

# Global Reporting Initiative Indicators (G3) 2006

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# Strategy and analysis

		Inclusion	
1,1	Statement from the most senior decision maker of the organization about the relevance of sustainability to the organization and its strategy.	No	Not complied with due to change of CEO during reporting period. See statement from TeliaSonera's Group Vice President Head of Group Communications on page 3 Summary CSR Report 2006.
1,2	Description of key impacts, risks and opportunities.	Partial	Summary CSR Report 2006 page 3.

## Profile

		Inclusion	
2,1	Name of reporting organisation	Yes	TeliaSonera
2,2	Primary brands, products and or services	Yes	We offer tel-communications services for the transmission and packaging of sound, images, data, information, transactions and entertainment.
2,3	Operational structure of the organisation including main divisions, operating companies, subsidiaries and joint ventures	Yes	The TeliaSonera Group is organized in four operational business areas: Mobility Services, Broadband services, Integrated Enterprise Services and Eurasia.
2,4	Location of organisation's headquarters	Yes	Stockholm, Sweden
2,5	Number of countries where organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	Yes	Report covers countries where TeliaSonera has 100% owned operations: Sweden, Norway, Finland, Denmark and Lithuania.
2,6	Nature of ownership and legal form	Yes	
2,7	Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries)	Yes	
2,8	Scale of the reporting organisation including: Number of employees Net sales Quantity of products or services provided	Yes	
2,9	Significant changes during the reporting period regarding size, structure or ownership – Location of, or changes in operations, including facility operations, closings, and expansions – Changes in the share capital structure and other capital formation, maintenance, and alteration operations	Yes	
2,10	Awards received in the reporting period	Yes	

## Report parameters

		Inclusion	
3,1	Reporting period for information provided	Yes	Calendar year 2006
3,2	Date of most recent previous report	Yes	CSR Report 2005
3,3	Reporting cycle	Yes	Annual
3,4	Contact point for questions regarding the report or its contents	Yes	Mail to: csr-hq@teliasonera.com

		Inclusion	
<b>Report scope and boundary</b>			
3,5	Process for defining report content:	Partial	We used the Global Reporting Initiative (GRI) G3 guidelines where possible, to guide the preparation of the Summary CSR Report 2006.
3,6	– Boundary of the report	Yes	This report covers the operations of all companies 100% owned by TeliaSonera, representing 82% of the TeliaSonera Group by net sales. These companies are located in Sweden, Finland, Lithuania, Denmark and Norway.
3,7	– State any specific limitations on the scope or boundary of the report	Yes	We are strengthening our CSR policies, practices and governance structures and will report more fully on our 2007 performance. We aim to include more comprehensive data and specific targets and to expand coverage to include parts of our majority owned operations.
3,8	– Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations	Yes	See EN4
3,9	– Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the indicators and other information in the report.	Yes	See explanations of data throughout the Summary CSR Report 2006.

		Inclusion	
<b>Report scope and boundary</b>			
3,10	– Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement	Yes	From the 1st of January 2007, TeliaSonera adopted a new organisational structure comprising four business areas.
3,11	– Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report	Not material	

		Inclusion	
<b>Assurance</b>			
3,12	Table identifying the location of the Standard disclosures in the report	Yes	<a href="http://www.teliasonera.com">www.teliasonera.com</a>

		Inclusion	
<b>GRI content index</b>			
3,13	Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organisation and the assurance provider	Partial	Report not assured.

## Governance, Commitments and Engagement

		Inclusion	
<b>Governance</b>			
4,1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight	Yes	See Summary CSR Report 2006.
4,2	Indicate whether the Chair of the highest governance body is also an executive officer (and if so, their function within the organisation's management and the reasons for this arrangement)	Yes	The chair of the board is not an executive officer.
4,4	<p>Mechanisms for stakeholders and employees to provide recommendations or direction to the highest governance body</p> <p>Include reference to processes regarding:</p> <p>Use of shareholder resolutions or other mechanisms for enabling minority shareholders to express opinions to the highest governance body; and</p> <p>Informing and consulting employees about the working relationships with formal representation bodies such as 'work councils' and representation of employees in the highest governance body</p> <p>Identify topics related to economic, environmental and social performance raised through these mechanisms during the reporting period</p>	Yes	See Summary CSR Report 2006.
4,12	Externally developed economic, environmental, and social charters, principles or other initiatives to which the organisation subscribes or endorses	Partial	Swedish Code of Corporate Governance ETNO Sustainability Charter Global Compact OECD Guidelines for Multinational Enterprises Elementary ILO Conventions UN Universal Declaration on Human Rights.
4,13	Members in associations and/or national/international advocacy organizations in which the organisation participates:	Partial	GSM Europe, ICC, CSR Sweden, ETSI, ITU

