

# Intelsat Environmental, Social & Governance (ESG) Report 2023





Michelle Bryan, General Counsel and Chief Administrative Officer at Intelsat

## General Counsel & Chief Administrative Officer Message

In an era in which the call for corporate responsibility grows louder, Intelsat is not just listening – we’re leading.

We believe in using our unique ability to connect people, communities, businesses, and governments across the world to lead the charge in all areas of Environmental, Social, and Governance (ESG) development.

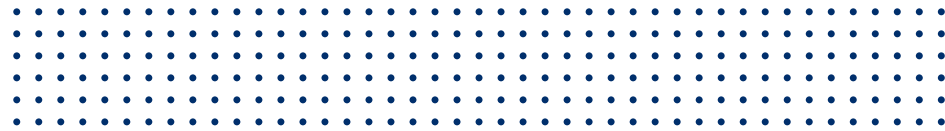
In 2023, we built on our existing groundwork by rising to meet ever-growing sustainability and inclusion needs, focusing in particular on people, communities, and the environment:

- We established the ESG Council, a dedicated body to ensure that sustainability remains at the forefront of all decision-making.
- We achieved our annual incentive enterprise management goal of filling more than 50% of our open roles with diverse candidates, as well as increasing female representation in leadership by 14%.
- Intelsat has partnered with Live Well to provide a comprehensive range of employee well-being services through its global platform.
- Cognizant of our responsibility to promote sustainable space practices, we have been an active participant in drafting the Global Satellite Operators Association (GSOA) Code of Conduct on Space Sustainability.
- Under our “Invest in the Future” commitment, we have reduced our carbon footprint by installing electric vehicle (EV) charging stations, adopting energy-efficient LED lighting, recycling e-waste, and harnessing solar power.
- With our partners and customers, we have extended our communications network coverage to remote areas in Africa, Asia, and other continents that previously lacked connectivity.

Together with our employees, partners, and customers, we are working to build a more sustainable, equitable, and connected planet.

Thank you for reading our 2023 ESG Report, and may it serve as a catalyst for conversation, collaboration and real action.

Michelle Bryan, General Counsel and Chief Administrative Officer



# Introduction

As we celebrate our 60<sup>th</sup> anniversary at Intelsat, we look back on a history of innovation in space technology and our longstanding ability to deliver a world-leading communications network as the largest integrated space and terrestrial network in the world.

Each day, we link people, communities, businesses, and governments in over 200 countries around the world. At our core, we enable human connection globally through our extensive networks and provide the means for users to maximize their potential and transform their lives.

# Intelsat's ESG Policy Statement

Our Environment, Social and Governance strategy at Intelsat prioritizes the issues that are most important to our stakeholders and to whom we can make the greatest difference – our employees, the communities in which we operate, our planet, outer space, and our industry. In 2023, we made significant progress in our areas of focus:

## Governance

Rooted in our firm belief in transparency, integrity, and justice, we aim to further our sustainability and inclusion goals by implementing fair and effective policies from the top.

## People

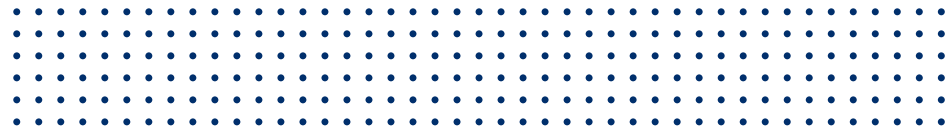
Intelsat is made possible by our diverse, dedicated workforce, and we are proud to offer an exciting, collaborative, and inclusive workplace. We continuously strive to further our diversity initiatives, help our employees maximize their career potential, and train the next generation of in STEM fields.

## Community

We recognize and carry out our responsibility to bring connectivity to the unconnected, expanding access to communications networks in remote and underprivileged areas across the world.

## Environment

We believe in protecting the health of our planet, and we are committed to doing so through a multitude of sustainable practices that reduce our carbon emissions across the globe. Taking this goal beyond the reaches of our planet, we are similarly focused on protecting the environment in space which hosts much of our business.





# 2023 ESG Report



## Our Purpose, Mission & Vision

### Purpose

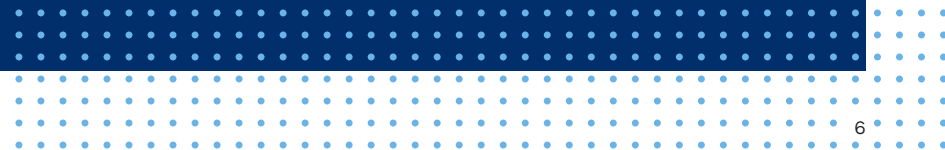
Intelsat brings our people's ideas, ingenuity, and passion together with cutting-edge satellite technology in order to collaborate with our customers and make a lasting positive difference in the world.

### Mission

We harness the power of space technology to bridge the digital divide and provide seamless connectivity to people when and where it matters most.

### Vision

We envision a world of ubiquitous connectivity that allows users unimpeded growth and innovation globally through continuous innovation.

