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ENVIRONMENTAL, SOCIAL & GOVERNANCE (ESG) REPORT

What we do meaningfully contributes to making the world a better place and this ability to make a difference drives everyone at SES.



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UN SDGS

**OUR PURPOSE AND AMBITIONS
ARE STRONGLY CORRELATED
WITH 13 OF THE UN SUSTAIN-
ABLE DEVELOPMENT GOALS**



605,000+

**PAGES OF PAPER
SAVED, EQUIVALENT
TO 7250+ TREES**



1+ BILLION

**PEOPLE AROUND THE WORLD
RELY ON SES FOR ACCESS
TO NEWS, INFORMATION AND
ENTERTAINMENT CONTENT**



2,100+

**SES EMPLOYEES FROM
71 NATIONALITIES
WHOSE AMBITION IS
TO MAKE A DIFFERENCE**

Our purpose is to do the extraordinary in space to deliver amazing experiences everywhere on earth. In doing that we are achieving our ambition to make a difference. We believe in the need for content connectivity solutions everywhere and that providing access to the world's information in fast and reliable way is essential to providing everyone on Earth with the opportunities to grow and, in turn, to make a difference as well.

In 2020, with the global community fighting the COVID-19 pandemic, connecting to others and the content of the world was even more important and underscored the evidence that connectivity is a human right. Our services provided connectivity for critical healthcare and telemedicine solutions, broadcasted needed health information across rural communities, increased digital access for community resiliency and brought much needed content to communities to lift morale. SES is proud of the services we delivered in this most challenging year.

OUR APPROACH & IMPACT

Social, Environmental and Governance impact is an important component of our purpose and ambitions. Thinking and acting sustainably and in an integrated manner supports our business goals in a variety of different ways – from corporate success and competitiveness, to good relationships with our stakeholders, increased risk awareness, and permanently advantageous cost structures. However, the quality of our company is not only expressed in business success, but also demonstrated by the social and environmental benefit of our products and services, as well as the footprint and legacy we leave.

Therefore, we aspire to conduct all our business activities in a sustainable and responsible way. As part of this, we identified factors in the areas of Social, Environmental and Governance where our activities support our purpose and ambitions. In doing so, creating lasting value and impact for all stakeholders. The aim of our corporate activities is to add value in the short, medium and long-term.

Our purpose and ambitions are strongly correlated with the UN Sustainable Development Goals (UN SDGs)

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OUR AMBITIONS

SUSTAINABLE DEVELOPMENT GOALS

WE BELIEVE IN CONTENT AND CONNECTIVITY EVERYWHERE



WE PROVIDE CLOUD-ENABLED, SATELLITE BASED INTELLIGENT CONNECTIVITY



WE ARE FUTURE PROOF POWERED BY SUSTAINABLE GROWTH AND INNOVATION



WE ARE PASSIONATE ABOUT CUSTOMER EXPERIENCE AND FOCUSED ON CUSTOMER SUCCESS



SES IS A GREAT PLACE TO WORK



WE ARE HERE TO MAKE A DIFFERENCE (BY ENSURING THE ABOVE)



We support the principles of the United Nations (UN) Sustainable Development Goals (SDGs) and our ambitions as a company are closely aligned with these goals and to contributing to making the world a better place for all.

Looking at 2020, our products and services mainly impacted the following SDG goals:



SDG 3: Good Health and Well-being

Giving access to connectivity means bridging the information gap and empowering communities with increased access to telemedicine services and information for better health outcomes.



SDG 4: Quality Education

From broadcast education channels to trainings for workers in the field, our connectivity solutions enable people and societies to learn and develop at anytime, anywhere in the world.



SDG 8: Decent Work and Economic Growth

By improving access to education and remote health solutions and investments into regions, countries and businesses while respecting and upholding human rights in our own businesses and our supply chain, we support the implementation of decent work as defined by SDG 8.



SDG 9: Industry Innovation and Infrastructure

Through our innovation in Cloud, automation and virtualisation and the expected benefits for connectivity in poor and remote areas, we demonstrate the long-term potential of digital innovation while addressing the digital divide.



SDG 10: Reduce inequalities

Together with our partners, we bring content and connectivity to people and societies which were previously not

connected to the world's information, so they can contribute to a more equal world with more equal opportunities.

NEXT STEPS IN OUR ESG JOURNEY

We at SES are increasingly recognising our ability to impact the world through our products and services, the way we conduct business and the way in which we engage with our community and the planet. We are committed to increasing our positive impact in these areas and to that end have established an ESG lead internally responsible for our ESG strategy going forward. Our ESG lead reports to the Chief Legal Officer and will be regularly reporting on progress and improvements to the Board and Senior Leadership Team.

To further strengthen and integrate our ESG activities within our overall strategy, we will, as a next step, be launching a materiality analysis in 2021 which will combine an internal evaluation with external stakeholder dialogue. From this, we plan to develop concrete sustainability goals and strategies for SES and then implement measures to achieve those goals.

Further signalling our firm commitment in this area, SES has submitted our application for the UN Global Compact in February 2021.

POLICIES TO MINIMISE RISK

To minimise risks across the business and achieve our objectives to create sustainable value for stakeholders, we have identified potential risk areas relating to the Social, Environmental, and Governance business activities. This is part of our Risk and Internal Control system.

Balancing risks and optimising value creation for our stakeholders must go hand in hand with the right policies and business principles in place. Therefore, SES is implementing governance and policy structures tackling Environmental, Social and Governance matters.

The following chapters give a fair and transparent overview of our activities in these areas in relation to the value creation for our stakeholders while minimising risks.

NON-FINANCIAL STATEMENT

The following information is provided in compliance with the Non-Financial Reporting Directive requirements. The table below sets out where the relevant information can be found in this Annual Report.