		Inclusion	
<b>Stakeholder engagement</b>			
4,14	List of stakeholder groups engaged by the organisation	Yes	Customers, owners, investors, employees, regulators, NGOs and suppliers
4,15	Basis for identification and selection of stakeholders with whom to engage Includes process for defining stakeholder groups and for determining the groups with which to engage	No	
4,16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	No	
4,17	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting	No	



## Economic Performance Indicators

		Inclusion			
			2006	2005	2004
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings and payments to capital providers and governments	Yes			
	<b>Direct economic value generated, million SEK</b>				
	a) Revenues = net sales+other operating income+ income from associated companies and joint ventures+ financial items		98,563	92,721	87,106
	<b>Economic value distributed</b>				
	b) Operating costs		58,286	58,088	52,925
	c) Employee wages and benefits		12,721	12,905	11,546
	d) Payments to providers of capital		20,332	15,024	16,287
	e) Payments to government = taxes – deferred taxes		4,901	1,251	970
	f) Community investments (+eg. Donations) estimates		33	35	20
	<b>Economic value retained</b>		2,290	5,418	5,358
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Yes	<p>Opportunities: Our products and services help our customers cut their climate impact. These include services that reduce travel and transport and associated environmental impacts like fleet management solutions (remote monitoring and management of transport) and services that enable remote working. ICT is increasingly replacing the need for physical objects for example music, film and literature available on the Internet replaces CDs, books, newspapers, tickets and manuals. Known as e-dematerialisation, this helps reduce environmental impacts including resource and energy use. Risks: extreme weather events caused by climate change could cause damage to our fixed line and (to a lesser extent) mobile networks.</p>		

		Inclusion	
EC3	Coverage of the organization's defined benefit plan obligations.	Yes	Pension obligations are secured by pension fund, by provisions in the balance sheet and insurance premiums. Both defined benefit and contribution pension plans are used. Contributions to the latter are normally set at a certain percentage of the employee's salary (e.g. 2% in Sweden and 10% in Denmark) and are expensed as incurred. Value of pension obligations and pension costs are calculated annually, using the projected unit credit method. Actuarial assumptions are determined at the balance sheet date. The assets of TeliaSonera's pension funds constitute pension plan assets and are valued at fair value. The pension plan assets cover 88.3% of the liabilities. In 2005: 83.6%; 2004: 87.8%. More information in the Annual Report pp. 57 and 68-69.
EC4	Significant financial assistance received from government.	Yes	Financial assistance received from government is not significant and is confined to small projects only. The Swedish Government owns 45.3% (37.3% as of May 2007) of TeliaSonera shares and the Finnish Government owns 13.7%. Services and products are offered to the Swedish and Finnish State, their agencies, and state-owned companies in competition with other operators and on conventional commercial terms.
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Yes	Suppliers are chosen according to quality, competence and service levels in relation to price. Implementation and maintenance service suppliers are typically local companies. Our main suppliers of network and handset equipment are based in the Nordic regions
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Yes	No formal policy. Senior management in each operating country is predominately local. In Finland, the vicinity of educational institutions is considered when deciding on locations. The goal is to support people's possibilities to work near home, and provide job opportunities in local areas.
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Yes	Our telecoms infrastructure has a public benefit. Our licences require us to provide coverage in areas where it is not profitable to do so.