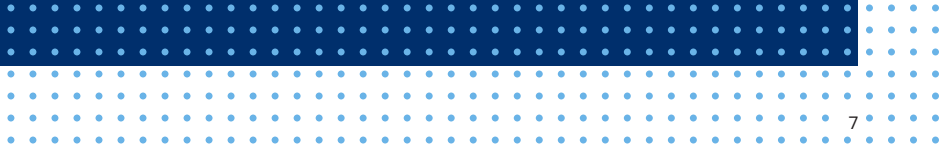


## Sustainability for Our Customers



Our 2023 customer survey found that the importance of sustainability to our customers was rated at over 4 out of 5 stars, on average.

Regarding their perception of Intelsat as a sustainable company, Intelsat received an average sustainability rating of over 4.2 out of 5.

Intelsat received an average rating of 4.2 out of 5 stars for its customers across geographies and industries.



## In 2023, We Achieved the Following Goals:

Goal	Outcome
<p><b>Diversity and Inclusion</b></p>	<p> <b>Achieved:</b></p> <ul style="list-style-type: none"> <li>• Fill 50% of all open people management opportunities with a diverse candidate, and implement a bonus plan target aligned with the goal</li> <li>• Further the efforts of the D&amp;I council with defined mission statement and goals</li> <li>• Use a periodic D&amp;I Survey to gain insight for setting expectations for managers in building a diverse and inclusive environment</li> <li>• Design a Women’s Summit focused on tools and practices to help employees become more proficient at attracting and retaining women employees</li> </ul>
<p><b>Environment</b></p> <p>Collect and benchmark Scope I &amp; II Green House Emissions and formalize a quarterly reporting program to track all emissions, to enable planning of solutions to reduce our carbon footprint.</p> <p>Continue our effort to convert our teleports to solar or wind power generation:</p> <ul style="list-style-type: none"> <li>- Finalize renewable energy programs in Hawaii to reduce our power consumption by 50%</li> <li>- Partner with the city of Fuchsstadt Germany to install a solar array at Intelsat teleport</li> </ul>	<p><b>In Progress:</b></p> <ul style="list-style-type: none"> <li>• Scope I &amp; II GHG emissions assessment is underway with the scope of our assessment having increased to include global locations.</li> <li>• We have continued our efforts to convert our teleports to solar or wind power generation and are underway to get this completed by 2025.</li> </ul>
<p><b>Community</b></p> <p>Cooperating with customers and partners to reduce the digital gap by increasing our reach to at least 3 million unconnected people and 200 schools/hospitals in 2023.</p>	<p> <b>Achieved:</b></p> <ul style="list-style-type: none"> <li>• Intelsat has reached its goal of connecting at least 3 million unconnected people.</li> </ul> <p><b>In Progress:</b></p> <ul style="list-style-type: none"> <li>• The goal to connect 200 additional schools/hospitals is underway.</li> </ul>

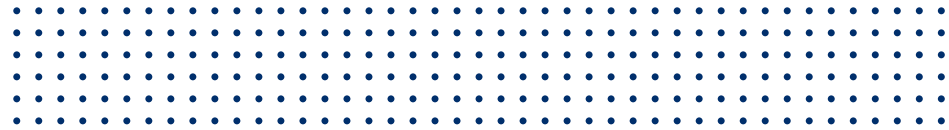




## 2024 Goals

<b>Diversity and Inclusion</b>	<ul style="list-style-type: none"><li>• Fill 50% of all open people management opportunities with a diverse candidate</li></ul>
<b>Environment</b>	<ul style="list-style-type: none"><li>• Formalize a reporting program to track all Scope I &amp; II greenhouse emissions**</li><li>• Continue our effort to convert our teleports to solar or wind power generation:<ul style="list-style-type: none"><li>• Finalize renewable energy programs in Hawaii to reduce our power consumption by 50%</li><li>• Install a solar array at Intelsat teleport in Fuchsstadt</li></ul></li></ul>
<b>Community</b>	<ul style="list-style-type: none"><li>• Cooperate with customers and partners worldwide to reduce the digital gap by increasing our reach to at least 3 million unconnected people in 2024</li></ul>
<b>General</b>	<ul style="list-style-type: none"><li>• Formalize a reporting structure that will allow reporting Intelsat's ESG efforts under an internationally recognized standard by 2025.</li></ul>

\*\* Scope 1 emissions consist of the Green House Gas (GHG) emissions that a company makes directly — for example, while running its boilers and vehicles. Scope 2 emissions are the emissions it makes indirectly – such as when the electricity or energy it buys for heating and cooling buildings is being produced on its behalf.



# United Nations Sustainability Goals

In structuring its ESG efforts, Intelsat strives to match the goals set forth by the United Nations for sustainable development.

## SUSTAINABLE DEVELOPMENT GOALS



# Governance

At Intelsat, we believe in doing business with the utmost integrity and transparency. This is underscored by our corporate governance policies, which guide our ESG initiatives and business practices with stakeholders.