Non-financial Statement Disclosures in the relevant Chapters of the Report

T02

Reporting Requirement	Policies	Relevant Information
Business Model		<ul style="list-style-type: none"> Business Model » page 11 Strategic priorities » page 11
Environmental matters	<ul style="list-style-type: none"> Environmental Policy Fleet Management and Lifecycle Management Carbon Disclosure Project Waste Management Policy 	<ul style="list-style-type: none"> Environmental, Social and Governance » page 31 Ambitions and purpose » page 5
Social matters	<ul style="list-style-type: none"> Procurement Policy Giving back initiatives Disaster relief programmes Customer Heartbeat (satisfaction, voice) and perception studies 	<ul style="list-style-type: none"> Environmental, Social and Governance » page 31 Ambitions and purpose » page 5
Employee matters	<ul style="list-style-type: none"> Health and Safety Policy Flexible Working Policy Social Fund Policy Training and development Diversity 	<ul style="list-style-type: none"> Environmental, Social and Governance » page 31 Ambitions and purpose » page 5
Human Rights	<ul style="list-style-type: none"> Vendor Policy / Supply Chain Policy Code of Conduct Human Rights Policy 	<ul style="list-style-type: none"> Environmental, Social and Governance » page 31 Corporate Governance » page 45
Anti-corruption and bribery	<ul style="list-style-type: none"> Supplier Code of Conduct Group Wide Code of Conduct Whistleblowing Hotline Compliance Guidelines 	<ul style="list-style-type: none"> Ambitions and purpose » page 5 Corporate Governance » page 45 Environmental, Social and Governance » page 31
Principal risks and impact from business operations	<ul style="list-style-type: none"> Shift in consumer trends Customer dissatisfaction Liquidity risks Regulatory risks 	<ul style="list-style-type: none"> Principal risks and uncertainties » page 65 Governance section on managing risks » page 58 Environmental, Social and Governance » page 31
Non-financial key performance indicators	<ul style="list-style-type: none"> Employee turnover, diversity ratio Employee training Technical reach and TV channel count Net Promotor Score Service availability CO₂ emissions 	<ul style="list-style-type: none"> Environmental, Social and Governance » page 31 Video » page 17

ENVIRONMENTAL MATTERS

Although our business activities have a low environmental impact, we understand our responsibility as corporate citizen to support the urgent action to prevent climate change and to limit the increase in global temperatures. Our environmental policy is structured around our impact both in space and on Earth.

Responsible satellite fleet management

SES applies a responsible fleet management approach together with its satellite manufacturer to mitigate the environmental impact and to minimise space debris.

Minimising the environmental impact of SES sites and ground stations.

SES has 32 offices and ground stations worldwide but does not operate any manufacturing sites.

SES applies best practices in minimising the environmental impact of these facilities. Further, SES also ensures that the amount of radiation emitted from earth stations complies with local standards in each country of operation. This is checked through annual audits by third party accredited organisations that specialise in the field of industrial safety (like the World Health Organisation).

Having analysed the risks of potential environmental impacts, SES concluded that there is no need to make financial provisions or guarantees in respect of environmental risks.

Furthermore, there is no ongoing litigation concerning environmental issues within the Group.

OPPORTUNITIES FOR CLIMATE CHANGE MITIGATION

Satellites receive their operating power from the sun, through solar panels, outside the Earth's atmosphere. They therefore create no carbon emissions during their operating lifetimes.

CLIMATE CHANGE ADAPTATION TECHNOLOGY

Climate change risks are not considered as principal risk to SES business activities. SES can contribute substantially to climate change adaptation efforts by providing specialised telecommunications applications for aircraft emission management and disaster warnings and impact analysis.

SPACE DEBRIS MANAGEMENT

The United Nations General Assembly has recognised "that space debris is an issue of concern to all nations". Space debris is defined as "all manmade objects including fragments and elements thereof, in Earth orbit or re-entering the atmosphere, that are non-functional."

LIFECYCLE ANALYSIS OF SATELLITES

- **Launch:** non-reusable launch vehicles end up breaking up into thousands of small fragments as they re-enter the atmosphere, and debris can also occur as a result of explosions during launch. SES is involved at the institutional and industry level in developing protocols for reducing or removing space debris. We are a founder of the Space Data Association (SDA), a non-profit association of spacecraft operators that support the controlled, reliable and efficient sharing of data to enhance the safety and integrity of satellite operations.

Since 2017, SES and SpaceX have pioneered reusable rockets for satellite launches. This reduces space debris, allows the reuse of

materials that would otherwise go to waste, increases the cadence of launches, and reduces launch cost.

- **In operation and end-of-life:** SES satellites operate in either Geostationary Earth Orbit (36,000 kilometres from the Earth's equator) or Medium Earth Orbit (8,000 kilometres from the Earth's equator). At the end of the satellite's operational life, it is re-orbited using remaining on-board propellant into a graveyard orbit, approximately 200 kilometres beyond the Geostationary Earth Orbit. In general, our satellites do not re-enter the Earth's atmosphere and we follow the most stringent international standards for re-orbiting and passivating space assets. We have one of the best records in the industry terms of achieving a safe disposal of our satellites.

MINIMISING EMISSIONS

Since 2008, we have officially reported the CO₂ emissions of our operations through participation in the Carbon Disclosure Project (CDP), which collects the data of all SES' business activities and locations.

The data collection for CDP covers three scopes:

- **Scope 1:** Direct Combustibles (gas and fuel consumption, refrigerant leakage, car fleet)
- **Scope 2:** Indirect Energy consumption (purchased electricity or heat)
- **Scope 3:** Other Emissions (business travel, commuting, waste, water consumption)

In 2020, SES received the results from CDP on our 2019 footprint. SES was able to improve its CDP score from D to C. In 2019, the company's activities related to operating and commercialising SES' satellite fleet, as well as general administration, finance and marketing generated 47,797 tons of CO₂ emissions worldwide, a decrease of 5% compared to 2018. This decrease was due to less business travel, decreased energy consumption and energy optimisation initiatives implemented at offices and teleports.

The methodology used follows as closely as possible the guidelines outlined in the Greenhouse Gas (GHG) Protocol Corporate Accounting and Reporting Standard and Defra (UK) Guidance on How to Measure and Report your Greenhouse Gas Emissions (September 2009), Defra Voluntary Environmental Reporting Guidelines: Including streamlined energy and carbon reporting guidance, the 2019 guidelines to DEFRA/DECC's GHG Conversion Factors for Company Reporting and the International Energy Agency's 2019 edition of CO₂ emissions from fuel combustion and World energy balances database.

