

Corporate Social Responsibility Policy and 2020 Report



Introduction

For nearly 60 years, Intelsat has leveraged its cutting-edge space-based technology, world-leading global communications network and unparalleled expertise to connect people, communities, businesses, and governments in over 200 countries around the world.

We maximize human potential every day by enabling ubiquitous communications services. Our global network allows users to envision the impossible, connect without boundaries, and transform the ways they live.

Intelsat's CSR Policy Statement

Intelsat's Corporate Social Responsibility (CSR) strategy focuses on the communities in which we operate. It prioritizes issues that are most important to our stakeholders and where we, as a company, can make the greatest impact:

People

Intelsat's employees are dedicated and passionate about developing advanced space-based technology and providing services that makes a meaningful difference to communities and businesses around the world. Intelsat is committed to good governance. We have cultivated a culture where employees can advance their skills, engage with fellow employees and reach their fullest career potential while maintaining a positive work-life balance.

Community

We use our technological expertise and partnerships to make an economic and social impact in the world. From bridging the digital divide and providing e-health and e-medicine in remote areas, to offering training to satellite engineers around the world, Intelsat believes in being a part of the communities where it operates.

Environment

Intelsat identifies and promotes sustainable practices and services that reduce the company's environmental impact. We educate and engage staff to create a more environmentally sustainable organization.

Marketplace

We strive to innovate and leverage our satellite technology, supply chain and ecosystem partnerships to effect positive change. We work closely with mobile network operators around the world to ensure that businesses and communities have access to affordable and high-quality connectivity to support their business needs and socioeconomic development.



Our CSR objectives are to develop innovative technologies that solve complex communications and connectivity challenges, invest in our people and in local technicians that can help accelerate the reach of broadband connectivity to the most remote communities, maintain an environmentally friendly office environment and empower people in the communities and regions in which we operate.

CEO Message



In many ways, 2020 was a transformative year. We gained new insights into how we interact with each other, how we work together and how we educate students of all ages. The pandemic proved that the technology exists today to support these new ways of interacting, working and educating, but it's not yet universally available, and not always optimal.

Satellites and space-based communications have been at the heart of the many information and innovation revolutions over the past six decades, and we have witnessed first-hand —especially this year — the power of satellites to connect and the tremendous impact that broadband connectivity can have on a community.

In 2020, we kept businesses, governments and communities around the world connected and informed when it mattered most. Expanding access to broadband services is central to Intelsat's mission. It ensures even more people around the world realize the economic and social benefits of today's digital world and maximize their human potential. That's a powerful purpose, and one I am very proud to support.

Over the past year, Intelsat advanced this mission in exciting new ways:

- Made history as the first commercial satellite operator to utilize in-orbit mission extension services to prolong the life of operational satellites that provided critical services to our customers.
- Brought reliable inflight Internet to airlines and passengers around the world by integrating Gogo Commercial Aviation into Intelsat
- Delivered life-changing mobile broadband services for the very first time to thousands of people living in rural Peru.
- Joined the HAPS (High-Altitude Platform Station) Alliance to push innovation forward in an effort to find more flexible and cost-effective means to bring broadband services to remote communities.

In addition to these efforts, we made great progress in areas where we have already been hard at work:

- Rapidly deployed affordable, solar-powered mobile connectivity to five million people in Sub-Saharan Africa communities that no one could reach before.
- Supported the important work of scientists stationed in Antarctica who are conducting research that cannot be done anywhere else on Earth.
- Delivered more TV channels and programming to our customers in North America by sending Intelsat's Galaxy 30 into space.
- Led the way in cooperation with the U.S. Federal Communications Commission in our collaborative effort to make more spectrum available for 5G services in the United States.
- Helped global aid groups treat patients and access additional medical supplies to support those affected by natural disasters.
- Donated services to the hard-hit areas of natural disasters, enabling families to get in touch with their loved ones and spur support for additional post-storm efforts.

These are just a few examples of how satellites can transform lives. Intelsat exists to enable this transformation.

We could not have achieved these milestones during such an unprecedented year, disrupted by the pandemic, without the talent and dedication of our world-class team. Their commitment to ensuring our business and services continue without interruption and their hard work make all of our efforts possible.

Every day, our innovations help to connect more communities. We accelerate economic growth and educational opportunities in underserved areas, empowering people, businesses and governments. Our people, our technological innovations and our responsible business practices create the foundation for this transformation.

