



2023 Consolidated Communications Environmental, Social and Governance Report



April 15, 2024

What's inside...



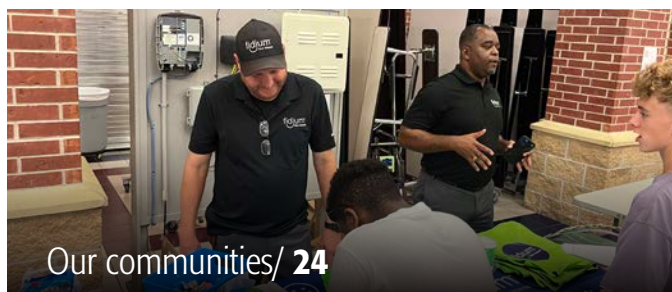
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Introduction



Letter from Bob Udell

We are changing lives across rural America as Consolidated Communications brings fiber broadband service to individuals, families and communities in some of the most remote areas in the country. One of my greatest joys is hearing directly from our customers and seeing the impact of this change firsthand.

- The family who can live in an idyllic small town without having to compromise on their employment opportunities.
- The small business owner who can seamlessly care for his customers and grow his business through new online sales opportunities.
- The coastal town's city manager who is seeing new entrepreneurship interest in his community.

Every story reinforces what we have long known:
fiber internet changes lives.

In 2023, we continued our mission to expand access to broadband, building fiber to an additional 228,000 homes and businesses across our service area. We partnered with more than 70 towns to date and, built thousands of miles of fiber infrastructure over the last year. All told, we've built more than 1 million fiber passings, and we're not done yet. .

As we execute on our fiber-first company strategy, we're also continuing our journey to be a just and responsible company. Our long-term commitment to responsibility includes:

- Serving and improving our communities by enhancing broadband infrastructure, volunteering and sharing company resources.
- Building an inclusive work culture that embraces differences and recognizes the importance of diversity.
- Promoting good health and building workplaces where employees are safe and free from discrimination and harassment.
- Being honest, ethical and fair in all our business practices; we are committed to promoting human rights; and we partner with vendors and suppliers who adhere to our high standards.
- Striving to protect our customer's privacy, data and personal information as if it were our own.
- Advocating for our customers, employees and stakeholders on important legislative matters.
- Working to minimize our impact on the environment.

The future is bright at Consolidated and we're proud to build America's fiber future.

Bob Udell
President & CEO, Consolidated Communications

About Consolidated Communications

Consolidated Communications Holdings, Inc. (Nasdaq: CNSL) is a top 10 fiber provider in the U.S., and a leading broadband and business communications provider, offering a range of flexible services that meet consumer, commercial and carrier customers' evolving needs across rural and metro communities within a 20-plus state service area.

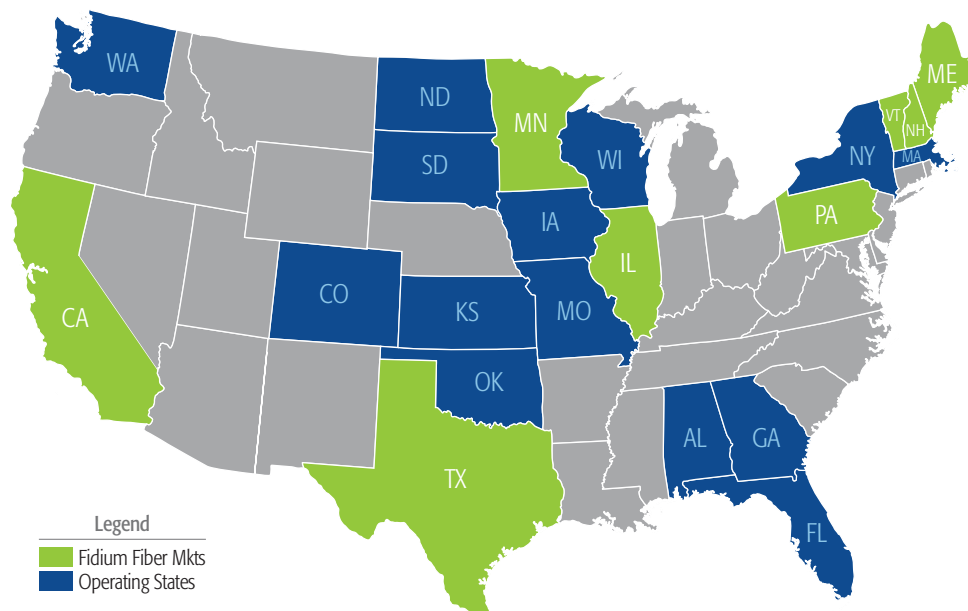
Since 2020, we've built over 960,000 fiber passings across hundreds of cities in California, Illinois, Maine, Minnesota, New Hampshire, Pennsylvania, Texas and Vermont.

Leveraging an advanced fiber network spanning more than 60,000 fiber route miles, Consolidated Communications' numerous communications solutions include high-speed internet, data, voice, security, managed services, cloud services and wholesale carrier solutions.

We pride ourselves on our reliability, exceptional service and delivering a better experience by listening, evolving and innovating to meet and exceed our customers' expectations. We are also deeply committed to building stronger communities through employee volunteerism and our community giving programs.

In 2023, Consolidated Communications is proud to report:

- Our employees have an average of **17 years of service**
- **Top 10 fiber provider** in the U.S. with more than 60,000 fiber route miles
- **\$1.6 million invested** in local communities through giving programs
- **\$512 million of committed capital** expenditures, including substantial fiber broadband infrastructure investment
- **40 years hosting** Special Olympics Family Festival (SOFF)
- **625 nonprofits and community** organizations supported
- **8,700 employee volunteer** hours reported
- **56 CCI Cares Contributions** awarded in 2023





Building America's fiber future

Consolidated Communications is building the fiber infrastructure that brings new opportunities to rural America. The results are in, and better access to better internet improves lives, opens new doors and enriches rural communities. In 2023, we invested \$512 million to maintain connectivity and deliver better broadband services to unserved or underserved people in rural communities throughout our service areas.

As part of our multi-year plan to deliver fiber to the home to more than 70% of the company's service area, Consolidated completed approximately 228,000 fiber upgrades in 2023. This expansion included significant company investments and additional funding from grants at the federal, state and local levels, and funding from the Rural Digital Opportunities Fund (RDOF).

Partnership with local communities is crucial to successfully bridge the digital divide, and we're leading the way with a successful track record. In 2023, Consolidated Communications' projects in Maine, New Hampshire and Vermont were awarded \$102 million in grant funding. Along with our own investment, these grant funds help us extend fiber infrastructure to some of our country's most rural areas.

Bringing Fiber to rural Maine

While many communities have found it difficult to bridge the digital divide,

few states have struggled more than Maine. Ranked 49th in gigabit internet access nationwide in 2020, new funding opportunities have opened doors for Maine, allowing its rural communities to finally get connected.

In collaboration with the Maine Connectivity Authority (MCA) and strong support from local communities, Consolidated was granted \$18.3 million from the National Telecommunications and Information Administration (NTIA) in March 2022 to build a fiber-to-the-premise network to more than 22,000 rural Maine homes and businesses. These rural Mainers are located in the Rangeley Lakes Region, Blue Hill Peninsula and the Farmington area.

Dedicated community members worked for years to find a solution to their poor internet access. With a partnership in place, Consolidated began construction, overcoming the rural and rugged environment, including a highly choreographed placement of undersea cables to reach three

2023 Consolidated Communications grant funding:

In 2023, Consolidated invested \$512 million to deliver better broadband services and maintain connectivity to rural communities, and was awarded \$102 million in grant funds to bring service to more than 60,000 previously unserved homes.



extremely remote communities on the Blue Hill Peninsula. Working together, our excavation team utilized a full moon and exceptionally low tide to increase visibility and reduce complexity of placing the conduit from the water to the shore.

“Consolidated Communications has been an important and collaborative partner in our work to expand connectivity options across our state, particularly in rural areas...I applaud them for this initiative, which will advance our work of connecting more homes and small businesses to the high-speed Internet people need.”

– Janet Mills, Governor of Maine

On the project, Governor Janet Mills commented, “Consolidated Communications has been an important and collaborative partner in our work to expand connectivity options across our state, particularly in rural areas...I applaud them for this initiative, which will advance our work of connecting more homes and small businesses to the high-speed Internet people need.”