Emissions from Scope 2, electricity consumption, represented the largest component of SES' total emissions (approximately 62%). Scope 2 location-based emissions factors were chosen in line with the GHG Protocol recommendations. For low occupancy sites, assumptions were made based on average electricity, gas and travel data at the main office sites. A data collection questionnaire was circulated to all 38 main SES global sites and in order to collect activity data. A large sample of low occupancy and unmanned SES sites were included in the data collection exercise. In order to calculate GHG emissions, when electrical power consumption was not precisely measured, it was estimated.

In the context of the legal framework in Europe with the goal to save energy, SES started to analyse the energy efficiency of the main facilities in accordance with EN 16247. This exercise has been performed at SES' sites in Munich, Germany, and Betzdorf, Luxembourg. Through these and other initiatives, we have implemented a substantial and ongoing carbon reduction plan in our sites across the world.

SES Group CO ₂ Results							T03
IN T CO ₂ E	2019	2018	2017	2016	2015	2014	2013
Scope 1	2,177	2,524	2,517	2,418	5,455	6,546	6,621
Scope 2	29,604	30,821	26,980	24,701	24,395	17,080	17,391
Scope 3	16,017	17,178	17,386	13,737	12,486	11,460	5,873
Total	47,798	50,523	46,883	40,856	42,336	35,086	29,885

WASTE MANAGEMENT

In order to facilitate the recycling of different waste types in Betzdorf (Luxembourg), our Headquarters and biggest site, we separate as much waste generated on site as possible.

We systematically collect data on waste management in compliance with the Ministry of the Environment, Climate and Sustainable Development and ISO14024. We encourage each of our employees to do their part to limit and eventually reduce the waste produced on our sites.

Waste management initiatives

- **Food waste:** We try to avoid food waste and all organic leftovers are used as combustible to fuel a Biogas plant.
- **Plastic:** eliminating single use plastics from our catering facilities for packaging and cups.

As an ecological alternative to bottled water, SES installed water dispensers, dramatically reducing the number of consumed plastic bottles and related transport, storage and recycling efforts.

Our Betzdorf campus provides the Ministry of the Environment, Climate and Sustainable Development with a detailed report reflecting all different types of waste collection (quantities, volumes, recycling types). Additionally, SES is audited and certified by the Luxembourg SDK (SuperDrecksKesch) Label on an annual basis.

Supply chain waste minimisation

Contractors, sub-contractors and suppliers are required to support SES waste reduction by implementing policies and procedures regarding waste management.

PaperCut Initiative

SES has implemented the 'Paper Cut' software in 2019, a print management software with the ambition to save paper waste while having a secure and easy printing experience. Compared to 2019, SES saved

in 2020 including unreleased print jobs a total of 605,118 pages equaling 7,261 trees and 7,685 kilograms of CO₂.

SOCIAL MATTERS

We understand that we are part of something bigger and that we want to contribute and make a difference to the society and the people around us.

Since 1985, SES has been doing the extraordinary in space to deliver amazing experiences everywhere on Earth. We provide over 1 billion people with access to news, information and entertainment; bring connectivity to remote populations; pioneer new technologies that can drive social, environment and economic change globally; and save lives by restoring critical connectivity following natural disasters.

SES has implemented several policies and guidelines with the aim to bring stakeholder value to customers, societies and to make a difference.

DRIVING GLOBAL DIGITAL EQUALITY

Reliable, high-speed connectivity is key to driving digitisation and boosting countries' economies and opening opportunities for their people. With the ability to beam reliable and flexible bandwidth anywhere on earth, our satellites bring access to information and learning, improving digital inclusion. In this way, we help progress initiatives across geographical barriers, bringing infrastructure to fragile economies and isolated communities, or aiding humanitarian efforts in disaster-hit areas. Each country has unique challenges and opportunities around the move towards digital and we are at the forefront of this transformation.

ENGAGING IN HUMANITARIAN AND DISASTER RELIEF

Over recent years, SES has engaged in various missions to improve humanitarian situations:

Emergency.lu missions

Emergency.lu is a mobile, satellite based, telecommunications platform, created to re-establish communication (internet, phone) after a disaster, to support the coordination efforts of humanitarian organisations in the field and to contribute to saving lives during humanitarian emergencies. It is a Public-Private-Partnership between the Luxembourg Government and three Luxembourg companies (SES, HITEC Luxembourg and Luxembourg Air Ambulance). The platform was established in 2012 and SES has supported deployments around the world since then.

In 2020, emergency.lu has been deployed in the following locations:

WFP in

- Maiduguri (Nigeria)
- Batangafo (Central African Republic)

UNHCR in

- Diffa (Niger)
- Baga-Sola (Chad)
- Guasdalito (Venezuela)

UNICEF in

- Puerto Ordaz (Venezuela)
- Qamishli (Syria)

At the end of 2020, emergency.lu public private partnership was further extended until 2026, to continue enabling disaster response missions around the world with added capabilities for the changing requirements of communities faced with a crisis.

Response to the COVID-19 global pandemic

2020 brought new challenges for the world in the form of the COVID-19 pandemic. Connectivity solutions became a critical component of community resiliency. SES partnered with communities around the world to deploy solutions to meet the challenges they were facing.

- **Mexico Government's Telemedicine Network**—Working closely with the Mexican Secretariat of Communications and Transportation and TELECOMM, the satellite arm of the Mexican government, we delivered connectivity services to Secretariat of Health for 35 public hospitals across Mexico. This connectivity provided important healthcare services in the fight against COVID-19 as healthcare professionals used it for telemedicine, diagnostic services and data transfers. It also allowed greater coordination by the Secretariat of Health with hospitals and health centres.
- **B LiFE**—The Piedmont regional government in Italy and healthcare professionals utilized the satellite-enabled mobile Biological Light Fieldable Laboratory for Emergencies, known as B-LiFE, to scale COVID-19 screening operations. The mobile laboratory was deployed to one of the worst-hit regions in Italy and supported COVID-19 testing of frontline healthcare staff, civil protection volunteers and police forces. B-LiFE deployment is supported by the European Space Agency (ESA) and the Luxembourg Department of Defence, and led by the Université Catholique de Louvain with the support of the project partners including the Belgian Civil Protection, SES and GovSat. Secure satellite connectivity ensured safe processing and transmission of sensitive healthcare data.
- **SATMED**—SES has been managing Luxembourg Government's satellite-enabled SATMED e-health platform, working in close partnership with Non-Governmental organizations. The solution has become increasingly important and necessary during the pandemic: SATMED has been enabling real-time situational assessment and data exchange for healthcare professionals in locations like Bangladesh, Sierra Leone and others.