Thank you for reading this year's annual CSR report and learning about our efforts to build a digitally inclusive and empowered world.

A handwritten signature in black ink that reads "Stephen Spengler".

Stephen Spengler, CEO



2019 CSR Report



Governance & Ethics

At Intelsat, we are committed to doing business at the highest levels of integrity and transparency. Our strong corporate governance policies guide all of our CSR initiatives and our business practices with stakeholders across the world.

Code of Business Conduct and Ethics

Intelsat's Code of Business Conduct and Ethics sets forth the high standards of ethics and integrity required of Intelsat's directors, officers, employees, contractors and consultants when conducting business affairs on behalf of Intelsat. Each employee completes compliance training each year, which includes comprehensive training on the Intelsat Code of Conduct, Global Anti-Bribery Laws, Data Protection Essentials, Safety and Security and the Intelsat Employee Handbook.

Data Security and Privacy

Protecting the personal data and privacy of all Intelsat personnel, customers and partners is of the utmost importance to Intelsat. Intelsat has adopted formal data-protection policies that comply with applicable data-protection laws and regulations. Our data-protection policies regulate Intelsat's use of personal data and advise Intelsat personnel of their rights and responsibilities with respect to their personal data.

Intelsat Anti-Corruption Compliance Program

Intelsat complies with the anti-corruption laws of all countries where we do business. Intelsat's Anti-Corruption Oversight Team monitors our compliance. Intelsat employees receive compliance and anti-corruption training yearly to ensure their understanding of, and compliance with, applicable export control and trade compliance laws and regulations. At all times, employees may contact the Intelsat employee relations hotline, anonymously if desired, and/or the General Counsel, to report any known or suspected compliance issue, including violations of the company's anti-corruption policy.

Workplace Behavior and Inclusion

Intelsat invests every year in an extensive training of its workforce, including people managers and individual contributors, to ensure that all understand and comply with sound workplace behavior that contributes to diversity and inclusion. In 2020, each employee was mandatorily required to take several trainings on respect in the workplace, diversity and inclusion and overcoming unconscious bias.

Setting High Standards with Our Supply Chain

For all its distribution partners, Intelsat ensures that a complete due diligence process is conducted through a third-party provider, TRACE. Intelsat's standard procurement practices require a written commitment from suppliers that they will comply with applicable laws, including anti-corruption, diversity and equality of employment, employment laws and environmental regulations.



Regarding its satellite fleet, Intelsat works with the leading satellite manufacturing companies, which are all ISO 14001 certified or have an environmental awareness program. Most manufacturers and launch services providers used by Intelsat have extensive CSR programs.

People

Intelsat fosters a diverse and innovative culture built around a shared mission to deliver ubiquitous connectivity worldwide. Since our inception in the 1960s, our employees represent the global nature of our business and reflect the diversity of the regions and cultures we serve.

We offer an exciting and collaborative workplace and inclusive culture. Our offices teem with smart, curious and dedicated professionals – from all over the world, from various backgrounds and professions – united in their passion and our purpose to connect people, communities, businesses and governments to maximize human potential.

We foster an inclusive culture focused on driving results and rewarding innovative thinking. Our business is moving forward – at full speed – strengthening global operations, investing in new services and technologies, and bringing on new team members who can help us create the future of connectivity and communications. Career development opportunities exist for energetic, creative, driven individuals in a variety of disciplines.

Our employment practices and policies comply with the Fundamental Principles and Rights at Work adopted by the International Labor Organization. Intelsat is further committed to ensure that the following basic employees' rights are respected:

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



Diversity and Inclusion

Since its founding, Intelsat has endeavored to build an inclusive and diverse culture where everyone feels welcomed, respected and valued. We have backed our commitment to diversity with enterprise-wide goals to increase women and minority hires worldwide.

In 2020, we strengthened our Diversity and Inclusion policies and practices by focusing on building a culture of inclusivity through education, leadership involvement, open dialogue and diversity of thought. We formed two groups for women: one geared towards all women in the organization, and one for women in leadership roles. These groups empower women to be organizational leaders, offer education to build a strong and inclusive leadership pipeline, and establish internal networks for support and mentoring.

In 2020, we also formed an employee-led Diversity and Inclusion (D&I) Council, consisting of individuals from various backgrounds and levels across the company. The council will advise management on D&I policy matters and lead D&I initiatives across the company. Intelsat also established a quarterly webinar series to address the topic of inclusivity in the workplace, and to encourage individuals to be proactive advocates.