In May 2023, Consolidated completed the 770-mile fiber network construction and began offering its multi-gig speed fiber internet service, Fidium Fiber, to more than 22,000 rural Maine residents and businesses. Local broadband committee members celebrated the milestone during a community gathering on May 9, 2023, sharing their joy and optimism for the future with the impact of Fidium. From connecting with loved ones far away, to expanding opportunities for remote workers, ecommerce and entrepreneurship, the benefits to these communities are substantial. Shelley Borrer, head of George Stevens Academy, remarked that “schools cannot function without reliable, fast internet... and our improved internet is indeed real cause for celebration.”

Abbie McMillen, co-chair of Brooksville Broadband Committee added, “[our communities have] a shared history of terrible internet... we struggled since 2018 to get decent internet for our towns... I can say from my friends and neighbors, that [Fidium] will transform their lives.”

Consolidated’s statement on digital equity:

Consolidated Communications is a leader in expanding broadband access. From building in some of the country’s most rural areas to highlighting solutions for low-income homes, Consolidated is committed to ensuring individuals, families, businesses and communities have access to technology infrastructure that connects to critical services and provides opportunities for full participation in society, democracy, education and the economy. Together, we’re building a more inclusive and connected future where everyone can thrive in the digital age.

Delivering universal broadband access to rural Vermont

Through an innovative partnership between Consolidated and the Southern Vermont Communications Union District (CUD), more than 22,000 homes and businesses, including 2,400 previously unserved homes throughout the 14-town area, are now empowered with a future-proof, symmetrical, multi-gigabit fiber technology. Throughout this project, we placed more than 900 miles of fiber across one of the most rural areas of Vermont, making a total investment of more than \$21 million between Consolidated Communications, Southern Vermont CUD, and with support from the Vermont Community Broadband Board.

The fiber build took place in two phases. First, Consolidated built fiber to more than 12,000 homes and businesses (400 previously unserved) in Bennington, Vermont, funded solely by the company’s investment, as part of its mission to bring fiber to the majority of its service area. This initial build was completed in August 2022.

In October 2022, the Vermont Community Broadband Board awarded the Southern Vermont CUD with a \$9 million grant to partially fund a fiber network throughout the CUD, kicking off the second phase of this partnership.

The recent completion of this phase in October 2023 made Southern Vermont CUD the first of Vermont’s 10 communications union districts to reach universal service, a significant accomplishment and a testament to the tenacity of the all-volunteer CUD board and the strong collaboration with Consolidated and the Vermont Community Broadband Board.



During an event held in August 2023, which celebrated the successful partnership and Southern Vermont CUD reaching universal service, Senator Peter Welch, said, “It really is pretty astonishing, and I’m just very excited to be here because we’ve been working on broadband forever. There’s a democratic value in making certain that the things all of us need in red states and blue states, in rural America and urban America, are available. That is the glue that is going to keep us together and help us resolve our problems.”

The new network is already paying dividends to the community. Matt Harrington, president of the Southern Vermont Chamber of Commerce, shared that “only 18 percent [of members] this year indicated Wi-Fi capability as a barrier to growth” compared to 41 percent last year, and “that is because of the CUD and Consolidated’s Fidium Fiber.”

Celebrating new opportunities and community benefits: Gig Town



As we bring multi-gigabit fiber internet to more communities, we have the privilege of seeing how better connectivity transforms small towns. To help communities understand and take advantage of these benefits, we’ve launched Gig Town.

The Gig Town designation means this community has a 100% fiber internet network available to residents and businesses, and is ready to enjoy a host of new opportunities, to name just a few:

New Employment Choices: with reliable, high-speed fiber internet, workers can now keep their big city job and live in the small town they’ve always dreamed of.

New Learning Opportunities: from K-12 students to professional development, the internet opens doors for learning. Take an online class, virtually visit a museum, explore new worlds!

New Business Opportunities: When your town has fiber, your town has the right tools to start a business and keep it growing, no big city move required.

Enhanced Medical Options: With new laws in place to protect and encourage telemedicine, more people can access the specialty care they need without the hefty travel bill or struggles with less accessible medical facilities.

The community benefits of fiber are many, and Gig Town celebrations encourage our communities to explore the wide world of opportunities that come with better access. The Gig Town moniker positions the city to market their town for growth as well as economic development opportunities.





Our ESG journey

Guided by Consolidated's values and our dedication to creating a robust, sustainable business, Consolidated integrates essential elements of environmental, social and governance (ESG) standards into our everyday operations, demonstrating our commitment to our customers, employees, investors, business partners and communities.

In line with our operations and the critical services we provide, we are focused on growing and continually integrating four key elements of ESG within our business: The Environment; Our People; Our Communities; and Governance and Accountability. As these elements evolve and become increasingly important for all stakeholders, we believe it's the right thing to do.







Our environmental commitment

At Consolidated Communications, we are committed to preserving and sustaining the natural environment and we know our actions have direct and indirect impacts on our local, regional and global footprint.

In 2023, we continued our focus on sustainable business practices with increased attention on managing our environmental impact metrics through a new tracking platform tied to our utility invoicing system. This platform allows us to monitor and track not just our spending on energy, but the sources and environmental impact of our energy choices.





Our operations

Upgrading our infrastructure

As Consolidated emerges as a fiber-first company, we are providing tremendous benefits to our customers. Beyond these enhanced services, we’re also taking advantage of the environmental opportunity that fiber expansion provides to build a more sustainable network. Optical fiber itself is made entirely from readily available materials, reduces power consumption of our network and is more reliable, reducing truck rolls to address service disruptions, further reducing our carbon footprint.

The impact of fiber broadband is exponential, giving each customer served the power to reduce their own carbon footprint by empowering customers to work, play and communicate digitally while avoiding emissions related to traditional means of travel for meetings and gathering.

When workers log in from home using their reliable, high-speed internet connections, they reduce their greenhouse gas emissions by nearly half.¹

Buiding a more sustainable network

We believe that fiber provides a better quality of service, faster upload and download speeds, and is more reliable. We also believe that transitioning to fiber is a more environmentally sustainable choice. Fiber infrastructure uses less energy than cable or DSL, requires less repair and maintenance, and, once in place, can be easily upgraded to provide exponentially faster speeds as technology and consumer needs change. The network we’re installing today will serve our customers and communities for the foreseeable future and continue delivering a fantastic internet experience.

¹ <https://www.scientificamerican.com/article/working-remotely-can-more-than-halve-an-office-employees-carbon-footprint/>

Tracking our environmental impact

Measuring our resource use is crucial to effectively managing our environmental footprint. As we align our tracking systems, Consolidated is setting benchmarks on our greenhouse gas emissions, water use and more. For the year ending Dec. 31, 2023, Consolidated reports the following environmental metrics:

- **Greenhouse Gas Emissions:**
 - Scope 1 GHG Emissions: 2,454 mt CO₂e
 - Scope 2 GHG Emissions: 60,340 mt CO₂e
- **Total Electricity Usage:** 203,331 MWh; 15% reduction from 2022
- **Renewable Energy Usage:** 32.4% of electricity used from renewable sources
- **Total Water Usage:** 25,230,887 gallons; 8% reduction from 2022.

Energy

As a critical infrastructure provider, we must constantly balance the immediate needs of our communities for always-on connectivity, with the needs of our planet. Our operations require power intensive equipment and a vehicle fleet to provide ongoing equipment maintenance and customer service. We understand that as a result, our energy usage poses environmental risks via greenhouse gas emissions. We continue to make investments in energy conservation, efficiency and exploring renewable energy sources to ensure long-term sustainability of our services with reduced impact on our environment.

Reducing in-office employee presence allows for reductions in our heating, cooling and energy needs. Other important steps we've taken in 2023 to reduce our energy consumption include updating 26 boilers and HVAC systems with high-efficiency units; adding motion-sensitive lighting in certain offices so lights stay on only if employees are present; employing active-monitoring of our heating and cooling facilities to adjust to changes in ambient temperature and humidity; and upgrading old, inefficient equipment.

Based on publicly reported figures from our energy suppliers, approximately 32.4% of the electricity that is presented to Consolidated across all markets comes from renewable energy sources. This figure will continue to increase as States' Renewable Portfolio Standards (RPS) increase, renewable onsite generation opportunities are implemented,

and potentially renewable energy certificates are secured. Consolidated includes discussion of renewable energy certificates with each of our energy contracts.

Consolidated is focused on doing business with companies whose percentages of renewable energy usage is higher than the 12.6% United States Environmental Protection Agency (EPA) average².

