

CSR indicators and GRI content index 2005

The following CSR indicators are divided according to the GRI guidelines and GRI's telecom sector specific supplement with some of TeliaSonera's own KPI indicators added.

Quantitative data covers the TeliaSonera Group unless otherwise indicated. All environmental data is for Sweden and Finland only.



Sustainable growth through telecommunications services



CSR indicators

Indicators		2005	2004	2003	
Marketplace	EC1	Net sales, million SEK. 1 SEK= 0.11 EUR	87,661	81,937	81,772
		Earnings per share (SEK)	2.56	2.77	1.95
	EC2	Geographical breakdown of markets			
	EC3	Cost of all goods, materials, and services purchased, MSEK	57,955	51,783	52,194
	EC4	Percentage of contracts that were paid in accordance with agreed terms	>50% ¹	>50%	>50%
	EC6	Distributions to providers of capital, MSEK – Dividends – Interest expenses – Total	5,613	5,610	4,675
			1,357	1,572	2,065
6,970			7,182	6,740	
EC7	Increase (/decrease) in retained earnings, MSEK	6,219	8,277		
	PR1	Description of policy for ensuring customer health and safety while using products and services	Telia Sonera CSR policy www.teliasonera.com		
	PR2	Description of policy etc. related to product information and labelling	Local customers are offered products tailored to and branded for the national market. Offerings to international customers are consistent in the whole home market area.		
	PR3	Description of policy etc. for consumer privacy	Telia Sonera CSR policy www.teliasonera.com		
Telecom Sector Specific Indicators	IO1	Capital investment in telecommunication network infrastructure broken down by country/region	Annual Report p. 64		
	IO2	Net costs for service providers under the Universal Service Obligation when extending service to geographical locations and low-income groups, which are not profitable.	Not available		
	PA1	Policies and practices to enable the deployment of telecommunications infrastructure and access to telecommunications products and services in remote and low population density areas	Service provision obligation in accordance with EU-directive		
	PA2	Policies and practices to overcome barriers to access and use of telecommunications products and services	TeliaSonera's vision, goal and strategy www.teliasonera.com		
	PA3	Policies and practices to ensure availability and reliability of telecommunications products and services	TeliaSonera's Vision 2010 www.teliasonera.com		
	PA4	Quantify the level of availability of telecommunications products and services in areas where the organisation operates	TeliaSonera's Business & Operations www.teliasonera.com		
	PA10	Initiatives to ensure clarity of charges and tariffs	TeliaSonera's Vision 2010 www.teliasonera.com		
	PA11	Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost effective, and environmentally preferable use	TeliaSonera's Products & Services www.teliasonera.com		
	TA4	Disclose any estimates of the rebound effect of customer use of the products and services listed above, and lessons learned for future development	TeliaSonera Corporate R&D and profit centers have been involved in several projects and pilots together with universities and user groups (e.g. a diploma thesis on Virtual Conferencing)		
	TA5	Description of practices relating to intellectual property rights and open source technologies	Corporate Guidelines on Patents and Trademarks ²		
		Number of patent families ³	581	665	

¹ Company approval procedures involved with payments take time and the agreed terms are tight

² TeliaSonera's mission and focus for patents and trademarks is to comply with the Corporate Patent Guidelines plus the Corporate Trademark guidelines set by the CEO of TeliaSonera.

³ TeliaSonera Group. The patent portfolio is strong compared with other operators.