Our employee-led structured interview practices underscores the importance of a fair recruitment process for all applicants. Behavioral interviewing ensures that all applicants – external or internal – are considered without bias and treated fairly for positions based on job-related criteria and without regard to any characteristic protected by applicable laws.

Our recruitment programs are designed to attract diverse employees to the organization. For example:

- Our campus recruitment strategy focuses on attracting students at schools with a diverse student body. This is done in partnership with RippleMatch, as well as through direct outreach at university hiring events.
- Our talent acquisition team has formed strategic partnerships with universities, such as Howard University, Embry Riddle and Georgia Institute of Technology, to engage minority students in our internship and associate programs. Intelsat senior management visited and presented virtually during the pandemic to various universities to inspire and educate students to work in the satellite communications field.
- Intelsat representatives attend women-in-technology events and military veterans-focused career fairs to cast a wide and inclusive net in our hiring and outreach.
- We partner with local organizations and community agencies that specialize in placing and/or developing training programs for a diverse group of candidates.



Employee Development

As the communications landscape continues to evolve, recruiting, retaining and developing the next generation of leaders is one of Intelsat's highest priorities. Highly skilled and engaged employees are critical to Intelsat's mission as innovation leaders.

Consistent and intentional learning is of the utmost importance to building a strong and cutting-edge workforce. We provide opportunities for professional growth and advancement through company-wide initiatives, such as our mentoring, leadership development and rotational programs:

- **Intelsat's Mentoring Program** provides an opportunity for all employees to seek guidance and expertise from experienced leaders across the enterprise, and it also fosters collaboration and relationship building. 2020 marked the highest level of participation in the program to date, with 22 matched pairs.
- **Intelsat's Frontline Manager Cohort** is designed to support first-time people managers, from all functional areas. This six-month program provides new managers with the fundamentals needed to make a successful transition into management. The cohort program design affords our participants the opportunity to learn through multiple modalities, become knowledgeable of self through assessments, learn best practices from experienced managers/leaders and – most importantly – engage and collaborate with colleagues who are also starting their journey as a people manager. Our 2020 program welcomed 18 participants, who will graduate from the program in late January 2021. They will join our Frontline Cohort alumni group, comprised of others who graduated from the program. As program alumni, graduates are invited to quarterly meetings where networking and knowledge sharing is welcome.
- **LEAD@Intelsat Cohort** is a highly interactive leadership-development cohort designed to support the developmental needs of managers, as they work to build and refine their leadership skills. This cutting-edge program provides the tools and techniques leaders need for practical application by offering action-learning classroom settings, accountability groups and personalized coaching sessions. Participants engage in interactive learning alongside their peers in a safe and stimulating environment. Our inaugural LEAD@Intelsat program kicked off in 2020 with 14 mid-level managers graduating.
- **Development Planning** is a program available to all Intelsat employees that offers continual individualized support for personal and professional growth, as well as support for career-pathing and readiness across the enterprise. By aligning development plans to the organization's competencies, employees can develop their unique strengths and gain new skill sets needed to progress in their careers. We closed out 2020 with over 50% of the organization with Development Plans in place.

Partnering with industry-leading vendors and facilitators, as well as offering internal learning opportunities drives Intelsat's culture for development and evolution. Through these partnerships, we offer targeted trainings focused on the needs of the business to propel our workforce forward and keep up with changing customer and industry demands.



Intelsat Global University (IGU) offers thousands of e-learning modules and resources on-demand 24/7 to meet the needs of our global enterprise. This includes courses in business intelligence, career development, customer engagement, finance and accounting, IT, languages, etc. IGU also integrates GlobeSmart, a platform that provides employees with culture tips and best practices when travelling, either personally or professionally.

Developing Future Engineers

Our employees have hosted events around the world, encouraging students from kindergarten through college to explore and pursue a career in Science, Technology, Engineering and Math (STEM). Intelsat staff are passionate about satellite technology and connectivity. They often donate their time and expertise to help inspire the next generation of technology leaders.