## Intelsat's ESG Council

This past year, Intelsat established an ESG Council to ensure that our ESG policies and initiatives are upheld effectively and systematically across the company. The Council is comprised of representatives of different departments within Intelsat. Their role is to coordinate and advise on the implementation, continuous monitoring, and compliance with our ESG governance strategy to enhance sustainability while increasing value to stakeholders. The Council also works to reinforce the culture of sustainability and promote open discussion. The ESG Council reports to Michelle Bryan, General Counsel and Chief Administrative Officer.

## Code of Business Conduct and Ethics

At Intelsat, the Code of Business Conduct and Ethics sets forth high standards for Intelsat's directors, officers, employees, contractors and consultants when conducting business affairs on behalf of Intelsat. We adopt a zero-tolerance policy. Each employee completes comprehensive compliance training every year, which includes training on the Intelsat Code of Conduct, Global Anti-Bribery Laws, Data Protection Essentials, Safety and Security and the Intelsat Employee Handbook. Accordingly, we are compliant with all applicable laws in the following areas:

- Anti-Boycott, Sanctions, and Import/Export Control Laws and Regulations
- Antitrust and Competition Laws and Regulations
- Conflicts of Interest
- Employment and Labor Laws

## Anti-Corruption and Compliance Program

Intelsat complies with the anti-corruption laws of all countries where we do business, monitored by the Anti-Corruption Oversight Team. Employees may contact the Intelsat employee relations hotline at all times, anonymously if they wish, and/or the General Counsel, to report known or suspected compliance issues. Per our Anti-Corruption Compliance Program, third parties acting on behalf of Intelsat or representing Intelsat's interests to others where such third parties could be susceptible to corrupt behavior must go through TRACE review, a third-party service.

## Risk Management at Intelsat

Committed to a mindset of resilience, we encourage participation in our Business Continuity Management System (BCMS) initiatives and provide training on how to identify and address ESG risks that may affect long-term sustainability, reputation, and financial performance. Our comprehensive Emergency Action Plans and disaster recovery strategies ensure we are preemptively prepared.

The robust Quality Management System enables the company to deliver top-tier products and services while upholding sustainability and transparency principles:

- Our London Office holds ISO 9001, 14001, and 45001 accreditations, underscoring our commitment to environmental management and occupational health and safety.
- In the third or fourth quarter of 2024, our Luxembourg office is expected to achieve the above accreditations as well.
- Our Chicago, Itasca, Kirkland, Schiphol-Rijk, and Rozenburg offices are AS9100 accredited.
- Joining our Chicago and Tysons offices, our Chennai office was also awarded the LEED green building certification in 2022.
- Many of our suppliers and service providers hold similar accreditations. For example, the satellite manufacturing companies Intelsat works with are all ISO 14001 certified or have an environmental awareness program.

## Intelsat Cultural Attributes

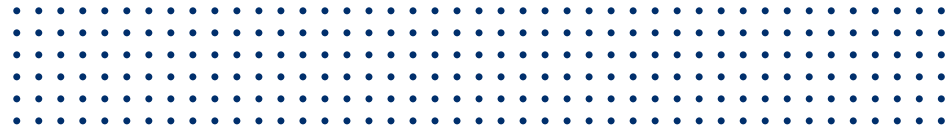
Intelsat established the Culture Activation Team (CAT), a group of employees who meet monthly to share experiences and collaborate in growing the positive attributes of our culture. As ambassadors of Intelsat culture, CAT members share and promote Intelsat's posts on social media. In 2024, CAT organized Bring Your Kid to Work Day so that employees could show their children firsthand where they work and what they do.

## Data Security and Privacy

Intelsat remains steadfast in our commitment to ensuring the security and integrity of data across all aspects of our operations. We fortify our satellite, ground, network, and third-party infrastructures against multiple frameworks, using NIST SP 800-53 rev. 4 as the foundation, as identified within the NIST SP 800-171 rev. 2.

Our Information Security team manages assessment and remediation, including recurring penetration assessments, organization-wide control assessments, and third-party Service Organization Control (SOC3) audits.

We adhere to comprehensive Sarbanes-Oxley compliance testing to guard critical components against vulnerabilities, encompassing authentication, access rights, and network security.





## People

Intelsat's goal of worldwide connectivity is bolstered by our passionate global workforce, which comes together to collaborate in an exciting and inclusive hybrid work environment. Our employees benefit from career opportunities across a variety of disciplines and career development support, driven by our belief in maximizing human potential.

Intelsat employees are encouraged to provide feedback through Employee Engagement Surveys and periodic All Hands meetings, so that their voices are heard, supported, and valued. It is crucial for us to respond to feedback and cultivate the type of environment our employees seek. Initiatives to foster such an environment include our Culture Activation Team, DEI Counsel, and ERGs.

To drive results and engage our people, Intelsat's annual Employee Award Ceremony recognizes innovative thinking, rewarding our best teams and employees. Our Spot Beam recognition program empowers employees to publicly thank their colleagues.