		Inclusion	
IO1	Capital in telecommunication network infrastructure by country/region.	Yes	CAPEX investments 2006 (2005): 11,101 (11,583) million SEK. Sweden 32%; Finland 13%; Norway 7%; Denmark 5%; Baltic countries 13%; Eurasia 24%.
IO2	Net costs for service providers under the Universal Service Obligation when extending service to geographic locations and low-income groups, which are not profitable.	No	Data unavailable
TA1	Provide examples of the resource efficiency of telecommunications products and services delivered.	Yes	<p>We use an index in Sweden to measure the energy efficiency of the services we provide. This is a measure of the energy consumed by the network per unit of services provided to customers.</p> <p>In 2006 the energy efficiency index improved by 4.2%, compared to 2005.</p> <p>We have achieved these improvements in energy efficiency in Sweden by reducing energy use in cooling systems and lighting as well as increasing the use of remote-controlled energy devices by 14%.</p>
TA2	Provide examples of telecommunications products, services and applications that have the potential to replace physical objects	Yes	Video- and teleconferencing services, remote metering of electricity consumption, telemedicine, and flexible working solutions (work where you are) reduce travel. Use of Internet for music, film, and literature delivery replace physical products (CD's, books, newspapers, catalogues, tickets, manuals). Mobile services (banking, mobile payment, mobile TV, answering services) reduce need of physical resources (e.g. room space).
TA3	Disclose any measures of transport and/or resource changes of customer use of the telecommunication products and services listed above.	Yes	In 2006, customer use of telemeeting services increased 8% (in Sweden). Telephone answering services (replacing answering machines) have more than one million subscribers. Internally, flexible forms of work has reduced travel and the need of office space by 30-50% during 2001-2006. In Lithuania the mobile payment of parking cover 30% of the transactions.

		Inclusion	
TA4	Disclose any estimates of the rebound effect of customer use of the products and services listed above, and lessons learned for future development	Yes	We participate in reasearch into the effects of the 'always connected' society and the possible effects of the breakdown between home and work life, possible increase in stress and longer working days. The results of this research are not yet available.
TA5	Description of practices relating to intellectual property rights and open source technologies	Yes	Our policy is to protect our patents. The number of patent families we held in 2006 was 557 compared to 581 in 2005 and 665 in 2004. We aim to reduce the size of our patent portfolio.

## Environmental Performance Indicators

		Inclusion			
			2006	2005	2004
EN1	Materials used by weight or volume.	Not material	We own no production facilities		
EN2	Percentage of materials used that are recycled input materials.	Not material	We own no production facilities		
EN3	Direct energy consumption by primary energy source, TJ (non-renewable: heating oil, and diesel or petrol used as backup power source)	Yes	33,1	65,7	83,0
EN4	Total indirect energy consumption, TJ (Sweden, Finland, Norway, Denmark and Lithuania = 5 countries).	Yes	2,978.8		
	– Intermediate energy purchased and consumed from non-renewable sources, TJ (5 countries)		1,514.0		
	– Intermediate energy purchased and consumed from renewable energy sources (wind, hydroenergy, biomass) (5 countries)		1,464.8		
	– Percentage of electricity from renewable primary sources, % (5 countries)		54		
	Comparable total energy consumption (covering only Sweden and Finland), TJ		2,522.1	2,459.7	2,285.4
	– Comparable indirect energy consumption, TJ (Sweden and Finland)		2,489.3	2,393.9	2,202.5
	– Comparable % electricity from renewable energy sources (Sweden and Finland)		58	48	60
EN5	Energy saved due to conservation and efficiency improvements.	Yes	We have developed an energy efficiency index in Sweden to compare energy use to the production of services. This is a measure of the energy consumed by the network per unit of services provided to customers. In Sweden, the efficiency index increased (improved) in 2006 by 4.2%. We have achieved these improvements in energy efficiency in Sweden by reducing energy use in cooling systems and lighting as well as increasing the use of remote-controlled energy devices by 14%.		
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Yes	54% of the electricity we use come from renewable sources. TeliaSonera Sweden is piloting the use of fuel cells for backup power in our telecom exchanges, to replace the batteries and diesel generators used today. We are continually replacing old, less energy efficient, cooling systems with free cooling and ground cooling.		

