Press release

Paris, July 6, 2022

2022 employee survey: another increase in scores and an overall satisfaction rate up 9 points to 83%

Between May 9 and 13, 2022, all of the **employees in charge of the iliad Group's operations in France were invited to take part in another survey about their working environment and conditions.**

This year's survey comprised only **ten questions**, covering topics such as how interesting and important employees find their work, as well as health and safety, work/life balance, sense of belonging and compensation.

Over 6,000 employees responded, representing a high participation rate of 59%, up 2 points compared with 2021. The usual participation rate for this type of survey and workforce size is between 40% and 50%.

Very high scores and another year-on-year improvement

In the 2022 survey, the overall employee **satisfaction rate was 83%, up 9 points** compared with 2021 and **17 points** higher than in 2019.

Out of the total ten questions, the scores came in at over 80% for eight of them and four scored 90% or more:

- 94% of the respondents are proud **to be part of the iliad Group**
- 92% of the respondents think **the health and safety conditions in their work are good**
- 91% of the respondents are aware of **what their work contributes to the Group**
- 90% of the respondents **like their job and the work assigned to them.**

Our employees' **sense of belonging** and their **awareness of how important their work is** are particularly high within the Group.

The iliad Group – a dynamic, committed and responsible employer

The iliad Group is in the full throes of growth and is now **the second-largest employer in the telecoms sector in France.** We are currently hiring across the country and have **over 540 job offers**, mainly in retail and for technical professions related to the rollout, operation and maintenance of the Group's Fixed and Mobile networks.

At iliad, we stand out from the crowd because of **our very strong corporate culture**, rooted in our history and underpinned by our passion for technological innovation, our agility and our commitment to doing things right. Despite our rapid growth, we have kept our original DNA and intend to leverage it as a strategic growth driver going forward.

Since its beginnings, iliad has made the **employability** of its people a key priority. The Group invests massively in training and encourages internal promotions and mobility. In 2021, 522,000 hours of training were given, the equivalent of 35 training hours per employee.

The flagship of this training policy – the **Free University**, launched in January 2021 – has already put in place several courses leading to certification based on the French validation of acquired experience (VAE) program, and has awarded diplomas to several cohorts of work-study students who are currently continuing their training within the Group in order to carry on building their skills.

Commenting on the 2022 survey results, Thomas Reynaud, CEO of the iliad Group, said: "*The scores in our 2022 employee survey particularly highlight how proud our people are to be part of the Group (94%), and how aware they are of the importance of the work they do in the telecoms sector (91%).*"

To find out more

- **See the summary of the results of the iliad Group's 2022 employee survey in France on iliad.fr**
- **See our job portal**
- **See the video of our dedicated communication campaign**
- Over half (**58%)** of the Group's employees in France work on the rollout, operation and maintenance of its Fixed and Mobile networks across the country.
- Subscriber Relations teams account for some **31%** of the overall workforce, reflecting the decision taken by the Group to have its own contact centers right from the outset.
- The rest of the Group's employees in France work in support functions **(2%)** and retail **(9%)** in its more-than 170 stores across the country.

About the iliad Group

Created in the early 1990s, the iliad Group is the inventor of the world's first triple-play box and has grown into a major European telecoms player, standing out for its innovative, straightforward and attractive offerings. The Group is the parent of Free in France, iliad in Italy and Play in Poland, has over 15,000 employees serving 41 million active subscribers, and generated €7.6 billion in pro forma revenues in 2021. In France, the Group is an integrated Fixed and Mobile Ultra-Fast Broadband operator and had 20.7 million retail subscribers at March 31, 2022 (13.7 million mobile subscribers and 7.0 million fixed subscribers). In Italy – where the Group launched its business in 2018 under the iliad brand, becoming the country's fourth mobile operator – it had over 8.8 million subscribers at end-March 2022. With the acquisition of the Polish mobile operator, Play, in November 2020, the iliad Group became Europe's sixth-largest mobile operator by number of subscribers (excluding M2M). And its acquisition of UPC Polska – which closed on April 1, 2022 – will make the Group a convergence leader in Poland.

Find out more at:

www.iliad.fr/en

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