In addition to complying with the Fundamental Principles and Rights at Work adopted by the International Labor Organization, Intelsat is further committed to ensuring employee rights to:

- Freedom of association and right to collective bargaining;
- Freedom from harassment and discrimination in respect of employment, career opportunities and occupation;
- Freedom from retaliation for filing discrimination-related claims or complaints;
- Right to a safe workplace free of dangerous conditions, toxic substances, and other potential safety hazards; and
- Fair compensation for work.



## Diversity and Inclusion

Intelsat is an inclusive organization that deeply believes in the value of diverse perspectives and backgrounds. We nurture a workplace environment of respect, fairness, and equal opportunity for all. Through a range of existing initiatives and our constant drive to expand D&I, we continually enhance our initiatives by engaging employees in focus groups and surveys, delivering training at all levels, and aligning annual incentive compensation with specific companywide D&I objectives.

### Our D&I Vision

For the long-term growth of our business, it is crucial for us to hire and retain a diverse workforce – across all leadership levels – that represents our customer base and the communities in which we operate. At the corporate level, we achieved a 2023 incentive enterprise management goal of hiring more than 50% of our open roles with a diverse candidate. We continue to aim to lead the technology industry in D&I by furthering our three key pillars:

- Data-driven D&I
- Increasing diverse representation
- Engaging senior leadership

### D&I Council

The Intelsat Diversity and Inclusion (D&I) Council is composed of 15 employees whose role is to identify and address gaps in policies, programs and practices while leading trainings and events for all staff to promote dialogue and awareness. The Council advises the Intelsat Management Committee and works closely with Human Resources, Legal, and Corporate Communications to devise the most effective company-wide practices for enhancing our diverse, inclusive culture.





## Employee Resource Groups

Intelsat's Employee Resource Groups (ERGs) bring together employees with a common interest in promoting inclusivity, educating their colleagues, and celebrating diverse cultures. Having launched our first two ERGs in 2022, we expanded into four groups in 2023:

<b>BE@Intelsat: Black Experience</b> 60 members	<b>HOLA@Intelsat: Hispanic Origin and Latin American</b> 57 members	<b>WIN@Intelsat: Women's Initiative Network</b> 155 members	<b>PRIDE@Intelsat: LGBTQ+ ERG</b> 63 members
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In 2023, our inaugural Inclusion Summit was sponsored by WIN@Intelsat. Over 300 Intelsat employees explored how to put inclusion goals into action, sharing their experiences and knowledge with peers, thought leaders, and allies globally under this year's theme of Celebrate Differences.

### WIN@Intelsat ERG

Our purpose is to build an inclusive community to discuss and raise awareness of issues women face in the workplace, providing resources for women and their colleagues to better address those issues. Events, initiatives, and workshops we have held include:

- Speak Up and Stand Out Webinar
- International Women's Day Panel: Invest in Women
- Sponsoring Pink October Breast Cancer Awareness Month and Women's History Month, including charity donations, sports classes, and regional events celebrating the exceptional women within Intelsat

**"WIN@Intelsat serves as a catalyst for empowerment, creating an environment where women excel, voices resonate, and diverse perspectives flourish. Together, we're not just advocating for change; we're actively shaping it, enriching our company culture, and paving the way for a more inclusive and equitable future."**

- Sylvie Macraigne, WIN@Intelsat Chair

In May 2023, our ERGs held a celebration across multiple locations to commemorate World Day for Cultural Diversity with hundreds of employees. Employees learned about diverse cultures through sampling local cuisines, dance performances, and demonstrations that honored and celebrated the backgrounds and talents of our employees.

### The BE@Intelsat ERG

The BE@Intelsat group has hosted discussions on belonging, supported school supplies drives, and partnered with INROADS and NSBE (National Society of Black Engineers) to build a diverse talent pipeline.

### Pride@Intelsat ERG

**"Having the Pride@Intelsat ERG displays to our LGBTQ+ employees that the company does see us and cares about our belonging, growth and that we are safe to be our true selves at work."**

- Member of the Pride@Intelsat ERG



## Talent Acquisition

Intelsat's Talent Acquisition team uses targeted engagement and branding to attract top diverse talent. Per our fair and inclusive hiring practices, the team uses a structured behavioral interviewing technique with diverse panel interviewers to limit bias and give equal consideration to candidates based solely on job-related criteria. In 2023:

- We increased our representation of women globally to 24%.
- We hired a total of 252 positions in 16 different countries.
- Of the 211 new employees, 31% were female, an 8% increase from last year.
- Of the 155 new US employees, 50% were minorities, a 3% increase from last year.