- Through the Tysons Regional Chamber of Commerce Job Shadow program in the U.S., a group of local STEM high school students visits and shadows our engineers each year. They participate in a hands-on satellite model-building competition and observe the day-to-day work of our satellite controllers. This annual event was cancelled in 2020 due to the pandemic, however, we look forward to hosting students again soon.
- Despite the pandemic, Intelsat sponsored high school interns from the Genesys Works program, a non-profit social enterprise that trains students from underserved communities in professional and technical skills and engages them in year-long meaningful internships with corporate partners, like Intelsat, throughout their senior year of high school.
- Intelsat usually offers on-site tours of its U.S. facilities in Ellenwood, Georgia and Tysons Corner, Virginia to high school and college students. This is an opportunity to visit, engage with employees and learn more about the work we do. In 2020, due to the pandemic, Intelsat had to postpone these tours. However, we continued to offer virtual programming opportunities.



Employee Recognition

Intelsat has two recognition programs designed to recognize, celebrate, and thank our colleagues who go above and beyond to contribute to the company's success:

- The Intelsat Epic Awards recognize the superior achievements of individuals and teams throughout the company. Nominations are submitted by peers and/or managers, and an Intelsat executive team makes the final selections.
- Spot Beam provides an online platform for recognizing employees in real-time. Spot Beam gives team members the opportunity to thank and celebrate their peers, and it allows managers to recognize and reward their staff with rewards points, which can be redeemed for gifts.

Employee Survey

Intelsat cares about what its employees think and strives to cultivate an energized and engaged workforce. Intelsat conducts employee-engagement surveys on a regular basis and quarterly "pulse" surveys to all employees. Once the findings are released, employees and leaders work collaboratively to develop action plans to build on successes and to address areas for improvement.

Well-being

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



Intelsat's global Live Well program is in a partnership with Virgin Pulse. The program provides Employees with opportunities to earn rewards for engaging in healthy behaviors throughout the year. Examples include daily-step and healthy-habit challenges, participating in an athletic event such as a 5K or a cycling race, donating blood, getting a flu shot, volunteering, or donating to a charity, and attending our wellness fairs.

The program also includes mindfulness education and activities, virtual yoga, personal finance education and a variety of webinars throughout the year. We also offer onsite yoga in many locations. During the global pandemic, employees have taken full advantage of the online on-demand

exercise options, mindfulness sessions, such as mediation, and even live virtual yoga hosted by staff members around the world. Employees have rallied to support each other and promote tools available to one another and their families. Employees continue to create weekly challenges for activities such as walking and running in a safe and healthy manner within their work groups.

Occupational Health and Safety

Intelsat is committed to complying with all applicable laws and regulations regarding workplace safety and health, including the Occupational Safety and Health Act (OSHA). Every effort is made to reduce the possibility of accidents and hazardous conditions at Intelsat offices and operations centers. Intelsat provides facilities, equipment, procedures and other resources to support those efforts.

All Intelsat employees are encouraged to share ideas and information about safety and health in the workplace. All employees are required to participate in safety training and comply with the safety rules and policies as set forth in Intelsat's Safety Manual.

COVID Response

Intelsat's highest priority surrounding the COVID-19 pandemic has been to maintain the services we deliver to customers and to help ensure the safety of our employees. In the beginning of 2020, Intelsat implemented its Business Continuity Plan and formed a COVID-19 Response Team to respond to the pandemic. In March of 2020, the majority of the workforce began teleworking to ensure the safety of our essential workers. The COVID-19 Response Team meets weekly and monitors developments, including government restrictions and medical guidance from the CDC and WHO on the safe return to the worksite.

Community

Intelsat innovations make an economic and social impact in the world. From facilitating access to quality healthcare and promoting digital inclusion, to training the new generation of engineers and assisting in natural disasters, Intelsat strives to make a positive impact.

Using our network, we provide easy access to quality healthcare and accelerate and promote digital inclusion around the world:

Morocco

Since 2008, Intelsat has supported a satellite-based telemedicine network to enable pediatric cardiology specialists at Children's National Medical Center in Washington, D.C. to help diagnose, support and treat children in the Kingdom of Morocco. Intelsat partners with governments, local schools and leading non-governmental organizations to ensure that communities have access to educational tools and classes.



We use our network to provide easy, reliable access to quality healthcare and to accelerate and promote digital inclusion around the world.

Education in Africa

In support of Mindset Network, Intelsat provides satellite services to deliver quality educational resources to schools, homes, community centers, teacher centers and public-health facilities throughout the African continent. Programs are delivered via on-demand content and television broadcasts.

Africa

Intelsat and Africa Mobile Networks (AMN) have accelerated the deployment of mobile connectivity to remote and underserved communities across Africa since 2018. By the end of 2020, 1,500 sites connecting almost five million people had been equipped with AMN's affordable, solar-powered mobile connectivity solution, powered by two dozen Intelsat satellites positioned over the continent.

