it also helps you align with international best practices and prepare for future regulatory requirements. Ultimately, this can enhance your competitiveness in the broader market.

Q: What are the primary expectations of e& PPF Telecom Group towards my business?

A: Our expectations are centered around three key areas of partnership and compliance:

- *Adherence to our Supplier Code of Conduct:* We expect all suppliers to sign and comply with our Supplier Code of Conduct.
- *Participation in Assessments:* If invited, we expect you to participate actively in our sustainability self-assessment questionnaires by providing timely and accurate information.
- *Annex for Responsible Business Conduct:* All business partners are expected to sign the Annex outlining both parties' shared commitment to responsible business practices.
- *Collaborative Improvement:* Should any risks or areas for improvement be identified, we expect a commitment to work collaboratively to implement action plans to address them.

Q: What should I do if I witness a potential breach of the Supplier Code of Conduct?

A: We encourage you to report any concerns or suspected violations of our ethical principles. We have established a confidential "Speak Up" channel for this purpose which ensures that reports can be made with discretion and will be investigated appropriately.