**252**  
roles filled

**31%**  
of new hires  
were female

**14%**  
increase in female  
leadership over  
last year

**50%**  
of new hires  
in the US  
were minorities

**58%**  
open people leader roles filled with  
a diverse candidate, exceeding  
our annual inventive enterprise  
management goal by 8%

## Early Career Programs – Partnerships for Success

Today, 6% of our employees are "Gen Z" – born between 1997 and 2012. The success of our early career programs stems from our recognition of the importance of early talent pipelines. Our Talent Acquisition team works with:

- **CircaWorks**, a hiring platform using SaaS-based diversity recruitment and OFCCP HR compliance technology, through which Intelsat jobs are posted to 600+ local and diverse job boards
- **Handshake and RippleMatch**, hiring platforms to engage diverse candidates such as those from Historically Black Colleges and Universities (HBCUs) and Hispanic Serving Institutions (HSIs)
- **Career fairs** for Women-In-Technology and the Society for Women Engineers
- **Diverse and minority talent** from top aeronautical universities such as Embry Riddle and Georgia Institute of Technology, to advertise our internship and associate programs
- **Our ERG members**, to help drive and assist our diversity recruitment practices
- **Military veterans-focused outreach** on military bases, such as engaging veterans in the TAPS program (Transition Assistance Program)
- By 2025, we aim to have established a **partnership with the DOD** and are currently working to establish a Skillbridge program to increase veteran hiring



## Student Programs

With our nonprofit partners, we provide students from underserved communities with mentoring, training, development and internships.

- Intelsat employees partner and volunteer with Second Story in Northern Virginia.
- We proudly completed our 8th year of partnership with the Genesys Works program, placing students in 1-year internships during their senior year of high school.
- Our Don Bosco Corporate Work-Study Program partners with Don Bosco Cristo Rey High School in Maryland to provide a quality education to students with limited financial resources.
- We host interns in our McLean, Virginia office as part of their Corporate Work Study Program, where students work in an entry-level position at Intelsat to develop valuable career skills and receive compensation.





## Employee Development

As the satellite communications industry evolves, Intelsat continues to prioritize developing and empowering the next generation of leaders. Within our culture of innovation and continuous learning, we provide programs for leadership development, tailored training, and mentoring, with the aim of nurturing talent and strengthening our cutting-edge workforce:

- **Mentoring@Intelsat** saw an extraordinary 280% increase in engagement in 2023. This year's initiative expanded our 12-month mentorship program for mentors and mentees to engage in mutual learning and spark a sense of personal fulfillment and growth.
- **Frontline@Intelsat** is a six-month cohort program designed to empower frontline people managers across all functional domains. We welcomed 40 participants this year, who joined our FrontlineAlumni@Intelsat Cohort group upon completion, enabling their access to quarterly meetings of program alumni to network and share knowledge.
- **LEAD@Intelsat** is a leadership development cohort tailored to meet the evolving needs of our managers, through immersive action-learning classroom sessions, accountability groups, and personalized coaching sessions. We welcomed our fourth cohort in 2023, with 15 mid-level managers graduating.
- **Cultivate@Intelsat** is our quarterly webinar series dedicated to fostering mental resilience. We partnered with leading change management organizations and mental health professionals to deliver four webinars.
- **Intelsat Global University (IGU)** offers thousands of eLearning modules and resources on-demand through our partnership with LinkedIn Learning, including courses in business intelligence, career development, customer engagement, finance and accounting, IT, languages, and DEI best practices.

**25,000+**

eLearning courses and paths completed

**70**

leaders participated in leadership cohorts

**6,000 +**

hours spent in eLearning, webinars, courses and cohorts

**250**

certifications, certificates or job-related skills obtained

**280%**

increase in mentoring program



## Well-Being

Intelsat's global Live Well program provides employees a suite of resources for well-being and opportunities to earn rewards through partaking in personal health improvement activities, from athletic events to flu shots to volunteering. We focus on four core pillars within Intelsat Live Well: physical, mental, financial, and community well-being.

In 2023, we introduced a mental well-being platform into our program. This expanded our offerings to encompass meditation, breathing exercises, care navigators, coaches, diverse therapists, and more. We are also elated to share that our engagement this year surged over 200% compared to traditional Employee Assistance Programs (EAP).

Our financial webinars delivered education on topics such as:

- **"Return to Repayment"** – hosted by IonTuition for individuals with student loans facing uncertainty during the pandemic
- **"529 College Savings Plan"** – long-term financial planning for children's education
- **"Women in Retirement"** – covering the gender wage gap, extended life expectancy, and strategies for increasing retirement contributions
- **"Budgeting Essentials"** – teaching balanced budgeting and assets versus liabilities
- **"Debt Management"** – teaching practical strategies, the different types of debt, and emergency savings planning

Through our "Introduction to Spring Health" webinar, we introduced our staff to a transformative mental health and well-being platform. 20% of employees and counting have registered with Spring Health, which offers support during major life events, critical incidents affecting our communities, and substance abuse support. Managers receive training through this platform to better support their teams' well-being.

In collaboration with Intelsat's WIN, our "Women's Health" webinar, hosted by Ovia Health and Progyny, provided insights into family planning, navigating parenthood, embracing the post-partum period, and understanding the nuances of menopause.

In partnership with Progyny, our "Fertility and Family Planning" webinar introduced Intelsat's fertility-related employee benefits, including a significant adoption and surrogacy benefit of up to \$50,000 in lifetime support for adoption and surrogacy expenses.

Our constantly expanding and progressive initiatives reflect Intelsat's deep commitment to supporting all employees in their personal and professional lives to the fullest extent.