Indicators		2005	2004	2003
Workplace	Number of employees	27,403	25,381	26,188
	Female of employees, %	46.1	45.0	41.8
	Women in senior managerial positions, % ⁴ :			
	Boards of directors	24.7	19.8	18.2
	Other senior executives	27.0	20.5	21.5
	Women in managerial position:			
– Sweden %	39	38	33	
– Finland %	33	32		
Employee Commitment, % ⁵ (target 67%)	60	62		
Process Efficiency ⁶ , % (target 40%)	36	42		
EC5	Total payroll and benefits, MSEK	9,023	8,674	8,460
LA1	Breakdown of workforce by region, status, employment type, contract etc.	p. 7		
LA2	Net employment creation and average turnover segmented by region/country	Annual Report p. 64–65		
LA3	Percentage of employees represented by independent trade unions, %	Approx. 72 ⁷	Approx. 80 ⁸	
LA4	Policy and procedures involving information, consultation, and negotiation with employees	CSR Report 2004		
LA5	Practices on recording and notification of occupational accidents and diseases	CSR Report 2004		
LA6	Description of formal joint health and safety committees	CSR Report 2004		
LA7	Standard injury, lost days, absentee rates and numbers of work-related fatalities Injuries: ⁹ Injury severity (lost days/injuries): Finland Absence due to illness ¹⁰ , % Work-related fatalities:	190 4.2 6.0 none	144 6.9 6.3 none	183 5.8 6.3 none
LA8	Description of policies or programmes on HIV/AIDS	General healthcare practices in each country.		
LA9	Average hours of training per year per employee	36 ¹¹		
LA10	Description of equal opportunity policies or programmes	www.teliasonera.com		
LA11	Composition of senior management and corporate governance bodies	p. 8–9		
HR1	Description of policies etc. on human rights	www.teliasonera.com		
HR2	Evidence of consideration of human rights impacts as part of investment and procurement	Not specified		
HR3	Description of policies and procedures to evaluate and address human rights performance	Not specified		
HR4	Description of global policy and procedures preventing all forms of discrimination	www.teliasonera.com		
HR5	Description of freedom of association policy	www.teliasonera.com		
HR6	Description of policy to exclude child labour	www.teliasonera.com		
HR7	Description of policy to prevent forced and compulsory labour	www.teliasonera.com		
Telecom Sector Specific Indicator	IO3	Practices to ensure health and safety of field personnel	CSR Report 2004	

⁴ Senior executives include ordinary members of boards of directors, presidents and those on executive management teams at the corporate level, profit center level and company level.

⁵ Employee commitment score consists of the following indicators: visionary leadership, empowered people, organisational and operational model and service focused performance.

⁶ Process efficiency consists of indicators like work processes, tools used and how processes meet customer expectations.

⁷ Sweden about 83%; Finland about 54%

⁸ Sweden about 90%; Finland about 50%

⁹ The number includes Sweden and Finland. However, the statistics cannot be compared as such: Finland includes all accidents with wounds, strains, bruises etc. which the employer covers (through an insurance company). In Sweden the employer covers only vocational diseases and only those diseases are recorded. Other accidents are covered by the national social security system.

¹⁰ TeliaSonera Sweden.

¹¹ Group's Swedish units, an estimate based on training "events", actually most important is continuous on-the-job training (many types of internal/external seminars) which are not included in the estimate and not measured systematically.

¹² Includes electricity, district heating, heating oil and diesel, 1 MWh = 3.6 MJ.

¹³ All travel (car fleet (own and outsourced), air, rail, taxi).