We are concurrently evaluating Community Solar initiatives across ten (10) states the company operates (and where Community Solar enabling programs exist). Community Solar is a legislative framework that enables members of a local grid community to participate in local large scale renewable projects that help the respective States meet renewable goals. When businesses, organizations or individuals subscribe to solar farms, the clean energy produced is fed directly to the utility grid, generating credits on subscribers' electric bills for the value of the energy generated by their share of the farm. Community solar also benefits local economies by creating jobs, increasing tax revenues and generating income to support landowners.

The company's largest share of participation is in Maine, Illinois and Minnesota, respectively, with more initiatives expected to come online in 2024. These three states with community solar projects are projected to inject more than 23,000 MWh of renewable energy into the grid annually. By participating in these projects, Consolidated is helping our communities achieve their renewable objectives.

Travel

In an effort to reduce transportation and fuel-related emissions, Consolidated Communications has moved to a hybrid work environment, with approximately half of our employees working remotely. In balancing the needs of our business, our distributed workforce uses technology and communication platforms for collaboration with employees and customers across the country. In 2023, our travel increased over the previous year, but still represents a 10% reduction from our 2019 benchmark.

When travel is necessary, employees are encouraged to use travel means with lower carbon footprints, including the use of low-emission and flexible fuel fleet vehicles, and are reminded to not idle vehicles to reduce air pollution and gas usage.

² <https://www.eia.gov/tools/faqs/> (Figure includes all states, except IA, OH, TX, AL, FL)

Waste

As a communications provider, our operations involve the extensive use and need to update electronic equipment, which poses an environmental risk if not disposed of or recycled in a responsible manner.

We continue to find sensible ways to minimize waste in our offices and facilities. Through the proper disposal of old computers and office technology products, to the recycling of electronics, cardboard, paper, glass, plastic, aluminum, batteries, lighting and other items at our primary offices and larger employee locations, Consolidated Communications understands the importance of proper disposal and recycling.

Out in the field, wire, cable and equipment is processed and sorted for shipment to approved recyclers.

Consolidated Communications phone directories are printed on recycled paper, and we include an option for customers to opt out of receiving future directories, further reducing their environmental impact. We actively encourage customers to enroll in paperless billing and support phone directory recycling in several areas.

As another way to reduce waste, employees receive their pay checks via direct deposit and Form W-2s electronically. In addition, employees are provided with company information, including handbooks, policies and personnel files, electronically. Combined, these efforts save nearly 400,000 sheets of paper annually - the equivalent of conserving approximately 20 trees per year³ - in addition to the related water conservation associated with producing paper.

Employees are encouraged to share information electronically, significantly reducing paper consumption and paper waste. We comply with all state, federal and local laws related to hazardous waste. When necessary, we hire certified and compliant waste disposal companies to dispose of materials in a safe and environmentally friendly manner.

Since 2022, 100% of our waste vendors are ISO 14001 certified.

Fleet

Consolidated has reduced our fleet waste stream by extending the useful life of our vehicles through a proactive maintenance program. This includes continuous replacement of power plants to reduce emissions and retiring vehicles when they are beyond economical repair. To improve the overall average miles per gallon (MPG) in company vehicles, vehicles may also be replaced when fuel efficiency declines.

In 2023, company vehicles used 2,131,104 gallons of gasoline; representing an ongoing trend of year-over-year reduction in fuel usage.



When acquiring new vehicles to add to Consolidated's 1,800 vehicle fleet, requirements are based on departmental needs. Recommendations and changes may be made to reduce size and cost. While current supply chain dynamics have made flex-fuel vehicles harder to come by, we continue to seek out solutions to reduce the greenhouse gas emissions of our fleet.

Our aerial bucket trucks use environmentally friendly hydraulic oil to offset any potential ground contamination, in the event of an unexpected leak.

In California, Consolidated met the California Air Resources Board's Truck and Bus Regulation requirements by its Jan. 1, 2023, deadline. This regulation ensures all trucks and buses have 2010 or newer model year engines to reduce particulate matter (PM) and oxides of nitrogen (NOx) emissions.

With the state's Advanced Clean Truck Regulation requiring all sales of light-duty vehicles to be zero-emitting vehicles (ZEVs) by 2035, we continue to work with regulators to meet requirements and related reporting. In 2023, we added eight electric vehicles into our California fleet, in accordance with the state's regulations.

³ <https://finance.yahoo.com/news/digital-transformation-reduces-environmental-impact-090000286.html>



Low- and reduced-energy products and services

Through the utilization of Voice over Internet Protocol (VoIP), the need for travel by business customers is reduced as the service allows for effective and productive telecommuting options.

Environmentally conscious suppliers and partners

By working with business partners who also embrace green initiatives and the conservation of natural resources, we continuously ensure sustainability from within our supply chains. We strive to balance environmental and fiscal responsibilities when making purchasing decisions.

Environmental awareness and education

By educating our employees, partners and customers on environmental issues and sustainability goals, along with providing them with information on how they can put environmentally friendly practices in place at home and work, we can establish and maintain a culture of awareness and action.

Consolidated's robust training library includes modules on environmental regulations, properly managing ozone-depleting chemicals, used oil management and more.

Climate risks, opportunities and impacts

Each year, our emergency operations group evaluates specific environmental and weather-related threats to our business. Our service footprint risks include hurricanes, snow and ice storms, wildfires, drought, and extreme heat. The team tracks potential climate-related risks as they develop, enacting comprehensive inter-departmental plans for risk mitigation, impact prevention, effective communication and swift recovery of service and facilities.

Preparing and responding to Hurricane Idalia

On August 30, 2023, Hurricane Idalia made landfall in the Big Bend region of Florida. Idalia took a toll on the region, causing significant damage to thousands of homes, businesses and critical infrastructure. In the days leading up to the storm, Consolidated's Emergency Operations Center was hard at work, scheduling 24/7 work schedules to ensure swift repair; equipping fleet vehicles and offices with extra fuel, lighting and fluids; inspecting safety equipment, generators and field materials; and placing emergency network supplies throughout company facilities.

When the storm cleared, crews worked around the clock to restore downed utility lines and assist with infrastructure replacement. Having been spared significant damage, local employees opened their offices to the public, and set up free wi-fi access and device charging stations. The company offered free internet service to the local Shriners Club, a fraternity based on fun, fellowship, and the Masonic principles of brotherly love, relief, and truth, as they served meals to residents impacted by the storm. Thanks to a dedicated, local team's strategic decision-making and effective coordination, our employees stayed safe, and our customers' services remained uninterrupted.

We offer our deepest appreciation to our Florida teams for rising to the occasion and delivering exceptional service in the face of adversity.





Supporting our employees

Consolidated Communications offers a comprehensive benefits package to all eligible, full-time employees that supports the health and wellbeing of employees and their families. The package includes competitive pay, premium healthcare benefits and a 401(k) program with immediate enrollment upon hire, 100% vesting and a company dollar-for-dollar match.

Company health benefit offerings include, but are not limited to: medical, dental and vision insurance; prescription coverage; telehealth; accident, critical illness, life, accidental death and dismemberment coverage; employee assistance program; disability coverages; flexible spending accounts; health savings accounts; and medical and pharmacy advocacy programs.

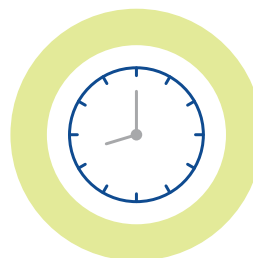
Consolidated offers a holistic Employee Wellness program that provides resources and discounts to help employees take control of their mental, physical and financial health. We also offer group auto and home insurance rates through payroll deductions.

Tuition assistance

Understanding the importance of education to our employee's personal and professional development, regular full-time Consolidated employees who are actively working (when courses begin and at time of reimbursement) are eligible to participate in Consolidated's tuition reimbursement program.

The company pays up to the maximum IRS amount outlined in a calendar year, \$5,250, for expenses related to the pursuit of a degree through a regionally or nationally accredited educational institution. Upon satisfactory completion of approved courses, Consolidated reimburses normal enrollment costs, including required fees and textbooks.

For the third consecutive year, Consolidated Communications scored in the top quartile of large employers who participated in Gallagher's 2023 Benefits Strategy & Benchmarking Survey. We were again recognized as a "Best in Class Employer" that provides innovative solutions for creating organizational structures, workplace policies and total rewards, which inclusively engages and motivates its employees.