## Physical Health

- Through the **Live Well Virgin Pulse platform**, in which 30% of employees participate, work groups engage in weekly challenges, such as walking and running.
- With **our partner Hinge Health**, we have increased employees' access to at-home physical therapy, reducing costs of musculoskeletal treatments.
  - A remarkable 77% of the 81 employees enrolled in Hinge Health experienced a clinically significant reduction in pain.
- In collaboration with Pivot, we took on the **Great American Smoke Out Challenge**, furthering Pivot's mission of educating and raising awareness for quitting smoking, including holistic approaches to nicotine-free living and reclaiming well-being.
- In addition to these initiatives, we hosted several onsite **health fairs** and organized a virtual health fair throughout the month of May.



**The mission of the Intelsat Live Well program is to support our employee's well-being through relevant, engaging opportunities and tools which ignite and sustain a healthy, happy and prosperous culture.**



# Environment

At Intelsat, we continue to recognize and uphold our social responsibility to promote sustainability through environmental global governance. We approach our role in the industry with an eye towards reducing our carbon footprint and impact to the greatest extent possible; we use the most efficient technology in satellite construction and carefully manage our fleet to maximize satellite life and minimize waste.

## The Call for Sustainable Space Leadership

Ever since NASA put the first man on the moon – as broadcasted to millions across the world by Intelsat’s Early Bird satellite – space-based technologies have played an integral role in economic development, global communications, measuring climate change, and more. But with the rise of economic activity in orbit, it becomes increasingly important to preserve sustainable stewardship of the precious resource of space.

Potential risks to future missions are growing. Unchecked licensing of large constellations is increasing the risk of collisions and debris. The first-come, first-serve nature of the International Telecommunications Union (ITU) framework has led to concerning market dynamics. Those who have fought against spectrum hoarding and in favor of fair access to space now face a potential situation in which a single application could compromise competition in the market – a problem that is especially acute for Low Earth Orbit (LEO) constellations.

Intelsat is committed to leading by example in sustainable space operations:

- In 2009, Intelsat and other satellite operators founded the Space Data Association (SDA), a non-profit organization for collaboration and information sharing about satellites in orbit to help promote safety in flight and mitigate space debris.
- In 2020, the Intelsat 901 (IS-901) satellite docked with Northrop Grumman’s Mission Extension Vehicle (MEV-1), enabling the first-ever mission extension services provided to a satellite in geosynchronous orbit. This innovation can significantly reduce space congestion and waste.
- In April 2021, Intelsat partnered with Northrop Grumman on its second MEV mission, docking the MEV-2 with Intelsat 10-02, extending its life for an additional five years.
- Intelsat played a key role in the drafting of the Global Satellite Operators Association (GSOA) Code of Conduct on Space Sustainability, which identifies practices that can maximize use, access, and benefits of space resources. The Code endorses sustainability practices in four areas:
  - Mitigating the risk of in-orbit collision
  - Minimizing the threat of non-trackable debris
  - Preserving human life in space
  - Limiting impact on optical astronomy



## At Our Facilities

We are committed to reducing our carbon footprint globally. At our McLean, Virginia office, our operational headquarters maintains its LEED Gold certification and holds a WELL Health and Safety certification. Our Chicago office is also LEED Gold certified, and our Chennai office gained a LEED certification in 2022.

Through our Scope I & II inventory reporting, Intelsat has identified the most achievable objectives to focus on in our journey to reduce our carbon footprint. Our ISO and ESOS audits helped us adopt practices to achieve expeditious environmental wins in our UK office, which were ultimately incorporated at other locations. We are working with supply chain leaders to develop a Supplier Code of conduct where our partners will actively participate in self-reporting and disclosure of Scope I, II, & III GHG emissions data and provide independent third-party assurance over disclosed emissions.

Our commitment to sustainability encompasses a wide range of practices. Our employees are provided pre-tax benefits for public transportation costs, and free usage of our electric vehicle (EV) charging stations. At our Hawaii Teleport, we funded efforts to reduce stormwater runoff and hillside deterioration, protecting the community below us. Intelsat has also dedicated over 1,000 acres of property for land conservation, agricultural use, farming, and water retention easements.

### Our Environmental Stewardship Objectives:

1. Reduce operational carbon through design.
2. Reduce embodied carbon through our design and construction process.
3. Leverage green and healthy building certifications in partnership with landlords.
4. Define Net Zero for Intelsat and set achievable benchmarks for progress.
5. Conduct indoor air quality (IAQ) research to be put into use in our offices.

## 2023 Projects

Throughout 2023, Intelsat diligently pursued various environmental initiatives under our commitment to “Invest in the Future.” Our widespread efforts have included installation and implementation of:

- Electric vehicle charging stations, now present at all teleports
- Energy-efficient LED lighting
- Remote-working arrangements and technology to reduce the carbon footprint of employee commutes and our office spaces
- An e-waste recycling program, as part of LEED initiatives, for computers, hard drives, tablets, monitors, cabling, printers, microwaves, and more
- Composting food waste
- Recycling used coffee pods from offices (in partnership with Nespresso)
- Solar panels
- Peak shaving strategies to minimize electrical demand during high-consumption periods
- Energy-efficient equipment, such as the MTN chiller, while phasing out old R22 chillers
- Improved monitoring capabilities to optimize power and building management



## Commitment to Greener Global Aviation

Intelsat's in-flight antennas are industry-leading in both performance and sustainability.