Ghana

Since 2016, Intelsat and the United Nations High Commissioner for Refugees (UNHCR) have provided Internet access for refugees in the Ampain refugee camp in Ghana. This service equips refugees and host communities with an "ecosystem for empowerment." Packaged as a low-maintenance, solar-powered, VSAT-connected Wi-Fi service, it provides for quick deployment of quality Internet service. The ICT center at Ampain provides refugees with computers to access online courses for children's education, as well as general Internet access and social media to stay in touch with their relatives.

Niger

Intelsat started the implementation of a project to connect "smart villages" in Niger and give local villagers access to ICT applications in different domains, such as education, health, governance and agriculture. At this stage, the project targets 10 villages that didn't have any power supply or access to any form of telecommunications, and the intention is to use these as proofs of concept before the project is expanded to a larger number of villages.

Perú

Intelsat and its partner Andesat are partnering to bring end-to-end mobile broadband (3G) service to remote communities across Perú. The two companies have developed a new model that quickly and efficiently brought life-changing 3G access to more than 100 rural Peruvian communities in 2020, and as many as 400 remote sites in Perú over the next 18 months. The collaborative model holds the potential to be replicated throughout Latin America and help MNOs connect end-users in remote and rural areas. The Peruvian government alone has identified over 16,000 rural sites of National Interest in need of connectivity.

Rwanda

In Rwanda, we deployed a connected schools project together with the Rwanda Education Board, the Rwanda Utilities Regulatory Authority (RURA), Rwanda Information Society Authority (RISA), Smart Africa, DPA and Liquid Telecom. Twenty schools have been selected for this program, with the objectives of providing connectivity, involving local communities and developing local capacity and skills.

South Africa

The South Africa Internet For All initiative (Internet 4 Mzansi) is a partnership between the Department of Telecommunications and Postal Services (DTPS) and its social partners and the World Economic Forum. Through a strategic partnership, Intelsat, Didusec and Sentech have rolled out five Wi-Fi hotspot pilot sites in South Africa to improve the adoption of Internet services through a cost-effective, pervasive service in rural areas, while creating and empowering owned and managed ICT SMME's.

Service on the UN Broadband Commission for Sustainable Development

For more than a decade, the United Nations Broadband Commission for Sustainable Development has advocated for policies and programs that expand access to high-speed, high-capacity broadband connectivity, particularly in developing countries and underserved communities around the world. By bringing reliable satellite-based connectivity to more communities and more people around the world, Intelsat plays an essential role in the achievement of the Commission's Global Connectivity Goals, vital to reach the UN's Sustainable Development Goals (SDGs).

Jointly managed by the International Telecommunications Union (ITU) and UNESCO (United Nations Educational, Scientific and Cultural Organization), the Broadband Commission is comprised of leaders from government, industry, international organizations and academia with a shared goal of promoting broadband to accelerate global development.

Intelsat CEO Stephen Spengler serves as one of the organization's Commissioners. In this role, he has advocated for space-based broadband as an important component of network solutions to connectivity challenges. These solutions can quickly and cost-effectively connect hard-to-reach rural and remote communities, and for energy-efficient small cell deployments over satellite to help reach areas without reliable access to electricity.

Commissioner Spengler has also been a vocal proponent for interoperability standards in telecommunications that are making it easier to seamlessly integrate the widest mix of technologies and networks in support of connecting more people, in more places, and closing the digital divide.

In 2020, Commissioner Spengler contributed to the Broadband Commission's 2020 Status of Broadband Report. He also co-chaired a Commission subgroup on the "Mission, Scope and Objectives" of the Commission 2.0 Task Force, which was created to develop a clear set of options for a renewed and re-energized Commission tailored to the emerging connectivity challenges of the next 10 years. These recommendations were approved by the full Commission in November.

In 2020, Intelsat also participated in Commission's Working Group on School Connectivity, which produced specific recommendations to foster access to connectivity and online learning tools for all schools around the world, as well as on the Commission's Working Group on Financials for the 21st Century, which is working on innovative financial models to bridge the connectivity gap.