- **The Fight COVID-19 channel**—SES partnered with trusted organisations such as UNICEF and AFP to broadcast critical, informative COVID-19 content to rural communities across Africa, Europe, and Asia-Pacific. The free-to-air Fight COVID-19 satellite TV channel aims to impartially inform TV viewers about identifying COVID-19 symptoms, the recovery process, and how to manage the effects of a global pandemic and social distancing.
- **Lifting Morale in communities**—Our satellites were used to broadcast programmes organised by non-profit organisations to uplift community spirits in these difficult times. They include the four-hour Space Connect Us programme organised by Asteroid Day and European Space Agency that virtually brought together astronauts, scientists and celebrities to talk about their experiences in coping with isolation.
- **Increased capacity for digital connectivity**—SES worked with several of our customers to increase their capacity requirements as stay at home issues were ordered and remote working and distance learning required more bandwidth for online resources.

Supporting Aid and Development Initiatives

In addition to providing connectivity specific to COVID response, SES continues to partner with NGOs and governments to advance the SDGs.

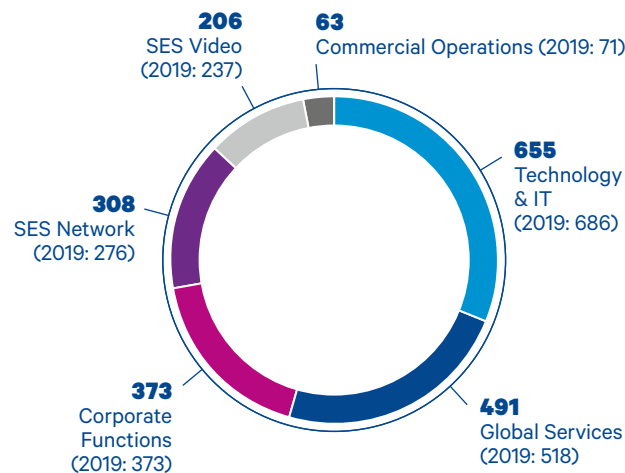
- **Mercy Ships**—SES is providing improved satellite-based connectivity to Mercy Ships, the leading humanitarian mission delivering vital healthcare and medical training in some of the world's most economically deprived regions, to enable communities in developing countries to receive better healthcare services including distant diagnostics, instant analyses as well as remote medical trainings for local medical staff.
- **ENABEL**—Through the agreement with the Belgian Development Agency, SES is responsible for delivering end-to-end connectivity to multiple sites in many countries across Africa reinforcing the agency's commitment to "Digital for Development" policy. Through these programs the services will upgrade the skills of African professionals, elevate the healthcare system and improve the living conditions of communities.

EMPLOYEE ENGAGEMENT

As 2020 has proven, our employees continue to drive our success and impact even in the most challenging circumstances. The success of SES is heavily dependent on the skills and commitment of our employees. More than 2,100 people from 71 nationalities worldwide contribute their concepts and ideas to their tasks and help to make improvements and innovations to create amazing customer experiences everywhere on the world.

SES employees by function

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COMMUNITY ENGAGEMENT

We have a team of talented and committed people at SES inspired to Give Back. In education, in health, in making connections, in bridging cultures, in contributing to our communities and to our society at large, we make a difference. Every SES employee has the opportunity to connect personal purpose to the work they do every day. SES provides employees with opportunities to make a difference in the world,

to use their time to do something individual or team up with groups to achieve something together. We provide 2 days per employee for their use to give back. Our giving initiatives range from helping out in a local community to working with global humanitarian organizations big or small. In 2020, the scope of giving back went beyond the traditional charitable work to include COVID-19 specific volunteering initiatives, charitable activities, SES social clubs, and charity projects endorsed by our Human Capital team. These activities engage and motivate our colleagues, who then inspire each other to give back to the community.

In Papua New Guinea, an employee donated time and helped to feed over 24,000 people. A few employees in Luxembourg donated their 3D printing capabilities

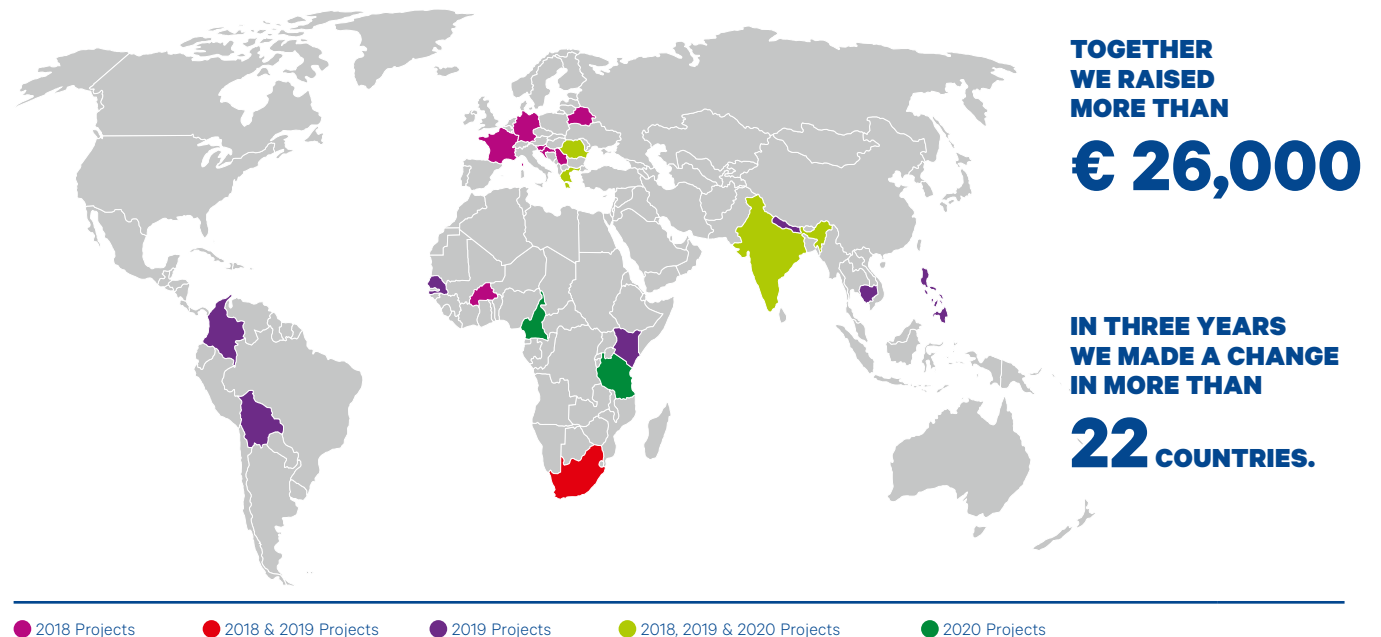
to print face shields for medical personnel. Our Singapore colleagues volunteered their time to give back in partnership with local charities Raining Raincoats and SG Hearts to make a positive impact on their community. In India, a colleague took initiative to help those in need during lockdown by preparing meals to distribute and providing basic necessities to last up to 4 days.