Our in-flight antennas, particularly the 2Ku model, maximize efficiency with the lowest profile and drag increment on the market. The 2Ku boasts a drag increment of only 1.35dc, resulting in a minimal trip fuel penalty of just 0.39%. This translates to significant fuel savings and reduced emissions. With an eye towards constant innovation, our upcoming GEO/LEO ESA promises an even lower profile and a 40% lighter build, further reducing drag and improving efficiency by an estimated 50% compared to the 2Ku model.

### Hardware Innovation:

Our component reuse and system upgrades extend service life and minimize waste. Through our LRU recycling and reuse program, components can be swapped out during maintenance, repaired for reuse, or recycled responsibly under FAA/EASA guidelines. By upgrading existing hardware rather than resorting to full rip-and-replacement programs, we exemplify sustainability without compromising on performance. For instance, three generations of modems have been successfully repackaged within the same physical LRU enclosure.

### Software Innovation:

Our collaborations with NASA TASAR and Teledyne have allowed for real-time optimization of flight paths. This enables us to reduce fuel burn for connected aircraft via increased operational efficiency, without the need for additional hardware installations.



## Improving Air Quality with NASA

Launched in 2023, our Intelsat 40e (IS-40E) satellite is hosting a revolutionary new UV-visible spectrometer called TEMPO (Tropospheric Emissions: Monitoring of Pollution). This instrument's purpose is to deliver first-of-its-kind measurements of atmospheric chemistry from space. Specifically, TEMPO precisely tracks the origin, location, and direction of major air pollutants across the North American continent every daylight hour at high resolution.

From its position at 91 West in a geostationary orbit (GEO), TEMPO monitors daily levels of ozone, nitrogen dioxide, and more from the Atlantic to the Pacific, from Mexico City and the Yucatan Peninsula to the Canadian oil sands. TEMPO will provide scientists a crucial geographic component of a big-picture view of air quality around the Northern Hemisphere, completing the constellation alongside a South Korean and European satellite.





# Community

## Intelsat Gives Back

Intelsat’s longstanding commitment to making a positive difference in the communities we serve is put into action through our Intelsat Gives Back program. This company-wide program involves volunteering with non-governmental organizations and engaging in effective charity globally. Intelsat fosters a culture of volunteerism by providing employees with paid work hours to contribute to causes of their choosing alongside their colleagues.

## Continuing Support for Military Families through the Patriot Foundation

In May 2023, Intelsat donated \$10,000 to the Patriot Foundation, extending our partnership with them to provide scholarship funding for children and spouses of fallen or wounded soldiers from Fort Liberty, NC, Fort Campbell, KY, and Fort Carson, CO. The Foundation has granted over \$3 million in scholarship funds in the past three years. As we honored National Military Appreciation month, we also believe uplifting our military community is not just a one-time effort but an integral part of our ongoing mission.

## Riding to Support the Fight Against Multiple Sclerosis (MS)

In September 2023, Team Intelsat took part in the annual Bike MS Ride, with our 18 staff members raising \$12,000 for the National Multiple Sclerosis Society, augmented by Intelsat’s donation-matching initiative. Cycling across Northern Virginia, our team members exchanged stories and support throughout their ride.



## Empowering the New Generation of Engineers

Intelsat has again partnered with MaxIQ Space for 2023. This educational resource provider selects 30 student applicants from across Africa to receive Intelsat MaxIQ kits and STEM programming via live virtual workshops with technical experts. A new Alumni Support Program was launched to provide the 37 MaxIQ Space participants from past years an opportunity to engage in real-world space data collection and continue to nurture their interest in space science.

MaxIQ integrates the United Nations and UNICEF’s Sustainable Development Goals into the program’s curriculum, bringing together space STEM education and global sustainability efforts.



# Bridging the Digital Gap

## Partnership with AMN in Africa

Intelsat and Africa Mobile Networks (AMN) have deployed more than 3,000 rural base satellite antennas across several African countries since 2018, bringing telecommunication services to over 8 million people.

AMN is a group of companies that builds, owns, and operates mobile network infrastructure serving Africa's largest Mobile Network Operators (MNOs). With over 450 sites added since June 2023, the collaboration now provides phone and internet services to more than 3.5 million people in previously unconnected Nigerian communities. Additional projects are on the horizon; Intelsat and AMN are planning to build over 1,340 rural base stations in Madagascar, Rwanda and DRC.

AMN specializes in extending cell services into areas where it was traditionally not economically viable. The use of satellite to provide "backhaul" connectivity to remote cell towers is integral to this business model, as the terrain and location of these towers often do not allow backhaul solutions like fiber-optic cable and microwave to be used. Combining Intelsat's multi-satellite African coverage with AMN's solar-powered tower solution means that citizens and businesses in any community can now access the educational and socioeconomic benefits of telecommunication services.