		Inclusion			
			2006	2005	2004
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Yes	<p>The energy we use in our network accounts for the majority of our energy consumption. When we upgrade network equipment we install more energy efficient alternatives. Travel and meeting policies promote use of tele-and netmeetings. The meeting organizer chooses the meeting format considering the issues, geographical locations of the participants, as well as different social aspects. On developing services, remotely controllable equipment is favoured. Remote-controlled energy devices increased in Sweden, by 14%. The deals with installation and maintenance sub-contractors are task-based (including travel) and motivate less driving. In Denmark printers, as a default, print on both sides of paper, about 40% reduction of office paper use is measured.</p>		
EN8	Total water withdrawal by source, municipal water, m3.	Yes	180,000	149,800	133,400
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Yes	<p>Typically, land is leased for base stations in numerous places. Telecommunication services are required and provided also for instance in national parks. Should these locations require assessments of environmental impacts, the authorities are consulted and actions carried out accordingly. An example of procedures requiring a lot of environmental awareness and cooperation are underwater cable constructions in national parks.</p>		
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not material			
EN16	Total direct and indirect greenhouse gas emissions by weight.	Yes	155,905		
	– Direct greenhouse gas emissions by weight, CO2 tonnes. (Generation of electricity or heat. Calculations based on conversions according to GHG Initiative.)		3166		
	– Indirect greenhouse gas emissions by weight, CO2 tonnes. (Purchased electricity. Calculations based on actual factors provided by the electricity supplier (Finland), or estimates based on the carbon intensity of national electricity generation (Sweden, Norway, Denmark, Lithuania)		104,506		

		Inclusion			
			2006	2005	2004
EN17	Other relevant indirect greenhouse gas emissions by weight.	Yes			
	– Greenhouse gas emissions caused by business travel, CO2 tonnes		25,161		
	– Greenhouse gas emissions caused by driving related to outsourced maintenance and transportation services (reported by the service providers either directly as CO2 weight or as km's driven)		23,072		
	Comparable total greenhouse gas emissions by weight (Sweden and Finland), CO2 tonnes		119,518	101,631	121,235
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Yes	In Sweden the increased use of virtual meetings (+ 45%), decreased office space (- 50%) and reduction of business travel (- 30%) during 2001-2006 has cut the CO2-emissions by 50% (verified externally). Similar actions are carried out in other countries. In Finland, electricity produced by water or wind power is bought for the biggest facilities. The procedure is certified by an external auditor. The reduction of CO2 emissions is 62% from electricity consumption (counted on and compared to the average in Finland).		
EN19	Emissions of ozone-depleting substances by weight.	Not material			
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not material			
EN21	Total water discharge by quality and destination.	Not material			
EN22	Total weight of waste by type and disposal method.	Yes	All other waste, except telephone poles, is either recycled or reused. Specialized subcontractors are used for handling and delivering the waste to proper further processing. The following figures do not include Norway.		
	Total weight of waste		8,983		
	Hazardous waste, e.g. batteries, tonnes		1,100		
	Office electronics, tonnes		170		
	Electronic waste from networks, tonnes (includes the demolition of 420 former Orange sites in Denmark)		785		
	Package material, tonnes		55		

		Inclusion			
			2006	2005	2004
EN22	Paper, tonnes	Yes	1,100		
	Other waste		Biowaste (Finland) 78.8 tonnes; Energy waste (Finland and Lithuania) 124 tons; Metals 135 tons; Telephone poles (Finland+Sweden) 5,435 tonnes.		
	Comparable total amount of waste (Sweden and Finland), tonnes Note: 2006 data includes telephone poles (67% of the total). 2004 and 2005 data does not include telephone poles.		8,096	4,959	6,583
EN23	Total number and volume of significant spills.	Yes	None.		
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	No	Data not available		
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Yes	Vendor requirements take into account corporate environmental guidelines and policies as well as EU codes of conduct in applicable areas, e.g. EU code of conduct on electricity consumption of broadband equipment.		
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Partial	With the exception of retail sales of mobile telephones and pcs that are included in service constellations, the services sold to customers are intangible. Locally, the retail businesses are connected to corresponding organizations dealing with recycling.		
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Yes	No significant incidents		
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Yes	See EN17		
EN30	Total environmental protection expenditures and investments by type.	Not material	These costs are embedded in overall investments.		