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Emergency Response

Intelsat is a signatory of the ITU Crisis Connectivity Charter, which sets out a process to accelerate access to satellite-based communications when local networks are affected after a disaster. The objectives of the Charter are to provide pre-planned, redundant, hybrid, predictable and scalable end-to-end, satellite-based pre-planned solutions offering communications for up to 1,000 humanitarian workers and the affected population, deployable within 24 hours and supplied for free for three months.

Intelsat responded, bringing connectivity to people in need following some of 2020's most catastrophic natural disaster events:

- In early April 2020, Cyclone Harold battered the Solomon Islands, making landfall as a Category 5 storm, the second strongest tropical cyclone to ever hit the country. The storm caused extensive damage and knocked out communication networks, broadcast radio and television infrastructure, and power. As part of our work with the United Nations Emergency Telecommunications Cluster (ETC), we donated rapid response satellite services to the island on the Intelsat 18 satellite.

This communication support provided local residents with a lifeline to their loved ones during this crisis period. These efforts coincided with the COVID-19 pandemic where the Pacific Island countries enforced strict travel bans, limiting the ability to ship resources and equipment to the region.

- In August 2020, Hurricane Laura made landfall as a Category 4 storm on the U.S. Gulf Coast. Intelsat and our customer, Cubic, were quick to take action and provide critical Internet services to first responders and residents of Lake Charles, Louisiana. For eight days, Intelsat and Cubic provided crucial Internet connectivity while the region's traditional communications infrastructure was re-established.

Intelsat is proud to leverage our technology and resources to aid in some of the most dire emergency-response efforts.



Intelsat Gives Back

As a global corporation passionate about giving back to the communities where we live and work, Intelsat organizes employee-volunteer teams and donation drives worldwide through our Intelsat Gives Back (IGB) program. IGB is a corporate-wide initiative in which employees volunteer their time to non-governmental organizations that provide critical services to communities in their region. Intelsat provides employees paid work hours for volunteering with causes or organizations of their choice with their fellow Intelsat colleagues.

- In the first quarter of 2020, employees of Intelsat's McLean, Virginia location participated in the Assistance League of Northern Virginia's Weekend Food for Kids program. Intelsat helped feed elementary-aged students in Fairfax and Prince William counties and the City of Alexandria who receive free or reduced-price meals during the week. The collective efforts of Intelsat employees help to guarantee that underprivileged children in our community will not worry about when their next meal will come. Intelsat purchases the food and has it delivered onsite, making it easy for employees to meet and package the weekend meals.
- On November 7, 2020, members of Team Intelsat participated in Extra Life, a 25-hour fundraising and gaming marathon, to support Children's Healthcare of Atlanta. Participants streamed themselves playing games for 25 hours and requested that friends, family and colleagues sponsor their effort. Since its inception in 2008, Extra Life has united tens of thousands of players around the world, raising over \$40 million for sick and injured kids. Intelsat employees worldwide competed virtually this year to raise funds for Children's Healthcare of Atlanta. Team Intelsat's Extra-Life event raised over \$13,000 this year, earning recognition as a Top 100 Contributor.
- In December 2020, Intelsat offices worldwide donated to the International Federation of Red Cross and Red Crescent Societies or World Vision, two organizations we have partnered with in the past that provide international support to those in need. Intelsat matched all employee donations, raising \$10,000 in total.
- During the COVID-19 pandemic, Intelsat recognized a need for supplies in South Africa and donated two hand sanitizer machines and sanitizing solution to Kids Haven, a registered child and youth care center providing residential care to hundreds of children under the age of 21. The children of Kids Haven are provided shelter, along with physical, emotional, and educational assistance, with the long-term goal of reintegrating them into the community. Once these children have developed certain skills and are equipped to be on their own, Kids Haven continues to serve as a support system - linking children and families to other support groups within the local community. Intelsat has maintained a longstanding partnership with Kids Haven over the years, proving support and resources as needed.



Environment

We at Intelsat are conscious that this planet is for us to protect. We strive to reduce our carbon footprint and our general impact on the environment.

We use the most efficient technology in the construction of our satellites and we carefully manage our fleet to increase the life of our satellites and reduce waste. We also ensure that we do not use any hazardous material in building our satellites, and we make sure to passivate our satellites before they are retired, thereby minimizing the risk of, and reducing, space debris.

Our operational headquarters in McLean, Virginia has achieved LEED Gold certification. In 2020, we have continued our efforts in recycling, water conservation, use of energy-efficient lighting and employee environmental education.