**"Through this commitment to bridging the digital divide, we've made a significant impact and we look forward to furthering our mission of connectivity, ensuring that more communities can access the benefits of telecommunication services."**

- Jean Philippe Gillet, SVP of Global Sales for Networks and Media at Intelsat

## Educational Access to Satellite Capacity with Mindset

Intelsat has maintained a longstanding partnership with Mindset since the nonprofit's inception in 2002. Through this collaboration, Intelsat provides complimentary access to satellite capacity and cutting-edge technology, enabling Mindset to effectively and expeditiously broadcast and IP multicast its educational content. This facilitates delivery of educational resources to over 1,600 schools and 1,025 healthcare facilities throughout South Africa, empowering students and communities with access to quality learning opportunities.

## First-Ever Connectivity at Over 400 Remote Sites in Indonesia

Indonesia is the world's largest archipelago, home to the world's fourth-largest population. Its citizens are widely dispersed across 6,000 inhabited islands. Due to the unique topography, satellite is the best option for connectivity services.

In 2023, Intelsat partnered with Lintasarta, an Indonesian information and communications technology company, to roll out a network that covers remote areas in Indonesia via Lintasarta's mobile network operator subsidiary Indosat Ooredoo Hutchison (IOH). Nearly 400 sites across Central and Western Indonesia have received broadband connectivity with Intelsat's help, using cellular backhaul – the first time a mobile operator has covered these areas.

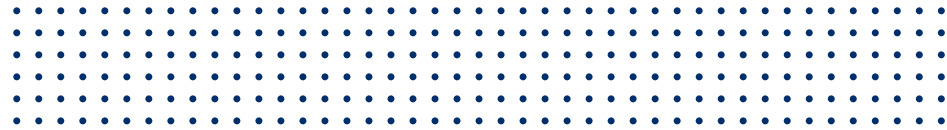
**"Intelsat has been and continues to be our trusted partner. The partnership has always allowed us to quickly deploy and expand network coverage wherever it's needed in Indonesia. Tens of thousands of households will receive first-ever connectivity and benefit from digital connectivity,"**

- Zulfi Hadi, Marketing & Solution director, Lintasarta.

## Inclusive Connectivity with Vodacom DRC

Intelsat partners with Vodacom DRC, a mobile telecommunications company, to enhance communication services in rural areas of the Democratic Republic of Congo (DRC). Intelsat's end-to-end managed CellBackhaul service is a vital component of Vodacom's Rural Communication Solution (RCS) initiative, delivering on the "Inclusion for All" pillar of Vodacom's Vision 2025 strategy. Using Intelsat's Ku-band capacity and CellBackhaul, Vodacom extends mobile network services to remote areas in the DRC where conventional terrestrial backhaul networks are economically unfeasible or not yet available.

In April 2023, completion of Phase III of this project expanded the network to 280 sites. Phase IV ended in September and further extended the network to 520 sites. Our united efforts and progress highlight the commitment of both Intelsat and Vodacom DRC to advancing connectivity and socioeconomic development across the DRC.



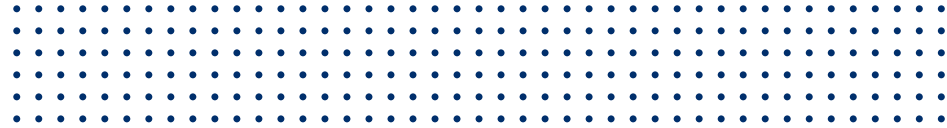


## Emergency Response

In 2023, Intelsat played a crucial role in emergency response after natural disasters, facilitating rapid restoration of communications and connectivity in affected regions. Intelsat's disaster relief program provides temporary, no-cost equipment and on-the-ground disaster communications support to qualifying humanitarian organizations in the aftermath of natural disasters or crises.

- In response to the Turkey earthquake, Intelsat collaborated with Help.NGO, providing essential terminals and capacity to support relief efforts on the ground.
- In the aftermath of the Marrakesh earthquake, Intelsat aided response efforts by providing terminals and capacity.

Intelsat maintains its steadfast commitment to its 2022 pledge to the International Telecommunication Union (ITU), which includes a promise to provide up to \$500,000 worth of airtime during disasters, as well as the necessary equipment to provide critical support to affected communities.



## About Intelsat

Intelsat's global team of professionals is focused on providing seamless and secure, satellite-based communications to government, NGO and commercial customers through the company's next-generation worldwide network and managed services. Bridging the digital divide by operating one of the world's largest and most advanced satellite fleet and connectivity infrastructures, Intelsat enables people and their tools to speak over oceans, see across continents and listen through the skies to communicate, cooperate and coexist. Since its founding six decades ago, the company has been synonymous with satellite-industry "firsts" in service to its customers and the planet. Leaning on a legacy of innovation and focusing on addressing a new generation of challenges Intelsat team members now have their sights on the "next firsts" in space as they disrupt the field and lead in the digital transformation of the industry.

[intelsat.com](https://www.intelsat.com)