		Inclusion			
			2006	2005	2004
IO7	Policies and practices on the siting of masts and transmission sites	Yes	Co-location or site sharing is widely used to reduce the environmental impact of the structures. Furthermore, existing infrastructures (e.g. high buildings, electricity towers, highway lighting poles) are used for equipment placing. Environmental and landscape issues are an essential part of site design and construction as well as local regulations and legalities.		
IO8	Number and percentage of stand-alone sites, shared sites, and sites on existing structures	Yes	<p>We share mast sites with other operators and use existing structures such as high buildings to position masts. In Denmark about 85% of sites are mounted on buildings or other existing structures. In Lithuania 65% are on existing structures and in Sweden the figure is 25%. In Finland all masts are shared on average with two or more operators and about 25% are rented from other operators.</p> <p>The interpretation of sites varies from country to country, for instance large customers are sometimes provided with own base stations and it's a question of opinion whether they are counted as 'sites'.</p>		

## Labor practices and Decent Work Performance Indicators

		Inclusion			
			2006	2005	2004
LA1	Total workforce by employment type, employment contract, and region, at the year end.	Yes	28,528	28,175	29,082
	– average number of full time employees during the year		26,969	27,403	25,381
	– of whom female, %		45.1	43.5	45.0
	– employee commitment, % (internal measure: target 68 %)		61	60	60
LA2	Total number and rate of employee turnover by age group(<30, 30-50, >50), gender, and region.	Yes	<p>Year 2006:</p> <p><i>Sweden</i>: total 1009; 10% &lt;30; 31% 30-50; 59% &gt;50; male 59%, female 41%</p> <p><i>Finland</i>: total 507; 12% &lt; 30; 70% 30-50; 18% &gt;50; male 55%, female 45%</p> <p><i>Norway</i>: total 44; 21%&gt;30; 79% 30-50; 0%&gt;50; male 61%, female 39%</p> <p><i>Denmark</i>: total 205; 35%&lt;30; 62% 30-50; 3%&gt;50; male 60%, female 40%</p> <p><i>Lithuania</i>: total 74; 61%&lt;30; 35% 30-50;4% &gt; 50; male 61%, female 39%</p>		
LA4	Percentage of employees covered by collective bargaining agreements.	Yes	<p>In Finland and Sweden all employees except top management are covered by collective bargaining agreements, the corresponding figures in Denmark and Norway are 60% and 19%. In Lithuania there are no collective agreements – &gt; consolidated number covered by collective agreements 75%.</p>		
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Yes	<p>The minimum notice period is defined by individual countries' legislation. In Sweden not specified, in Finland 14 days, in Norway 10 weeks and in Denmark three months.</p>		
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Yes	<p>Of the five countries with 100% ownership, Sweden does not have health and safety committees. Consolidated amount of workforce represented 52%.</p>		

		Inclusion			
			2006	2005	2004
LA7	Rates of injury, occupational diseases, lost days, absenteeism and total number of work-related fatalities, by region.	Partial	The monitoring varies by country; the figures by country in the following order number of injuries; occupational diseases; lost days; absenteeism %; fatalities; Denmark: 1; none; not monitored; 2,8%, none Finland: 115*; none; 967; 3,25%; none Lithuania: none; none; 1845; 1.28%, none Norway: none; no data Sweden: 80*; none; not monitored, 4,7%, none (* include injuries incurred whilst commuting to work.)		
LA8	Education, training, counseling, prevention and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Yes	At the work place the main focus is on preventive actions e.g. to identify symptoms of developing burn-out cases in time, and seek for professional help if needed. Commonly, the managers are educated on the issue, and health and well-being programmes are implemented. Financial risks are mitigated by supplemental insurances for the employees. For dealing with crisis situations (incl. serious illnesses), different procedures have been documented to help handle and manage them.		
LA9	Health and safety topics covered in formal agreements with trade unions.	Partial	In Finland, Sweden and Norway health and safety is one of the top issues in our dialogue with trade unions. In these countries we have reached informal agreements within the area of health and safety.		
LA10	Average hours of training per year per employee by employee category.	Yes	The control and recording of the training vary from country to country. In 2006 we estimate that we delivered 32-40 hours of training per employee (estimated using data from Finland, Lithuania and Sweden). Mid-level and senior managers receive almost double the amount of training.		