17 Years
Average tenure



Employee engagement

We aim to provide meaningful work and promote a culture based on collaboration, integrity, inclusion and purpose. Engaging and inspiring each other to do great things, along with all of our employee engagement initiatives at Consolidated, are important priorities.

In 2023, Consolidated initiated an employee Net Promoter Score (eNPS) survey to provide a benchmark measurement of employee satisfaction and guide efforts to improve the employee experience. The company hired new leadership within Human Resources and added resources to support renewed and expanded employee engagement initiatives. The companywide increased focus on employee engagement includes: new online training resources, an expanded mentorship program and more. Consolidated is also expanding its resources on its Intranet and researching ways to improve engagement among field-based employees.

All employees participate in annual goal setting and performance discussions with their direct supervisors. Included in annual performance discussions, supervisors work with employees to create ongoing development plans that may include career and professional growth, skills training and more. In 2023, Consolidated experienced a voluntary turnover rate of 11.8%, significantly lower than the U.S. average of 17.3%⁴.

In 2023, the company successfully completed an employee mentorship pilot program to foster the company's next generation of leaders. Company leaders were matched with employees seeking mentorship to develop new skills, engage more deeply with the company and develop as strategic leaders. Upon completion, both mentees and mentors reported having a positive experience, with 100% of the mentors interested in mentoring employees in the future.

"My mentor is putting a lot of time and effort into this program for me. I look forward to our meetings, and in-between meetings, he has helped me meet others in the company and also understand more about the business."

– Consolidated Mentorship pilot program participant

Mentorship Pilot Program

⁴ <https://www.imercer.com/articleinsights/workforce-turnover-trends#:~:text=The%20average%20turnover%20rate%20among,the%20company%20terminated%20the%20employee>



Employee Awards

Consolidated is committed to recognizing those who go above and beyond the expectations of their role and celebrating this success.

The Amazing Service Award recognizes employees who exemplify our commitment to providing amazing service to external and internal stakeholders. Any employee can nominate a peer or direct report for this award, which is given out three times per year. In 2023, 22 employees were honored with the Amazing Service Award.

The President's Award is a once-in-a-career honor that recognizes outstanding employees for their performance, track record and overall contributions to the success of the company. This annual award is highlighted during our Annual Employee Meeting. In 2023, six employees received this prestigious award.

The Everyday Hero Award recognizes employees who assist a coworker, customer or member of their community who is experiencing dire distress, trouble or adversity. This award is given on an ad hoc basis to employees who provide potentially life-saving interventions to a person in need.

Service anniversary celebrations

In alignment with our Company values: "People Make the Difference" and "Celebrate Success," we have programs in place to recognize our highly experienced employees, who are one of our key differentiators. Consolidated has a long history of recognizing employees who mark a milestone service anniversary with a financial reward, and in 2022, we launched a new program to recognize employees who celebrate milestone service anniversaries. During this engaging, interactive virtual event, employees and their supervisors recall historical company milestones and pop culture highlights from the year they started their Consolidated careers, congratulate each other on their accomplishments and enjoy the spotlight. Approximately 500 employees and supervisors participated in the monthly Service Anniversary celebrations in 2023.

"Great event, I feel appreciated to work for this company."

–Service Anniversary Celebrant

Labor relations

Consolidated Communications has a long history of positive and respectful relationships with the Communications Workers of America (CWA) and the International Brotherhood of Electrical Workers (IBEW), representing approximately 1,400 employees. We have successfully negotiated 17 new labor agreements in the past four years.

We are committed to securing labor agreements that: provide competitive pay, benefits and investments in our employees; improve our operational efficiency and business sustainability while providing flexibility to effectively meet our customers' needs; and improve the customer experience.

We work hard to keep lines of communication open with union leadership to discuss key issues, plans and operational performance while ensuring employees' needs and customers' expectations are exceeded.

In 2023, the company negotiated new collective bargaining agreements with three local unions across three states.

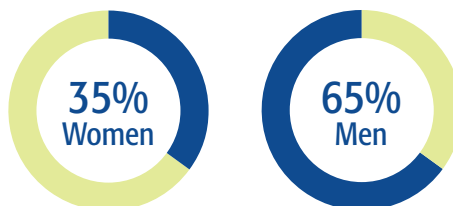
Stronger



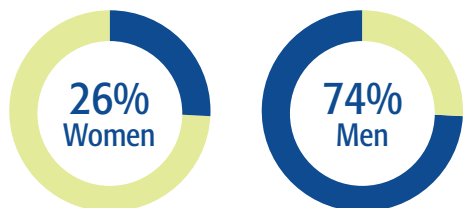
Diversity and inclusion / equal opportunity

At Consolidated Communications, we seek high-quality employees of all backgrounds and experiences. We welcome differences and diversity as qualities that enhance our efforts as a team and believe embracing diversity and a culture of inclusion makes Consolidated Communications a better company. We believe recognizing strength in our differences contributes to different ideas and better decisions, which in turn drives better results for our customers and our shareholders. Together, we're working to ensure that Consolidated provides support, resources and opportunities to everyone, according to their needs.

Gender diversity of all employees



Gender diversity in Senior Leadership



Racial and ethnic diversity of all employees





14% of our employee population identify as veterans.

In an effort to promote diversity and eliminate any potential hiring biases, the company continues to evaluate and improve recruiting initiatives affecting hiring for open company positions. We also partner with diversity and veteran-focused job websites to attract a large, more diverse pool of potential candidates.

Consolidated Communications has been and will continue to be an Equal Opportunity, Affirmative Action, Disabled and Veteran Friendly Employer. We strive to maintain workplaces that are free from any type of discrimination or harassment by recruiting, hiring, assigning and promoting without regard to race, ethnicity, color, religion, sex, sexual orientation, gender identity, age, national origin, disability or any other factor prohibited by law. Consolidated Communications reasonably accommodates qualified applicants with covered disabilities who can perform the essential functions of the job with or without reasonable accommodation.

All employees are required to complete annual harassment prevention training, which includes education regarding harassment based on protected classes, as part of their professional development coursework, but we know we must expand our efforts far beyond legal compliance.

Consolidated strives to create a work environment that provides all employees with equal access to information, equitable opportunities and ongoing career development. As we continue advancing in our diversity journey, we frequently seek out employee feedback through formal surveys along with participation in annual employee meetings, quarterly employee town halls, webcasts and always-on Q&A forms on our intranet.

Diversity, Equity and Inclusion Council

In 2023, the Diversity, Equity and Inclusion (DEI) Council expanded to 12 members representing a variety of diverse identities. The Council is a cross-functional team that develops resources and provides input and

In 2023, employees completed more than 4,000 hours of training on discrimination and harassment prevention on topics that included ageism, anti-bullying and respect for people from other racial, ethnic and religious groups.