In addition to encouraging community volunteering SES matches employee donations to charitable organisations including the Red Cross, the Red Crescent, Oxfam, Unicef, Médecins Sans Frontières, Telecoms Sans Frontières, and Black Lives Matter.

A special aspect of our giving back is an employee led charity, called SHARITY, designed to support small and tailored development projects

SHARITY Map

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around the world. Since its inception, in 2018, SHARITY has funded over 25 projects in Africa, Asia and Europe funded by employee donations & matched by SES for up to € 1000 per project.

Collaborating and supporting Science, Technology, Engineering and Mathematics (STEM)

To secure best in class employees and to sustain innovative capabilities, we believe that we must inspire the new generation towards Science, Technology, Engineering and Mathematics (STEM). Therefore, we engage in global activities in this field also using it as opportunity to support and increase diversity. In promoting gender diversity in STEM, our office in Princeton, USA, has actively supported teams in the YWCA Princeton Robotics since 2016.

HUMAN CAPITAL AMBITIONS

We are passionate about employee experience and employee success. We aim to treat employees as we want them to treat our customers; empower them to take ownership of their careers; and create a community where it is fun to work.

We strive to be future proof, powered by a strong, healthy culture. This depends on learning and teaching, a diverse workplace where everyone feels included and having a growth mindset.

We drive business success within SES by anticipating and meeting the needs of the business through world-class human capital practices.

ATTRACTIVENESS AS EMPLOYER

Attractive and fair compensation and benefits

Our compensation philosophy aims to stay ahead of the market and to contribute to the company's organisational goal to attract, develop and retain talent and to treat all employees in a fair and equitable manner.

Key Principles:

We benchmark our total compensation against local practices of other global organisations with the ICT industry as a reference point

Our total rewards include annual base pay, bonus linked to individual, departmental and group financial targets, benefits aligned with local practices as well as long-term incentives in order to position the Company as a global employer of choice.

Being fair and consistent is at the heart of all our compensation & benefits related decisions, whether it is on job grading, salary increases, promotions or benefits.

In 2020, we introduced a standardised Employee Rewards & Recognition Programme to celebrate achievements through either:

- CEO Award
- Management spot awards
- Peer recognition through "Thank You letters" and "Dinner on us"

Modern working conditions

Working conditions are being increasingly influenced by working hours, workplaces, the work environment, the level of employee empowerment and a state-of-the-art, growth driven management culture.

The length of our employees' workweek is generally regulated by the company or by a collective bargaining agreement.

Today's living and working conditions require working times to be flexibly organised in accordance with individual needs. We help employees reconcile their professional and personal responsibilities and boost their flexibility and self-determination by giving them the opportunity for mobile working. With COVID-19 forcing most of us to work from home, we adapted conditions and flexible working to accommodate the safety and needs of our employees. We successfully deployed IT solutions to accommodate the increased work from home demand and gave regular updates to our employee offices on the local COVID-19 situation and company regulations.

Further options for flexible working today include job sharing, part-time work, phased return from leave and reduction in work time.

Employee welfare

We challenge our employees to play an active and informed role in their health and benefits, providing information, programmes, benefits and policies that encourage physical and mental wellbeing. To this end, SES offers healthcare coverage for all employees in all locations, has a non-smoking policy for all SES offices and, depending on location, offers a range of wellness activities, healthy foods and confidential employee assistance to ensure everyone can find the balance between work, family and personal pursuits. We complement this with a variety of local employee events including informal get-togethers, parties, sports activities, community service projects and holiday activities. In the COVID-19 environment this included virtual happy hours and lunches. In 2020, keeping mental health as a top priority was aided by access to an app to help employees manage this important aspect of their well-being. The app, Unmind, offers tools for managing health that include meditation, relaxation and focus, optimising sleep, and specialised topics related to coping with the stress caused by the COVID-19 environment. In 2020, 403 employees (19% of the workforce) utilised the app for some aspect of their mental health.

COVID-19 Task Force

Even before the first lock-down in March 2020, SES had created an internal global cross-functional COVID-19 Taskforce to ensure the health and safety of our staff and maintain business continuity.

The team has enacted health & safety measures and regularly updates staff on important considerations including support services offered by SES, office access, working from home, travel restrictions, and tax implications for cross-border workers. Additionally, the taskforce continues to track all COVID cases and organised regular surveys as a pulse check on everyone's energy and engagement levels and general well-being.

Regular e-mail communications, updates during our bi-monthly all staff events as well as a dedicated intranet page have all helped employees as they cope with the situation. Employee feedback about communication efforts and measures taken has been extremely positive.

COVID-19 Task Force

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Supporting our employees

To support our employees through the unexpected, the Social Fund has been established for the benefit of all employees of the SES Group.

This fund is intended to provide financial support to staff members and direct members of their families in case of social emergency situations, for which staff members or members of their families cannot be held responsible. This fund reflects our values. The spirit of these values defines SES as a caring organisation, that has a fundamental interest in protecting the welfare of its staff members and their families.

A COMPETITIVE WORKFORCE

Diversity and Inclusion (D&I) as key component for SES' future success

In 2020, SES strengthened its diversity and inclusion programmes and officially committed to the [Diversity charter of Luxembourg](#).