Indicators		2005	2004	2003
Environment	ISO 14001 certified of total turnover and number of personnel, %	35/30	37/26	35/26
	EN1 Total materials use	Not applicable; no own production		
	EN2 Percentage of materials used that is waste	Not specified		
	EN3 Total energy use, TJ ¹²	2,459.7	2,285.4	2,715.1
	EN4 Indirect energy use, TJ ¹³	465,9	268,7	
	Electricity, MWh	594,779	590,970	676,300
	Renewable electricity ¹⁴ of total electricity, %	48	60	60
	Electricity from wind power ¹⁵ %	9.6	4.3	
	Fuel: ¹⁶ Diesel + Petrol (unleaded), m ³	10 166	13 930	9 954
	Heating oil, m ³	1413	689	940
EN5 Total water use, m ³	149,800	133,400		
EN6 Location and size of land owned, leased, or managed in biodiversity-rich habitats	Our buildings are mostly used for administration and are placed in areas that are designated for this purpose. ¹⁷			
EN7 Description of the major impacts on biodiversity	See above. Base stations, telephone poles, underground and marine cables, contaminated soils, construction and remedies are executed in agreement with authorities.			
EN8 Greenhouse gas emissions: CO ₂ , tons ¹⁸	101,631	121,237	87,939	
	CO ₂ emissions from travel, tonnes ¹⁹	18,251	13,870	54,574
	Annual CO ₂ emissions relative to energy consumption, gCO ₂ /kWh	149	191	117
EN9 Use and emissions of ozone-depleting substances	Not specified ²⁰			
EN10 NOx, SOx and other significant air emissions ²¹	Not specified			
EN11 Total amount of waste ²²	4,959	6,583		
EN12 Significant discharges to water	Not applicable			
EN13 Significant spills of chemicals, oils, and fuels	Not applicable			
EN14 Significant environmental impacts of principal products and services	p. 34–39			
EN15 Percentage of the weight of products sold that is reclaimable at the end of the products' useful life	Not specified ²³			
Telecom Sector Specific Indicators	IO4 Compliance with ICNIRP standards on exposure to RF emissions from handsets	p. 37		
	IO5 Compliance with ICNIRP guidelines on exposure to RF emissions from base stations	p. 37		
	IO6 Policies and practices with respect to SAR of handsets	p. 37		
	IO7 Policies and practices on the siting of masts and transmission sites	CSR Report 2004		
	IO8 Number and percentage of stand-alone sites, shared sites, and sites on existing structures	About 25% of sites are hired from other operators and own sites have an average of more than two operators ²⁴		
	TA1 Provide examples of the resource efficiency of telecommunications products and services delivered	p. 32–35		
	TA2 Provide examples of telecommunications products, services and applications that have the potential to replace physical objects	p. 25, 32, 36		
	TA3 Disclose any measures of transport and/or resource changes of customer use of the telecommunication products and services listed above.	p. 32–35		

¹⁴ An estimate; based on the average national grid in Finland and Sweden consisting of hydro-electricity/wind/solar.

¹⁵ Finland.

¹⁶ Personnel's own and company cars for business, car benefits, outsourced entrepreneurs (network building and maintenance); outsourcing of fleet makes year to year comparison more difficult.

¹⁷ In order to make sure that mast erection causes as little harm as possible. TeliaSonera Finland has developed a checklist for network planners to go through before choosing a site for each mast. TeliaSonera Finland has also been involved in production of a guidebook called "Masts in the Landscape", developed by the Finnish Ministry of Environment. TeliaSonera is piloting base stations integrated naturally into the landscape. One example is an award-winning bus stop/waste bin/lampost solution for an urban landscape.

¹⁸ Energy, electricity, fuel, travel (flights: domestic and abroad).

¹⁹ All business travel (air, road, rail etc.) except commuting

²⁰ The emissions are very minor, mainly from possible leakages from cooling and extinguishers.

²¹ Data for these emissions exists in principle (fleet, electricity, travel), but is not calculated.

²² Collection and recycling outsourced. Amounts can vary greatly depending on the growth and development of technology. All package material is handled and reported according to the EU package directive. Our electronic waste recyclers in Sweden and Finland are ISO 14001 certified. Amounts depend on the growth and development of technology in mobile and fixed telecommunications networks. Waste includes domestic waste (to landfill, but mainly incinerated), office electronics, lead acid batteries, waste from telephone exchanges and telephone lines, lead sheathed cables and telephone poles. Used furniture and PCs are recycled and mostly reused. Waste is sorted into 3–13 different types.

²³ Almost all mobile handsets can be resold.

²⁴ Finland.