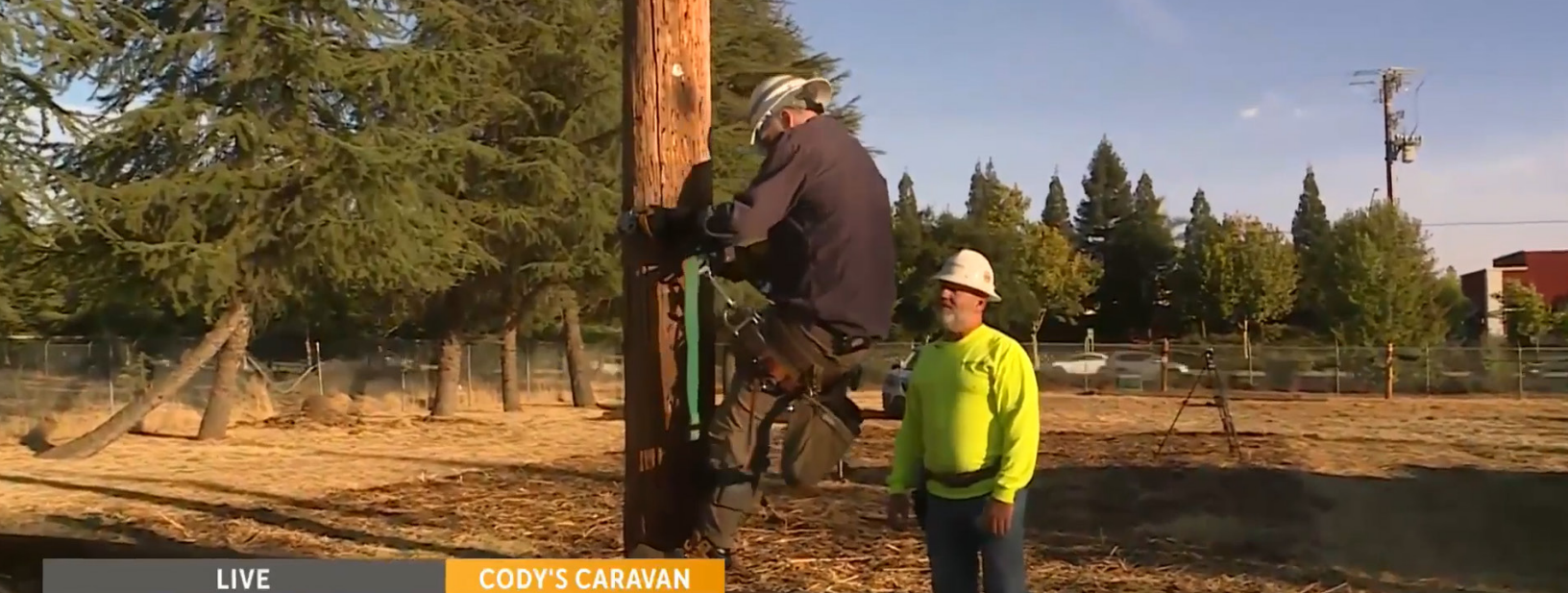
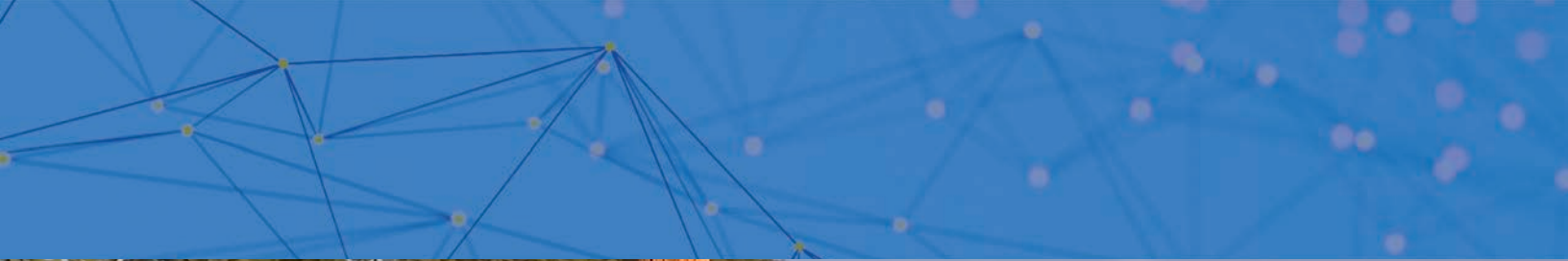
guidance aimed at ensuring the company is a place where differences are welcomed, every employee can feel supported and be successful, and all customers and communities are recognized and respected.

2023 was an intense year in the DEI space. Despite the challenges that come with this work, Consolidated's DEI Council continued to make great progress. Council members met monthly to discuss a wide range of topics related to diversity, equity and inclusion, share opportunities and challenges, and work toward longer-term goals.

As a team, the Council created and published a new resource guide: Working with Neurodivergent Employees. This accessible guide covers some common neurotypes along with potential strengths and challenges for neurodivergent employees. The guide shares information for employees and managers to help create environments where both neurotypical and neurodivergent employees are set up for success.

The DEI Council also announced the Reading Between the Lines book club. Each month a new book is selected, read and discussed by book club members. Reading Between the Lines provides an entry point for employees curious about DEI, introduces some incredible authors, and offers opportunities for members to meet employees with whom they otherwise may never have the chance to interact.

Most recently, the Council launched Employee Resource Group (ERG) pilots. ERGs provide space and community for employees from marginalized identities. Allies are also welcome to join, so they can learn from members and become better advocates for their colleagues.



LIVE

CODY'S CARAVAN

Safe and healthy workplace

Safety is our #1 priority

Employees are the cornerstone of our success and safety remains a top priority. Consolidated Communications is committed to providing a healthy, safe and productive work environment for all employees and customers. As we strive to fulfill our mission to turn technology into solutions, connect people and enrich how our customers work and live, our employees' commitments and positive attitudes towards safety and safe practices at work and at home is integral to our success.

An effective safety culture prospers through personal accountability, collaboration and embracing innovative ideas. The work of the Safety and Risk Management group ensures all employees are trained in emergency procedures so at the time of an emergency all employees can respond without hesitation or undue stress.

In collaboration with eight established regional safety committees, the Safety and Risk Management group assesses job-related hazards, corrects deficiencies and develops updated policies and training for all employees.

Our risk management team continually evaluates employee injuries to determine the root cause. Strains and sprains are a leading cause of

injuries for Consolidated employees. Continued emphasis on engineering and administrative controls to lessen this trend is a goal for the company. In conjunction with an initiative to source ultra-light weight ladders, field operations teams are evaluating new tools to lift manhole cover lids, and prevent injuries related to this work task.

By enforcing safe and responsible work habits in the field, on the road and at the office, we benefit the communities and neighborhoods we serve and help to make them better places to live and work. Moreover, a sincere commitment to safety at all levels of the company supports our vision to be the preferred choice for communication solutions.

For the year ending Dec. 31, 2023

29,000+ Safety, Compliance and Service training modules completed by employees

136 specific training topics covered, including health and safety, technical training, job hazard recognition, emergency and disaster preparedness and workplace harassment

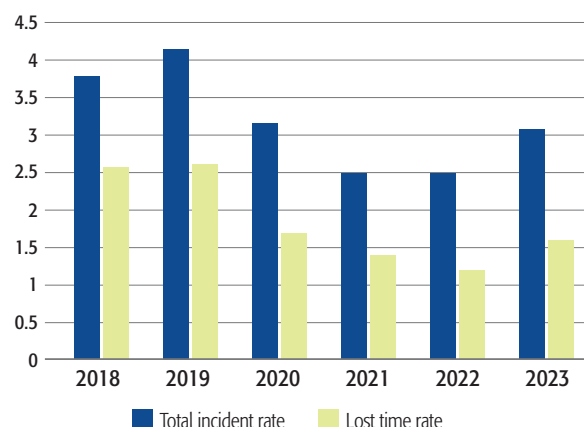


We prohibit unlawful discrimination and protect against behavior that creates an offensive, hostile, or intimidating work environment. We work to create a safe, healthy and secure workplace where employees are able to do their jobs without fear of harassment or discrimination based on race, ethnicity, color, religion, sex, gender expression, age, national origin, disability, sexual orientation or any factor prohibited by law, or which violates our workplace policies or procedures. Physical harm or threats, direct or implied, and illegal acts of harassment, including sexual harassment, are a violation of the Consolidated Communications Code of Conduct and are not tolerated.

In 2023, recurring yearly certifications for mandatory workplace harassment trainings for employees and leaders were maintained within the company's online employee training system.

We have a strong, ongoing commitment to providing a safe and healthy workplace and to ensuring employees are properly trained and have appropriate safety and emergency equipment. We provide employees with quarterly virtual training, including general environmental health and safety training, harassment training and relevant job-related, instructor-led training on hazards they may experience. In 2023 employees completed more than 29,000 safety and human resource compliant training modules.

OSHA injury rate trend



As part of the company's overall Corporate Safety Policy, protocols are in place for important areas, including injuries and accidents, head and eye protection, personal protective equipment, safety vests, insulated electrical gloves and blankets, potentially hazardous spills and safe use of company vehicles.



To flex up staffing during our ongoing fiber expansion, we routinely work with contractors to help meet our customers' needs. To ensure the safety of our employees, customers and our communities, we've expanded our Code of Safety Practices to include contractors and subcontractors. Part of this plan includes unannounced on-site safety checks performed by our Risk Teams to ensure contractors operate in compliance with our rigorous protocols.



Our communities



Community giving and volunteerism

For nearly 130 years, we have forged a strong legacy and tradition of giving back and active employee volunteerism within the communities we serve. We believe engaging in and supporting the community improves the quality of life and creates a more vibrant place to live and work.

Investments in our communities

Last year, Consolidated Communications provided \$1.6 million in support to more than 625 community nonprofits and organizations through our company giving programs, educational grant program, foundation grants, economic development initiatives, community events and sponsorships.

\$1.6 million contributed to 625 community organizations in 2023

Consolidated Connects Educational Grant Program

Established in late 2020, the Consolidated Connects Educational Grant Program provides funding for innovative, technology-focused initiatives

at K-12 schools within the company's service area. The learning programs advance creative student learning, develop 21st century skills, promote critical thinking and utilize innovative technologies.