Diversity Charter

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- 1 **Raise awareness, train and involve** management and staff on Diversity issues, which should be considered as a source of enrichment, innovation, progress, and social cohesion.
- 2 **Define a Diversity policy** and implement practices and action plans that consciously include a strategy for managing individual differences.
- 3 **Apply** the principles of equal opportunities and promotion of Diversity as much in the company's decision-making and management processes as in its human resource management.
- 4 **Evaluate** these practices, their results and their effects regularly.
- 5 **Communicate** the company's commitments and the results of the actions to all stakeholders.
- 6 **Encourage** all of these partners to work in favour of non-discrimination and the promotion of Diversity.

For us Diversity means respecting every individual's story and inclusion means writing one together.

As a company dedicated to connecting more people with more content across the globe, we believe our story should reflect those of the millions we serve. We are committed to increasing the number of employees from underrepresented groups and nurturing an inclusive company culture to create a fair, innovative and supporting working environment where people can flourish and to contribute to the collective success of a truly global team.

It's not about quota, it's about forging a future that is fair, rich and unified.

In 2020, we have founded Equality and Inclusion working groups focused on employee and talent empowerment and contributing directly to the D&I strategy with their proposals.

SES has three active Equality and Inclusion Working groups that align to our global D&I focus. These groups are employee-established and governed communities that exist to help break down bias and barriers. The groups are operating in 3 areas: Recruitment, Retention and Engagement.

- Our 'Gender Working Group' focuses on increased opportunities for women, or any person identifying as woman. In 2020, the Gender Working Group focused on progressing women within SES.
- The 'Ethnicity Working Group' strives for better representation of minority groups at all levels within SES. In 2020, the Ethnicity working group focused on implementing a "Walk in my Shoes" initiative, encouraging SESers to share their stories so we can better understand the individual paths of life any of us can have.
- And the 'General Group' tackles diversity and inclusion in the broadest sense. In 2020, the General working group focused on making recruitment more attractive for minorities within a majority team setting.

Celebrating Diversity and creating safe spaces

In SES we are trying to create a space where everyone feels empowered to express and to be their true authentic self. We celebrate Diverse holidays that are meaningful to our employees globally

through our Diversity Calendar that includes UN holidays (International women's day, Black History month, Pride month), as well as more specific religious holidays. We want everyone to feel listened and able to celebrate but to also take this chance to raise awareness on what different cultural celebrations mean for everyone. Since we are a global company, we took the opportunity to also organise the first Diversity Day in SES, to showcase our commitment to Diversity and Inclusion.

Diversity management

We are committed to bringing together an SES team of diverse individuals with different life experiences, different backgrounds, and from different geographies and cultures.

This approach is paramount to serving our customers today and helping us decipher the world's communication needs of tomorrow. By actively nurturing an inclusive company culture and appreciating why it is so important to create a fair and supportive work environment for our people, we seek to continue attracting and retaining the very best talent.

As an industry leader, SES is fully committed to increasing the number of colleagues from underrepresented groups and to creating a more diverse SES for the future.

Currently 24% of SES' workforce are women, a figure that has been stable over the last years but that we aim to grow as part of our diversity strategy. Women are most present in Corporate Functions (58%) but considerably less in Technology & Global Services (14% & 15%). Furthermore, about 30% of our employees below 30 years are female. We have observed a slight increase of women representation at executive level (13% in 2020). In addition, 33% of SES' Leadership Development Programme are women.

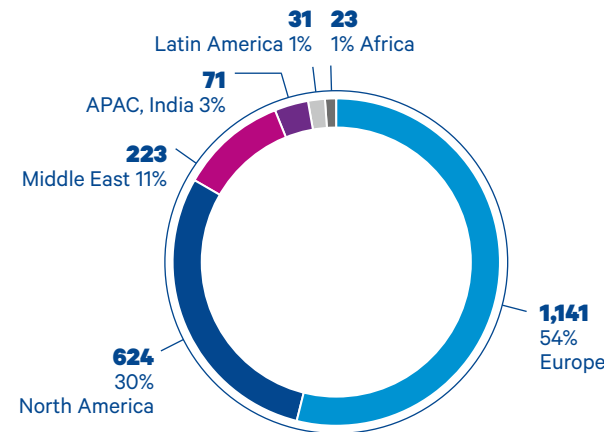
We are determined to continue to increase the number of women in areas where they are underrepresented and to increase the number of female executives by 2020. We are applying systematic and sup-

portive practices in building a female talent pipeline that will sustain long-term gender inclusion.

As of end-December 2020, SES employed staff from 71 nationalities across 32 offices. The most represented nationalities are: United States, Germany, Israel, France, Great Britain, The Netherlands, Luxembourg, Belgium and Italy.

SES Employees—Geographical Distribution

G14



In addition, SES has an overall healthy age distribution with an average age of 43.7 years old. 43% of our employees are aged 40 and below and a further 11% are aged 30 and below.

SECURING TALENT

In-house talent acquisition programme

In 2018 we created a new global in-house Talent Acquisition function with dedicated personnel and developed a new Strategic Plan aligned

to business imperatives. In 2020, we filled 302 positions (2019: 412) of which 66% were filled externally (2019: 70%). 47% of the positions were filled in Europe (2019: 56%), and 34% in North America (2019: 40%). 23% of positions were filled by women (2019: 25%).

The turnover rate at SES was about 14.9% in 2020 (2019: 14.7%), and the resignation rate decreased from 6.7% in 2019 to 5%.

Our Talent Acquisition team focused on Diversity and Inclusion during career and job fairs. SES organised a Jobinar for Top Women Tech to attract more women from STEM and attended the OxFEST conference for Oxford Females in Engineering, Science and Technology. Additionally, we attended the Aerospace Diversity day (DELEFT), all in an effort to attract more females and showcase our commitment to D&I.

SES associate programme

To maintain our position as the leader in global content connectivity solutions, we have established a special development programme for graduates to provide us with a pipeline of young talent.

The SES Associate Programme has two tracks, a Sales Associate program and a Technical Associate program. The Technical Associate program gives exposure to corporate functions in the business over a 2 year period. We have active participants in this program that contribute to company projects, learn from business leaders and gain deep insight into the satellite industry. The Sales Associate program, new in 2020, exposes the participant to elements of sales (Solutions engineering, Asset management, and Sales) over a 1.5 year time frame. The application process for this program launched in Q4 of 2020 and we will be bringing on 5 new associates in spring of 2021.