²⁴ Income taxes

Indicators		2005	2004	2003	
Community	EC8	Total sum of taxes, MSEK ²⁵	3,325	3,184	3,850
	EC9	Subsidies received, MSEK	18	15	13
	EC10	Donations, MSEK	35 ²⁶	20 ²⁷	
	EN16	Incidents of and fines for non-compliance with all applicable international declarations, conventions, treaties etc., MSEK ²⁸	347	15	92
Telecom Sector Specific Indicators	SO1	Description of policies to manage impacts on communities	<ul style="list-style-type: none"> – TeliaSonera CSR policy – Customer care practises – Services for the disabled – R&D projects and pilots 		
	SO2	Description of policy etc. to address bribery and corruption	www.teliasonera.com		
	SO3	Description of policy etc. for managing political lobbying and contributions	www.teliasonera.com		
Telecom Sector Specific Indicators	PA5	Number and types of telecommunication products and services provided to and used by low and no income sectors of the population	TeliaSonera provides a large number of telecommunication products and services, adjusted to local market needs and/or offered as common home market (Nordic, the Baltics) services. The TeliaSonera Usability Group helps to adjust services for user needs.		
	PA6	Programmes to provide and maintain telecommunication products and services in emergency situation and for disaster relief	Based on the TeliaSonera Business Continuation Management and Regulatory Authorities ²⁹		
	PA7	Policies and practices to manage human rights issues relating to access and use of telecommunications products and services	<ul style="list-style-type: none"> – TeliaSonera CSR policy – Business Ethics – Ethical guidelines (e.g. on pornography) for service providers – Ethical guidelines for marketing communication 		
	PA8	Policies and practices regarding information on EMF related issues	p. 37 www.teliasonera.com		
	PA9	Total amount invested in programmes and activities regarding electromagnetic field research	Not specified		
		Coverage of the CSR indicators: all data except environmental and injuries (available for Sweden and Finland only) covers the whole TeliaSonera Group. The report covers approximately 80% of the issues quantitatively and approximately 90% qualitatively.	Sweden and Finland together represent 63% of the net sales and personnel of the TeliaSonera Group.		

²⁶ The sum consists of help for projects or disaster relief in developing countries, cultural and sports sponsorship for young talents as well as social programmes aimed especially at children or young people. The figure does not include services or investments in the development of information society projects or internal resources to implement projects.

²⁷ An estimate; the figure consists of money, services and equipment; mostly for the tsunami disaster in Asia at the beginning of 2005. The figure does not include community investment projects on the development of the information society.

²⁸ Damages paid, including environmental but also commercial and regulatory matters.

²⁹ Risk management supports primary business processes to sustain and assure their flexibility in emergencies and crises to fulfil obligations regarding continuity of service. TeliaSonera must be able to function in extraordinary circumstances, such as emergencies or crises. FICORA (The Finnish Communications Regulatory Authority) stipulates requirements on security of administrative and organisational information, personnel, communications and computer facilities and software. The Swedish authority has no such regulation.

GRI content index

GRI Guidelines	This report	Further information
Vision and strategy	+	Page 7
Profile	+	Pages 6–7
Report scope and profile	+	Page 4–5
Governance structure and management systems	+	Pages 8–9, 17–19
Economic performance indicators		
Customers	+	CSR indicators table, page 7
Suppliers	+	CSR indicators table
Employees	+	CSR indicators table
Providers of capital	+	CSR indicators table
Public sector	+	CSR indicators table
Environmental performance indicators		
Materials		Not applicable
Energy	+	CSR indicators table
Water	+	CSR indicators table
Biodiversity	●	CSR indicators table
Emissions, effluents and waste	●	CSR indicators table
Products and services	●	Pages 34–39
Compliance	+	CSR indicators table
Social performance indicators		
Labour practices and decent work		
Employment	●	Page 7, annual report page 66
Labour/Management relations	●	CSR indicators table, page 30
Health and safety	●	CSR indicators table
Training and education	+	CSR indicators table
Diversity and opportunity	●	Pages 7–9, www.teliasonera.com
Human rights		
Strategy and management	●	Pages 17, 29
Non-discrimination	●	Pages 17, 29
Freedom of association and collective bargaining	●	Page 17, www.teliasonera.com
Child labour	●	Page 17, www.teliasonera.com
Forced and compulsory labour	●	Page 17, www.teliasonera.com
Community	●	CSR Indicators table
Bribery and corruption	+	Pages 8–11, 17, www.teliasonera.com
Political contributions	●	Pages 8–11, 17, www.teliasonera.com
Product responsibility		
Customer health and safety	●	www.teliasonera.com
Products and services	●	Not specified
Respect for privacy	●	Pages 17, 21–23, www.teliasonera.com

- ⊕ Reported in accordance with the GRI Guidelines
- Reported in partial adherence with the GRI Guidelines
- ⊖ Not reported

Contact

Kari Vaihia
 Director, Corporate Social Responsibility
 TeliaSonera, 10663 Stockholm, Sweden
 e-mail: csr-hq@teliasonera.com

TeliaSonera