Consolidated Connects Grants are awarded annually through an online grant application process. In 2023, we awarded \$32,000 to seven schools through the grant program, serving hundreds of students.



2023 grant award recipients:

- **\$5,000 to Alto High School (Alto, Texas) Digital Communications Program**
 - To support the expansion of educational and career development offerings for its digital communications program.
- **\$5,000 Dakota Middle School (North Mankato, Minn.) Robotics**
 - To support equipment improvements for the competitive robotics team and increase the number of students able to participate in competitions.
- **\$5,000 to Goffstown High School (Goffstown, N.H.) Robotics**
 - To support the Learning and Development program for its competitive robotics team, specifically in the areas of programming and CAD design.
- **\$5,000 to John Adams Academy (Roseville, Calif.) ESL Translation Technology**
 - To support its English Language Learners program with translation technology for teachers to communicate with non-English speaking students.
- **\$5,000 to Sacramento Country Day School (Sacramento, Calif.) Robotic**
 - To support its program to create a more efficient and automated vehicle, bridging a gap between physical skills, and the technology and innovation taught across multiple subjects.
- **\$5,000 to Shelbyville High School (Shelbyville, Ill.) Robotics**
 - To support the creation of a new competitive robotics program to allow students to gain problem solving and teamwork skills.
- **\$2,000 Surprise Grant for Brunswick Maine High School (Brunswick, Maine) for a student guided school technology improvement initiative.**

Additional program information is available at:
consolidated.com/ccconnects.

Since 2021, Consolidated has provided \$112,500 in grant funding to 30 schools through the Consolidated Connects Educational Grant Program.

Consolidated Cares Employee Volunteering Program

Consolidated employees reported 8,700 community volunteer hours in 2023.

We believe contributions of time are just as important as financial gifts and are proud to support employees who dedicate their time to serving the community. In 2023, our employees reported 8,700 volunteer hours with local nonprofits and community groups across our service area.

In 2022, we launched the Consolidated Cares Employee Volunteer Program, which rewards employees who volunteer at least 25 hours with a \$250 contribution to their preferred nonprofit organization. As a result of the program and our employees' dedication to their community, Consolidated contributed \$14,000 to 56 nonprofits during the program's second year.



Volunteer spotlight:

Julie Kyllonen, a Consolidated Communications employee in Portland, Maine, cares deeply about her community. Despite not having much free time, Julie was thrilled to start volunteering with the Pink Feather Foundation. The nonprofit organization helps teachers confidentially supply students with free clothing and accessories to ensure they have what they need to fully participate in school, feel confident in their lives, and reach their full potential.

"There are so many ways people can volunteer. I can help by collecting and sorting clothing from home when I have the time. The need is great, and I wanted to help the kids."

– Julie Kyllonen



Celebrating 40 Years of Special Olympics Family Festival (SOFF)

In 2023, Consolidated Communications hosted the 40th Special Olympics Family Festival (SOFF) in Mattoon, Ill. Hundreds of Special Olympic Athletes from east central Illinois gathered for a full day of events, while caregivers enjoy a day of respite.

SOFF is planned and executed by a volunteer committee made up of Consolidated Communications employees and local community and business leaders. More than 1,000 volunteers from throughout the state and far beyond create a carnival-like atmosphere, filled with singing, dancing, non-competitive games, tractor rides, a parade, and a steady stream of performances from the SOFF stage.

SOFF began as a way for co-founder and former Consolidated Communications founding Board Director and Chairman Richard A. Lumpkin to engage Consolidated Communications employees in the community and included a few hundred athletes and volunteers. It has grown and evolved, but the focus on inclusion, friendship and having fun remains.

Memories are made, with many athletes sharing that they look forward to SOFF as though it was their own birthday. Lifelong friendships are formed between the athletes and their dedicated Friend for a Day, as they return year after year. Watch a video of this historic 40th SOFF [here](#).

SOFF returns to the grounds of Lake Land College on Sept. 21, 2024. More information is available at consolidated.com/SOFF.

40 years of SOFF, bringing together 22,000 athletes and 44,000 volunteers.

Roseville Telephone Museum; a Tribute to our Past...

Since 1994, the Roseville Telephone Museum, managed by Consolidated Communications, has been home to one of the most extensive collections of antique telephones and telecommunications memorabilia in the nation. The exhibits in the 4,500 square-foot museum chronicle and celebrate more than a century of communications technology and a unique perspective of the history of Roseville, California.

With financial support from Consolidated Communications and a team of dedicated volunteers comprised of current and retired employees, the Roseville Telephone Museum has been called one of the best hidden gems in Northern California. Offering free admission, the museum is a favorite destination for school tours, out of town visitors, local residents and media. Annually, the museum welcomes nearly 1,000 guests to explore the history of communications innovation..





Minnesota Community Fund

Over the past 60 years, the Consolidated Communications Community Fund (formerly the Mankato Citizens Telephone Company / HickoryTech Foundation) has given more than \$6.5 million to nonprofit organizations throughout southern Minnesota. The Community Fund is a donor-advised fund, administered by the Mankato Area Foundation, with an advisory board comprised of local Consolidated Communications employees who direct grants and gifts.

Community Fund grants support critical community needs, such as hunger and homelessness, and provide scholarships and funding for technology-focused educational programs. In 2023, 24 nonprofit organizations received grants totaling \$155,000 from the Fund.

In addition, the Consolidated Communications Community Fund supports a matching gift program benefit for employees in the region. This program generated over \$10,000 in support to local nonprofit organizations throughout southern Minnesota.

California's Consolidated Communications Foundation

For nearly 30 years, the Consolidated Communications Foundation has given over \$5.5 million to communities through local nonprofits and organizations that serve those in need and create more vibrant communities.

Each year, the Foundation is funded through the generosity of employees who make voluntary payroll contributions matched by a company gift. In 2023, the Foundation gave more than \$94,000 to 106 local organizations.

Consolidated Communications is proud to support programs and organizations that address essential and critical community needs and key community and educational initiatives, improving the quality of life for our friends and neighbors





Vendors and suppliers

Consolidated Communications is committed to doing business with suppliers and vendors that positively influence our strategic and operational goals, as outlined in our Vendor Code of Conduct (available at consolidated.com/vendorpolicy). Notwithstanding compliance with all applicable laws and regulations, vendors must also provide high-quality goods and services, exceptional customer service and competitive pricing.





Privacy and data security

The safeguarding of our customers' personal information is of the highest importance to Consolidated Communications. We do not sell, rent or disclose personally identifiable information to any third party for any reason that is not directly related to providing products and services, except as required by applicable law or specifically allowed in our privacy policy.

Occasionally, we will use personally identifiable information to offer a customer new products and services; however, customers can opt out at any time.

As a data privacy champion, Consolidated Communications provides ongoing consumer education on how to protect their personal data and, more broadly, how to keep themselves and their families safe online. Consolidated recognizes and supports the principle that all organizations share the responsibility of being conscientious stewards of personal information and has undertaken significant efforts to educate our customers, employees, and communities on safe online practices. Consolidated maintains and regularly updates actionable tips on online safety and data privacy practices at consolidated.com/staysafeonline.

More information on our Customer Privacy Policy is available at consolidated.com/privacy.

Network security

We take cybersecurity very seriously and are constantly monitoring and taking proactive steps to ensure the safety of our networks. Consolidated continuously strives to implement standards-based security and risk management programs to protect our data, people, brand, and shareholders, and maintain security processes and industry accepted standards and regulations that protect our customers, products, and data. We are a trusted partner with a risk-based focus to support business growth while consistently exceeding our customers' needs and expectations.

Internally, Consolidated Communications employees are kept abreast of the latest cybersecurity risks and threats and are regularly provided with educational content and information to minimize risks to our network and business systems..



Business and personal interaction in the world today has become increasingly reliant upon the delivery of data of all types across telecommunications carrier networks and Consolidated recognizes the need for these networks to be as protected and reliable as possible. Consolidated management takes a vigilant approach to identifying and addressing data security risks through its Information Security Risk Management and Governance programs. These programs include supply chain and vendor risk management activities, software component analysis, and business impact analysis. Additionally, Consolidated has a comprehensive architectural security program which includes active monitoring and detection along with detailed triage and response plans that outline the steps necessary to investigate, identify and mitigate cyber security risks. As part of its cyber security risk mitigation approach, Consolidated carries Cyber Security Insurance, and senior leadership briefs the board of directors on information security matters quarterly. Biennially, we are assessed by the Department of Homeland Security against National Institute of Standards and Technology (NIST) 800-53 controls and in 2022, Consolidated rolled out a comprehensive cybersecurity awareness program to educate employees as to the cyber risks related to the technology with which our employees interface.