Learning and development

We offer a comprehensive portfolio of learning and professional development programmes to all our employees.

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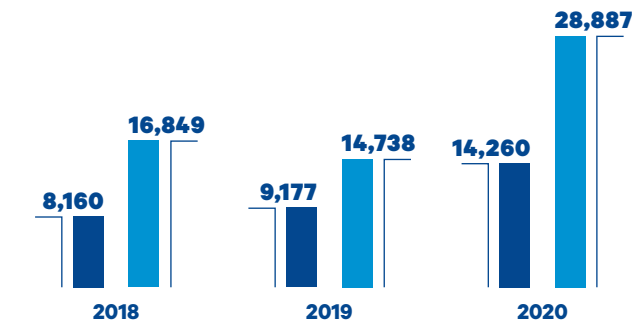
5 ADDITIONAL INFORMATION

In 2020, we logged 28,887 learning hours in total (14,260 in 2019) with 14,260 participations (9,177 in 2019). In response to COVID-19 there was a shift to 100% virtual trainings with a focus on Cloud, unconscious bias, remote working and well being courses.

We also managed a global Mentoring Programme last year with over 70 participants mentored by SES executives and introduced a monthly global Executive Lunch and Learn education session.

Further, Diversity & Inclusion was also at the forefront of our training activities. SES carried out live sessions of D&I with externals, unconscious bias training mandatory for people managers and we implemented trainings for minority groups to make usage of their full potential.

Training Hours and Participations G15



- Number of trainings attended; Participation on average: 6.8 trainings per employee
- Hours; Participation on average: 14.8 hours per employee

HEALTH MANAGEMENT AND SAFETY AT WORK

We want to maintain our employees' health and physical well-being for the long term. Therefore, SES has uniform preventive healthcare standards in place worldwide.

As part of our approach we develop and implement anticipatory solutions that range from the job-related 'health check', preventive measures such as the flu vaccination (80 employees for the SES Betzdorf population), and the ergonomic design of workstations to the IT system that makes it easier to permanently reintegrate employees suffering from limitations imposed by their health.

SES has implemented many health policies ranging from self-instructions and road safety to travel safety and also includes contractor health standards.

In 2020, 7 accidents were reported for the SES Betzdorf populations (2019: 9), 5 on the way to or from work, 2 on site.

CUSTOMER 'HEARTBEAT'—CUSTOMER SATISFACTION, VOICE AND SCORE

Customers are an integral part of SES defining our activities and impacting our performance. SES conducts a 'voice of the customer' survey once a year.

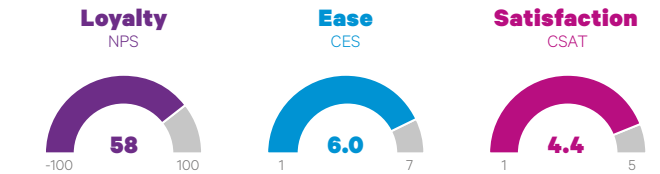
The survey is based on quantitative and qualitative methods and aims to measure the following:

- CSAT (Customer Satisfaction)
- CES (Customer Effort Score)
- NPS (Net Promotor Score)

By analysing the results from a quantitative, standardised survey of a large sample of customers with a deep-dive qualitative interview analysis of a smaller group, results in a holistic picture on the perception of SES, customer challenges, expectations and improvement potential for SES and also other important insights to steer the company in a customer focused way.

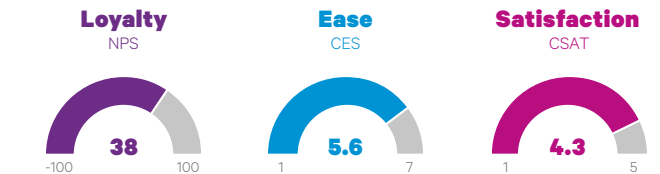
For both our Video and Networks business, the latest survey showed an increase in Net Promoter score.

Video G16



In 2019, the voice of the customer results were measured separately for the SES infrastructure business and MX1 services business where the two were fully integrated as of 2020.

Networks G17



PROCUREMENT POLICY

We take a partnership approach in regard to our suppliers and business partners. For example, our open innovation approach across the R&D value chain and the development of the new constellation O3b mPOWER to be launched in 2021 was the result of an open innovation model.

We review the ethical behaviour of our partners as well as their compliance with human rights and global citizenship requirements.

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As for the purchasing policy of products and services for use in offices, the Vendor Management Department ensures that key suppliers have implemented policies for social and environmental issues. Requests for tenders stipulate a commitment to respect the SES ethical charter; procurement contracts always require compliance with regulations, including prohibition of employment of non-registered personnel.

GOVERNANCE MATTERS

Our governance objectives and their management are part of our corporate governance system and are represented in the targets and remuneration of our Directors and Executives.

Integrity, compliance and legal responsibility are the cornerstones of our sustainable corporate governance and serve as the basis for all our actions.

COMPLIANCE AND CODE OF CONDUCT

We define compliance as trust-based, reliable and sustainable corporate governance derived from ethical values. The Board of Directors is responsible for compliance with the law and the company's policies and seeks the same level of compliance from all SES subsidiaries and employees.

To manage and address compliance risk we have implemented a Compliance Management System including a Compliance Committee and a Code of Conduct which defines guidelines for our everyday business conduct, offers our employees orientation and helps them make the right decisions even in difficult business situations.

Our Compliance Committee, composed of designated Compliance Officers in each main corporate location, is tasked with raising the staff's awareness of the Code and ensures a consistent roll-out and training programme for the Code. The Committee meets regularly to discuss important topics or issues. Reflecting the company's expansion into developing markets, the composition of the Committee

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includes representatives from SES' offices in Asia, the Middle East and Latin America.

WHISTLEBLOWING SYSTEM

Since 2019, SES has had a whistleblowing hotline, managed by a third-party provider, which allows our staff to file any compliance complaints in full confidence.

COMPLIANCE TRAINING

SES has implemented a comprehensive compliance training programme for staff. In 2020, 5,800 hours of training has been completed on compliance topics including cyber-security, anti-bribery & corruption and sanctions & export controls, compared with nearly 6,000 in 2019.