Intelsat has further undertaken the following activities in 2020:

Environmental Monitoring

In 2020, Intelsat extended its partnership with the Army Corps of Engineers in Paumalu, Hawaii, the site of one of our teleports, to monitor the Sunset Beach's North shore. Sunset Beach is a popular touristic attraction, in particular for surfers from all over the world. Concerns over higher than normal tides and beach erosion sparked this effort to gather scientific data to measure the effect of climate change. A four-camera surveillance system is specially designed to make scientific measurements of the waves, currents and beach health. It provides valuable information about local hydrodynamics and sand movement, which will allow for better management and improve upon future projects. It will also help understand the natural variability of the beach and how to protect it.

Water Distribution and Storage

Intelsat improved the delivery of fresh water to property owners in the area around our Paumalu teleport, installing a new 60,000-gallon water tower and pumping system in 2020. We have made a substantial investment to promote and preserve the surrounding agriculture natural setting while continuing to operate the teleport.

Solar Arrays

In 2019, Intelsat worked with Hawaii state and local officials to install a solar farm on our property at the Paumalu teleport, with the aim to supply up to 8-12 hours of power consumption per day. This project was unfortunately delayed by the pandemic, and we plan to resume it in the third quarter of 2021.

Energy Efficiency Program for Intelsat Teleports

Intelsat is using CLEAResult, an implementer of Potomac Edison's Commercial and Industrial Energy Efficiency Program for an energy audit of all of its teleports. In an effort to reduce our energy consumption, we installed CT meters to monitor power consumption at our Mountainside, Maryland teleport.



Space Environmental Responsibility

As the largest satellite operator in geostationary orbit, Intelsat is committed to safety of flight and maintaining the stewardship of the space environment.

In 2009, Intelsat and other large satellite operators created the Space Data Association (SDA) to voluntarily share information about our satellites in orbit. SDA member operators not only share satellite position information but also future maneuver plans for their spacecraft to help prevent collisions and mitigate the associated space debris.

Mission Extension Vehicles

Intelsat also plays a key role in accelerating space-servicing innovations that are driving efficiencies in the commercial space industry and helping to significantly reduce space debris.

Intelsat made history once again in February of 2020 when the Intelsat 901 (IS-901) satellite docked with Northrop Grumman's first-ever Mission Extension Vehicle (MEV-1). The in-space maneuver was the first time that two commercial spacecraft docked, and mission extension services were provided to a satellite in geosynchronous orbit. As a result of this historic-first mission, Intelsat extended the life of IS-901 – an otherwise high-performing satellite that was simply running low on fuel – for another five years.

The MEV-1's ability to extend the life of a satellite by five years, or an estimated 25% of its life, helps mitigate the increasing congestion in space. And, by avoiding the need to deploy new satellites, MEV-1 enables Intelsat to redeploy capital into other areas of the business and optimize capital expenditures for future innovation.

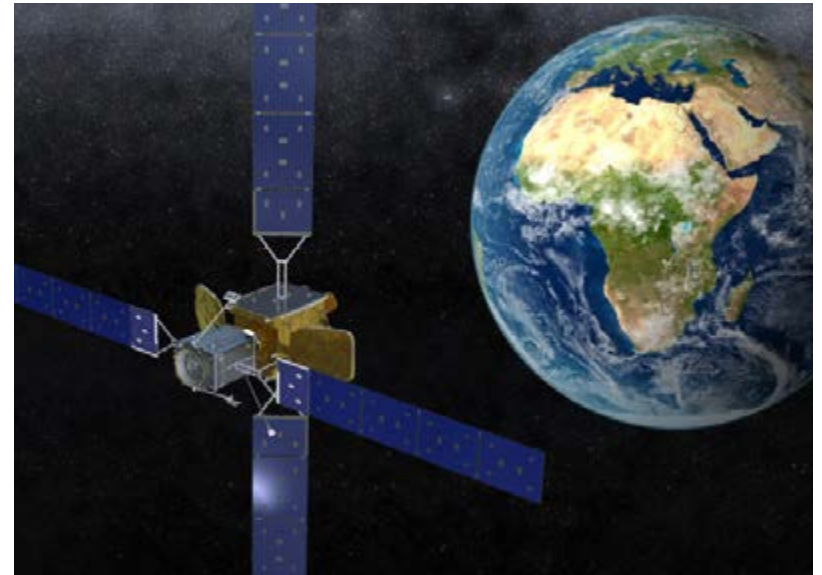
In 2021, Intelsat will partner with Northrop Grumman on its second MEV mission, this time docking the MEV-2 with Intelsat 10-02, and helping to extend its life for an additional five years.