Over the last four years, Consolidated has not incurred any expenses related to data breach penalties or settlements. In 2023, Consolidated had no data security breaches or network intrusions with a material impact on the company.

As online activities and connected devices increase, legitimate concerns about data security, scams and identity theft are also increasing among consumers. Consolidated proactively monitors network traffic and uses industry trusted best practices, tools, software and systems to keep our customers safe. We hold our role in keeping our customers and communities informed of online and data safety practices with high regard and importance. More information is available at consolidated.com/staysafeonline.

In 2023, Consolidated had no data security breaches or network intrusions with a material impact on the company.



Consolidated's technicians are in the unique position of frequently working inside homes and businesses. To help protect vulnerable people and communities, technicians in Mankato, Minn., participate in civilian training to identify and report signs of human trafficking through partnership with the Lutheran Social Service Sex Trafficking Prevention Program.

Human and labor rights

Consolidated Communications believes it is critical to promote and protect human rights in all communities we serve and in our relationships with our employees and vendors. As a long-standing employer and business partner, we strive to foster a work culture that respects fundamental human rights and ensures that our business practices in no way contribute to human rights abuses. Consistent with these goals, we have established a Human and Labor Rights Policy (additional information noted in appendix and at consolidated.com/laborpolicy) to create awareness and establish expectations related to legal requirements, ethical practices and human rights.





Political support and transparency

Rapid changes in policy require Consolidated Communications to assert its voice to continually inform and educate lawmakers on issues affecting all stakeholders and, most importantly, the needs of our customers. While we are members of various trade organizations that advocate on our behalf, at times our position on an issue may differ from that of other members.

As such, the Consolidated Communications Political Action Committee (PAC) allows us to engage with policy makers at the federal and state levels to share our stories, voice our opinions and advocate for our customers on critical issues. The PAC is solely funded through voluntary contributions by employees, made in accordance with all applicable state and federal laws and is a meaningful way for Consolidated Communications employees to engage in the political process.

Net neutrality statement

Consolidated Communications is committed to protecting its customers' privacy and will not block or degrade service to any internet locations. Our customers will continue to have unfettered access to all legal internet content just as we have always provided. Customers can read about our internet policies on our website – [consolidated.com](https://www.consolidated.com) – where we will continue to disclose our network practices.

Data usage

Many Internet providers enforce monthly data restrictions. When a data cap is in place, a provider can charge for the extra data you use beyond a certain amount in any given month. Consolidated does not charge additional fees for data usage or overage because we never cap customers' internet data usage. We want our customers to fully experience the Internet and that's why we don't limit their data.



Assistance programs

As part of our ongoing commitment to expand the reach of Internet services, Consolidated participates in the Affordable Connectivity Program (ACP). This program helps ensure that more Americans can afford the broadband connections they need for work, school, healthcare and more. The ACP has helped qualified customers pay for any Consolidated or Fidium service they choose. Approximately 7,900 of our customers participated in ACP in 2023. Unless additional funding is approved by Congress, the initial funding for the ACP is expected to lapse in April 2024.

The federal government also offers a Lifeline broadband discount for qualifying services. Consolidated Communications, Inc. offers a Lifeline Program for eligible low-income residential subscribers at their primary residence. The Lifeline Program is a government benefit program.

Eligible subscribers can apply for a monthly federal Lifeline Program discount to a voice service or a qualifying Internet service.

Robocalling

Consolidated Communications considers illegal robocalling to be harassment and a violation of our customers' privacy. We believe the ongoing industry examination of this issue is crucial to developing

solutions to thwart the many sophisticated ways criminals manipulate calling services to harass the public.

We are proud to be one of the service providers that partnered with the state Attorneys General to support the eight (8) Anti-Robocall Principles for Voice Service Providers. These principles guide our efforts to protect voice service customers from illegal robocalls and make it easier for attorneys general to investigate and prosecute perpetrators.

Committed to advancing broadband to create new opportunities to compete, grow and thrive through connectivity, Consolidated is a member of the USTelecom Industry Traceback Group. This industry-led organization identifies the origin of suspicious robocall traffic, disrupting illegal robocalls in real time and empowering the enforcement community to hold illegal robocallers and their enablers accountable. In addition, we are active participants in other USTelecom and industry peer efforts to collaborate on implementing robocall mitigation tools and industry peer efforts to collaborate on implementing robocall mitigation tools.

Consolidated Communications offers services, which vary by market, to assist customers in blocking calls from unwanted callers or telemarketers. Consolidated customers can register with State and/or National Do



Not Call registries. We also offer call blocking, caller ID (with name and number), call intercept and anonymous call rejection. Customers can find out more information on these features under our Support section at consolidated.com/support.

Consolidated has also implemented the “STIR/SHAKEN” call authentication technology to help confirm whether an incoming calling number is spoofed. STIR/SHAKEN digitally validates the handoff of phone calls passing through the complex web of internet protocol networks, allowing the service provider of the consumer receiving the call to verify that a call is in fact from the number displayed on Caller ID.



Governance and accountability



Business practices and ethics

At Consolidated Communications, we're committed to the highest standards of legal and ethical business conduct. Our Code of Business Conduct and Ethics (available at [consolidated.com/ethics](https://www.consolidated.com/ethics)) summarizes the legal, ethical and regulatory standards we follow and is a reminder to our directors, officers, employees, customers and vendors of our obligation to uphold this commitment.

We have built our business on standards of excellence and quality in services and products. Our employees and representatives adhere to the highest standards of honesty, ethics and fairness in their business dealings, contributing to a culture of compliance and accountability. Our culture is built on trust. Honesty, accountability, and transparency are how we build relationships and serve our customers.

We place the highest value on the integrity of our directors, officers and employees and demand the same level of integrity in all business transactions. We insist on ethical dealings with others and on the swift, transparent handling of actual or apparent conflicts of interest within personal and professional relationships.

Directors, officers and employees are required to deal honestly and fairly with our customers, collaborators, competitors and third parties in all interactions.

In our dealings with customers and suppliers, we prohibit making or receiving bribes, kickbacks or any other improper payment, direct or indirect, to any representative of government, labor union, customer or supplier in order to obtain a contract, commercial benefit or government action.

When an ethical issue or concern needs to be addressed with a supervisor, we respond quickly and have built an environment where difficult discussions can take place and questions may be asked without the fear of retribution or retaliation. Information on reporting and access for anyone who wishes to report a suspected violation are clearly defined and available to all stakeholders via our investor relations website: ir.consolidated.com.

If it is determined that our Code of Business Conduct and Ethics was violated, Consolidated Communications will take the necessary corrective action to address and to correct the violation.

Consolidated's Conduct and Ethics responsibilities are overseen by the company's chief legal officer. They report to the Audit Committee of the Board of Directors, which oversees compliance across the company.



Board governance and leadership

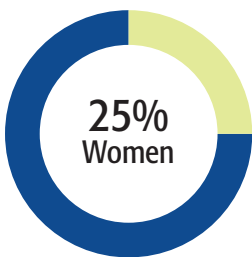
The Board of Directors of Consolidated Communications Holdings, Inc. sets high standards for the company’s employees, officers and directors. Implicit in this philosophy is the importance of sound corporate governance. It is the duty of the Board of Directors to serve as a prudent fiduciary for

shareholders and to oversee the management of the company’s business. To fulfill its responsibilities and to discharge its duty, the Board of Directors follows the procedures and standards set forth in the complete guidelines available at ir.consolidated.com/governance.