FUNDAMENTAL HUMAN RIGHTS

Respect for human rights is a natural prerequisite for responsible business management at SES. We expect all employees to be proactive in protecting human rights so that violations can be ruled out entirely when it comes to our company's business activities. This is a goal that is also highlighted in our Code of Conduct.

For instance, the potential risk of any child or forced labour at any of our locations is always considered within the scope of our audits. We do not see any elevated risk of child or forced labour at any of our SES locations or in our activities. SES was also not aware of any cases of human rights violations within the scope of its own business activities during the reporting period.

STATEMENT ON SLAVERY AND HUMAN TRAFFICKING

SES is committed to ensuring that there is no modern slavery or human trafficking in its supply chains or in any part of its business

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and adheres to international initiatives and standards such as the Fundamental Conventions of the International Labour Organisation, the UN Universal Declaration of Human Rights, and the UN Guiding Principles on Business and Human Rights. SES will not support or deal with any business knowingly involved in slavery or human trafficking.

The nature of SES' business means that the majority of SES' suppliers are large international companies providing complex technical services relating to the space industry through highly skilled professional employees. Our 50 largest suppliers account for approximately 80% of procurement spending.

SES does not procure a material amount of goods or services in sectors that are considered high risk for human trafficking or slavery (such as agriculture or horticulture, construction, textiles, catering and restaurants, domestic work, and entertainment).

SES has created a Code of Conduct for Suppliers, which clearly outlines SES' stance towards slavery and human trafficking. SES also includes in its contracts with suppliers a clause requiring the supplier to comply with all laws applicable to the provision of the goods or service. SES' contracts with its suppliers also contain a provision stating its suppliers cannot novate or subcontract any right or obligations to any third party without the written consent of SES.

This statement is made pursuant to Section 54 of the Modern Slavery Act 2015 of the UK and sets out the steps SES has taken to ensure that slavery and human trafficking is not taking place in our supply chains or in any part of our business.

AVOIDING CORRUPTION AND BRIBERY

SES is committed to respecting the highest ethical and legal standards, set out in our Code of Conduct, on which all our employees are trained. We have identified bribery and corruption as one of the risks that SES is facing by doing business in most countries around the world, including with governments.

5 ADDITIONAL INFORMATION

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As part of compliance training, 147 of the most exposed staff members were given anti-bribery training. We are also conducting external due diligence on our third-party agents upon their appointment. The level of this due diligence depends on the risk assessment, which itself is based on several elements, including the country of operation and the type of business.

We also reduce the risk of bribery through a clear process for gifts and entertainment. The relevant policy, which like all compliance policies is available on a dedicated intranet page, contains a dedicated e-mail address that can be used to obtain guidance prior to providing or accepting a gift or entertainment.

HIGH STANDARDS FOR DATA PROTECTION AND CYBERSECURITY

The robust management of data protection and data security is essential, in our opinion, to secure the long-term confidence of our stakeholders.

To ensure compliance with data protection laws and regulations, SES has appointed a Data Protection Officer. SES has implemented a variety of measures, has reviewed, updated and enacted relevant procedures and processes, and continuously strives to comply with the General Data Protection Regulation (GDPR).

SES has implemented technical and organisational security measures to protect networks and systems from cyber-attacks. As part of continual organisational improvement and in line with its commitment to strengthening cyber security, management has introduced a security framework in accordance with the leading industry standard ISO 27001 in key areas. This framework is continually adapted to new threats considering global organizational changes, security controls and practices within the group to reduce the risks of cyber-attacks. Employee training and education is an important piece to maintain security on

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our networks. SES has nearly 90% staff completion rate of information security training.

As 2020 brought new ways of working, our operations team evolved to ensure that our customers can continue to rely on us for critical content delivery and connectivity services, we have implemented and maintained a business continuity management system in accordance with the ISO 22301-2019 international standard as well as best practice guidelines from the International Organisation for Standardisation and approved by the European Committee for Standardisation.

While most staff have been working from home since mid-March, our operations teams have adopted a split team approach. Our operations teams are continuing their work on rotating shifts either using remote secure connections from home or operating regular services onsite. This ensures the delivery of uninterrupted broadcasting services and seamless networks services 24/7.

We operate fully redundant and geographically agnostic Satellite Operations and Networks Operations Centre systems to ensure the seamless operations of our customer services and satellite fleets. Our fully tested operational continuity plans ensure we have 100% confidence that our teams can operate the satellites and support operations remotely should the need arise.

We have also set up a cross-functional COVID-19 team ensuring the governance and proper execution of Pandemic Emergency Readiness and Business Continuity plans. The team meets daily with a clear remit to protect our staff and to ensure continuity of our operations and delivery to customers.

ANTITRUST AND INSIDER TRADING POLICY

SES is committed to full compliance with competition laws. Compliance with competition laws is each employee's responsibility. Employees that violate this Policy may be subject to disciplinary action including termination of employment.

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Given the complex nature, application and broad reach of competition laws, every SES employee is responsible for involving in-house legal counsel whenever and as soon as any issues or questions arise and before taking any action that might have competition law implications.

As a public company listed on the Luxembourg and Paris Euronext stock exchange, SES has implemented a trading policy to ensure that SES and its directors and employees and, under certain circumstances, their respective close family members comply with the rules of the securities market, transparency regulation, Market Abuse Regulation and other applicable rules.

SUSTAINABILITY MANAGEMENT IN THE SUPPLY CHAIN

The purchasing functions within SES help to ensure the supply of materials and services at the best possible quality / cost ratio and thus strengthen the competitiveness of the company. SES places great emphasis on the efficient design of its procurement processes for achieving cost-effective purchasing results, as well as on sustainable procurement considering the requirements of national laws, EU law and the Group's code of conduct for suppliers.

Given the structure of the satellite industry and the highly technical nature of SES business, we can differentiate between the general vendor policy and the dealing with major business partners and satellite manufacturers or launchers.

Satellite manufacturer:

- As well as complying with International and Luxembourg Space Law, our main suppliers, principally located in Europe and the U.S., are held to high social responsibility standards.
- As SES is a capital-intensive company with continuing significant investments in assets, a Policy is also required to ensure that all investments are monitored on a regular basis and that the company's assets are safeguarded.