Driving Innovation to Make Satellite Technology More Accessible

In 2020, Intelsat invested in partnerships that will make satellite technology more accessible and affordable.

Development of New Antennas

Intelsat has continued its partnerships with antenna manufacturer Kymeta to develop innovative, higher performing and more efficient antennas that provide simpler access to satellite technology.



Awards and Innovation

Universal Access Award

In 2020, Intelsat and its partner, Africa Mobile Networks (AMN), were honored for their work bringing mobile connectivity to millions of people in remote areas across Sub-Saharan Africa.

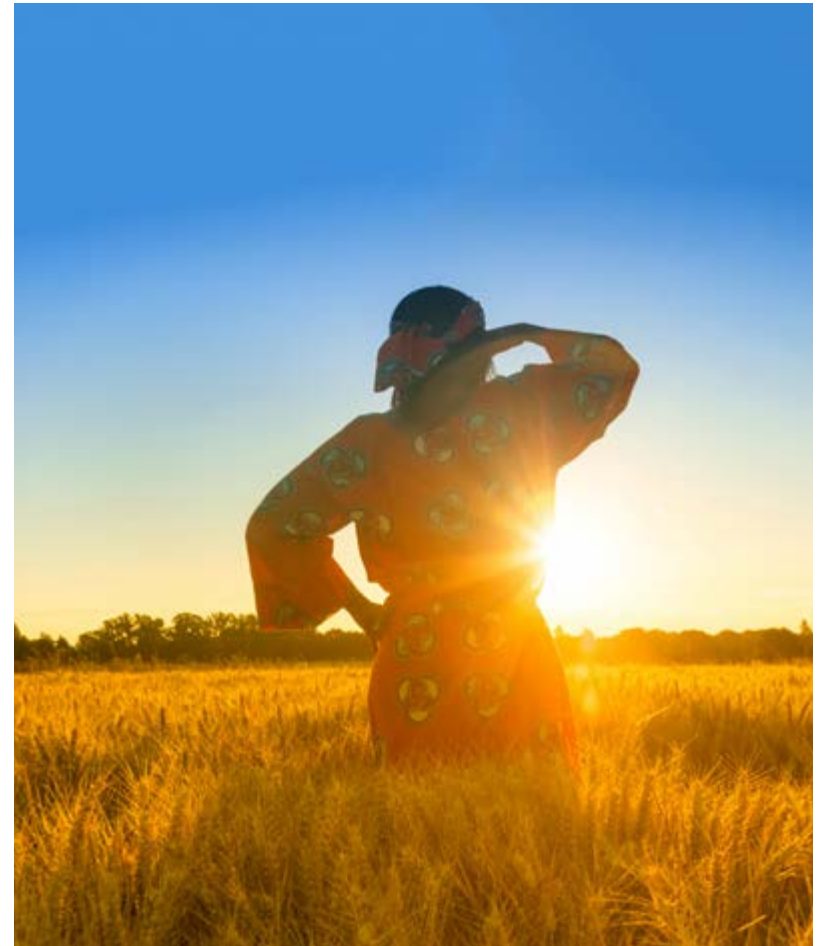
Euroconsult awarded Intelsat and AMN the “Mobile Connectivity / Universal Access Award” as part of its Awards for Excellence in Satellite Communications. The award recognizes the deployment of mobile connectivity to unserved communities by supplier and client partnerships through cellular backhaul, broadband access and universal access programs.

The Intelsat and AMN partnership launched in October 2018 to accelerate the deployment of mobile connectivity to remote and underserved communities across Africa that many people thought were impossible to connect.

By April 2020, 1,000 sites in Africa had been equipped with AMN’s affordable, solar-powered mobile connectivity solution – powered by two dozen Intelsat satellites positioned over the continent, including Intelsat Epic high-throughput satellites. That number has climbed today to nearly 1,500 sites, connecting almost five million people.

Women to Watch in 2020

Intelsat Vice President of Systems Innovation Carmel Ortiz was named one of Capacity Media’s “20 Women to Watch in 2020.” Ortiz is responsible for developing and executing large breakthrough innovation initiatives that will further shape Intelsat’s offerings and customer experience. She is working to seamlessly integrate the next generation of software-defined satellites and other space-based platforms into Intelsat’s global communications fabric.





Thank you