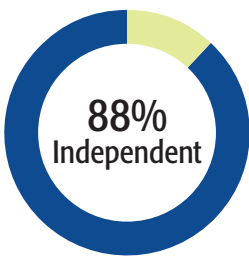
Board Committees

Audit Committee		Compensation Committee		Corporate Governance Committee	
Oversight	Meeting frequency	Oversight	Meeting frequency	Oversight	Meeting frequency
Accounting and financial reporting	Quarterly	Executive compensation	No less than biannually	Board governance	No less than biannually
Legal and regulatory requirements	Quarterly	Company compensation programs	No less than biannually	Governance principles	No less than biannually
Audit, risk management and internal controls	Quarterly				

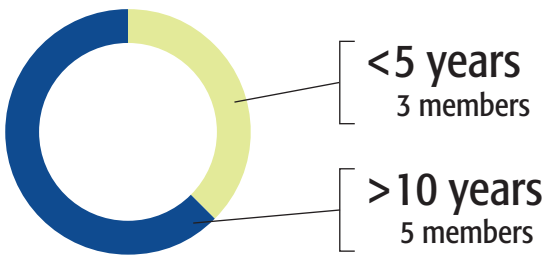
Board of Directors



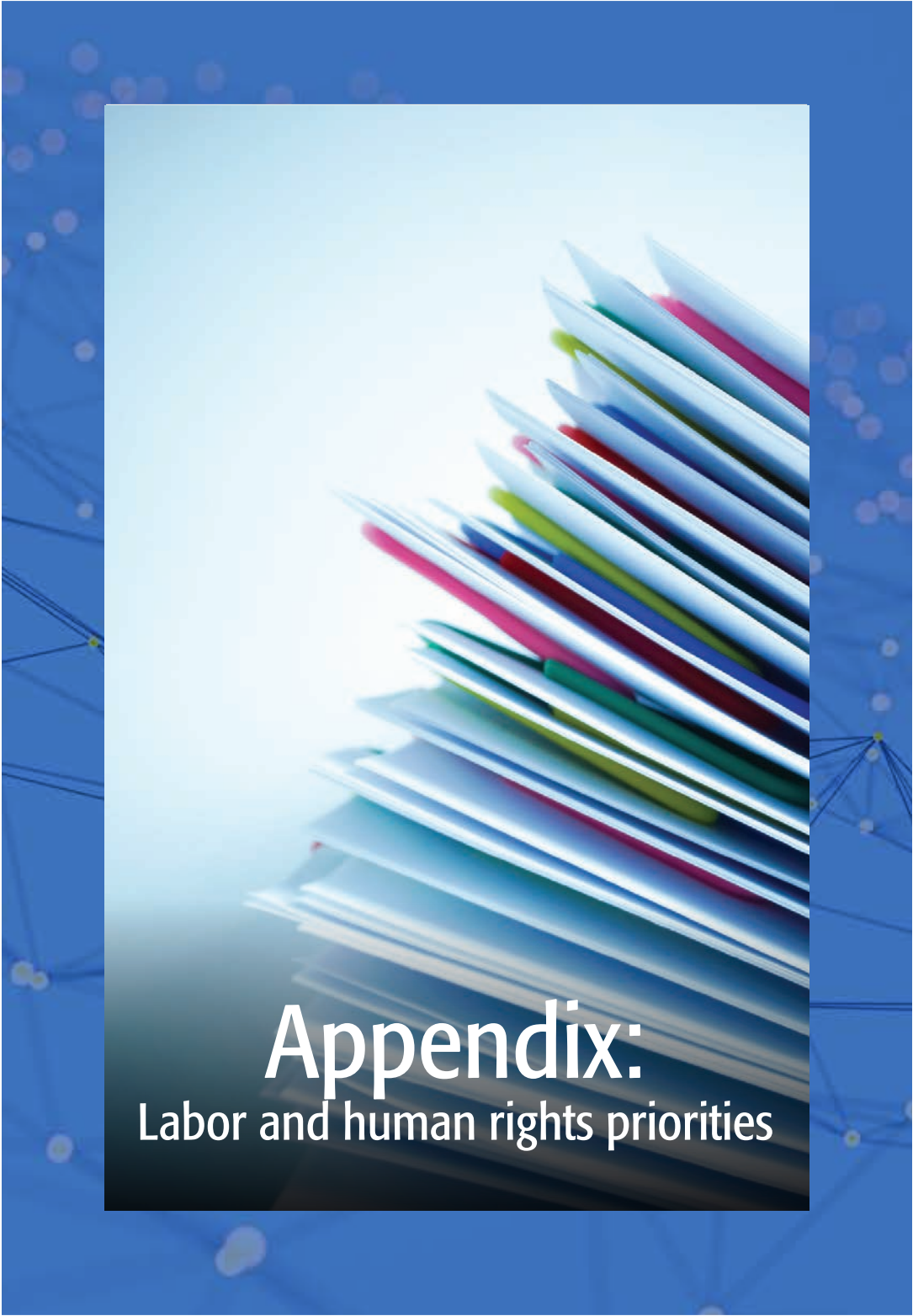
Board Gender Diversity



Board Member Independence



Board Member Tenure

The image features a stack of approximately 15-20 colorful folders (pink, blue, green, yellow, and white) arranged diagonally from the bottom left towards the top right. The folders are set against a light blue background within a central rectangular frame. This frame is itself set against a larger blue background that contains a faint, abstract network diagram with nodes and connecting lines. The text 'Appendix: Labor and human rights priorities' is overlaid on the bottom right of the folder stack.

Appendix:

Labor and human rights priorities



Labor rights areas of focus

Commitment to value the human rights of our employees

As an employer, Consolidated strives to be respectful and supportive of our workforce and to embrace a respectful and diverse culture. Consolidated recognizes that its employees are the lifeblood of the company, and that we must respect the fundamental human rights of our employees and provide an inclusive work environment, free from any forms of harassment, discrimination or coercion. We periodically monitor and survey employee satisfaction and engagement to ensure that we receive the feedback we need to maintain this commitment. The following principals are reflective of our commitment to human and labor rights:

- **Non-Discrimination**

Consolidated respects our employees' human rights and does not tolerate discrimination on the basis of race, color, religion, sex, age, national origin, disability or any other factor prohibited by law.

- **Child labor**

We abide by all applicable child labor laws and adhere to the Convention on the Rights of the Child of the United Nations and Convention 138 of the International Labor Organization. We do not use or recruit underage children for labor.

- **Forced labor**

Any and all employment undertaken at Consolidated or any of Consolidated's vendors must be voluntary.

- **Freedom of Association and Collective Bargaining**

We maintain a healthy dialogue with our employees and where applicable, their labor representatives. Consistent with applicable labor organization laws, employees are not restricted from membership in labor organizations.

- **Health and safety**

Maintaining a high standard of health and safety is key to the operation of our business. We take great lengths to ensure a safe and healthy environment for our employees and to avoid the possibility of injuries to customers or the public.

- **Working conditions and work hours**

All employees are given reasonable rest breaks, access to facilities, potable water, and holiday leave in accordance with applicable law. Consolidated complies with all applicable wage, hour, overtime and benefits laws.

- **Fair wages and compensation**

We pay our employees a fair wage at levels sufficient to satisfy their basic needs and those of their direct dependents. At the very least, we require vendors to pay the minimum wage required by local law and provide all legally required benefits.

- **Harassment and employee treatment**

We do not implement or condone threats, violence or any other type of mental, verbal or physical coercion. Likewise, we do not engage in or allow any harassment or abuse to or from our employees, or the employees of the vendors with which we do business. We construe harassment broadly to mean any conduct that embarrasses, humiliates, or insults an employee, along with any type of intimidation.



Human rights areas of focus

- **Digital equity**

Consolidated Communications is a leader in expanding broadband access. From building in some of the country's most rural areas to highlighting solutions for low-income homes, Consolidated is committed to ensuring individuals, families, businesses and communities have access to technology infrastructure that connects to critical services and provides opportunities for full participation in society, democracy, education and the economy. Together, we're building a more inclusive and connected future where everyone can thrive in the digital age.

- **Human trafficking**

Consolidated's technicians are in the unique position of frequently working inside homes and businesses. To help protect vulnerable people and communities, technicians in Mankato, Minn., participate in civilian training to identify and report signs of human trafficking through partnership with from Lutheran Social Service Sex Trafficking Prevention Program.

- **Freedom of expression and privacy**

As a telecommunications service provider, we promote the right of our users to hold and freely share ideas and opinions, without causing harm to others. We also respect our users' rights to privacy by protecting our customers' personal information and notifying them of the types of information we collect, how and with whom it may be shared, how it may be used and how it will be protected. At the same time, we cooperate with governmental agencies and law enforcement in response to lawfully authorized government requests to produce information.

- **Indigenous and tribal communities**

In our attempts to provide telecommunications services to historically unserved or underserved areas, we know that we must observe a proper level of respect for the culture, traditions and land rights of Tribal Communities, and promote the protection of cultural heritage sites, consistent with ILO Convention No. 169.

Additional details on these areas of focus are available at consolidated.com/laborpolicy.



consolidated.com/esg

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