		Inclusion			
			2006	2005	2004
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Yes	Employees and their superiors conduct formal annual 'goal and development dialogues', covering e.g. competence development and career management. Life long learning is considered a necessity and besides 'learning by doing' or 'on the job training', continuous and conscious self-development are strongly emphasized and encouraged. We have programmes in place to help employees deal with changes as we restructure the business in response to market and technological developments in the ICT industry. Programmes and services offered include job placement, outplacement, entrepreneurship training, pension planning, as well as career and training/education planning. Employees in Sweden and Finland have been particularly affected by restructuring. We have set up specialist units in these countries to support employees and to help them find new employment.		
LA12	Percentage of employees receiving regular performance and career development reviews.	Partial	All managers are advised and required to carry out personal discussions with their subordinates at least once a year. We aim for 100% of employees to receive performance reviews but we know that we have not met this goal in some countries.		
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Partial	Denmark, Sweden, Norway, Lithuania, Finland		
	Women employees, %		45		
	Women in managerial position, %		34		
	Employees by age group: under 30, 30-50, over 50	22%; 51%; 25%			
	Ethnic diversity	Data not available			
LA14	Ratio of basic salary of men to women by employee category.	Partial	Data not available. Our policy is to pay people the same salary for corresponding jobs regardless of gender. Salaries are compared once a year and if unexplainable differences are detected, the situation is corrected.		

		Inclusion			
			2006	2005	2004
IO3	Practices to ensure health and safety of field personnel	Yes	We outsource the majority of field work to companies specializing in maintenance and implementation work. We provide these contractors with health and safety training and have health and safety programs in place.		
IO4	Compliance with ICNIRP standards on exposure to RF emissions from handsets	Yes	It is required that electromagnetic exposure levels from mobile phones and base stations provided by suppliers are in accordance with limits set by authorities and guidelines set by recognized research organizations, like ICNIRP. TeliaSonera is active in sharing information about SAR values to customers as well as keeping up-to-date on the development and research in the field. On the corporate web-site ( <a href="http://www.teliasonera.com">www.teliasonera.com</a> ), the following documents are available for further reference: 1) TeliaSonera Corporate Policy on electromagnetic fields, and 2) Questions and answers around research, reports and other results on EMF with regard to mobile telephony.		
IO5	Compliance with ICNIRP guidelines on exposure to RF emissions from base stations	Yes			
IO6	Policies and practices with respect to SAR of handsets	Yes			

## Human Rights Performance Indicators

		Inclusion	
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that underwent human rights screening.	No	Data not available.
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Partial	Our CSR policy commits us to taking social and ethical criteria into account in the sourcing of goods and services. We assess some new suppliers for compliance with our corporate policies, including CSR policy. Many of our significant suppliers are large multinationals with their own CSR programmes.
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Partial	No specific training on human rights.
HR4	Total number of incidents of discrimination and actions taken.	Yes	No incidents
HR5	Operations identified in which the right to exercise freedom of association or collective bargaining may be at significant risk, and actions taken to support these rights.	No	Information not available for all operations.
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Yes	No such operations
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of forced or compulsory labor.	Yes	No such operations
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	No	No information available
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Yes	None

		Inclusion	
PA7	Policies and practices to manage human rights issues relating to access and use of telecommunications products and services	Yes	<p>TeliaSonera does not decide what is legal or illegal in the area of freedom of expression and privacy and leaves this to governments to decide. We must comply with the requests of governments in the countries where we operate.</p> <p>Interactions with governments also include instructions and assignments related to the protection and maintenance of electronic networks and interconnecting them, as well as restricting public use in crisis situations. TeliaSonera protects children using the Internet and mobiles and combats online child pornography in a number of ways:</p> <ul style="list-style-type: none"> <li>• Parental control</li> <li>• Filtering and blocking (including blacklisting)</li> <li>• Notice and take down procedures</li> <li>• Moderation of chat rooms</li> <li>• Raising awareness</li> </ul> <p>We cooperate with police forces and other industry players in this area.</p>

## Society Performance Indicators

		Inclusion	
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Yes	Decisions on location of operations are based on suitability for the business. In Finland legislation encourages companies to locate in less densely populated areas. Our service contact centres are located in rural areas in Finland, bringing many benefits to the surrounding communities.
SO2	Percentage and total number of business units analyzed for risks related to corruption.	No	Our quarterly risk reporting, which includes 100% of business units did not include corruption in 2006.
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Partial	Data not available. TeliaSonera launched its new Code of Ethics in May 2007. We are implementing the code and will report on progress in 2008.
SO4	Actions taken in response to incidents of corruption.	Yes	No incidents. CEO found not guilty on allegations of bribery in connection with customer event in 2006.
SO5	Public policy positions and participation in public policy development and lobbying.	Yes	Group communications formulates TeliaSonera corporate strategy for public policies, regulatory matters and the corporate lobbying plan. Group communications co-ordinates TeliaSonera participation in international organisations dealing mainly with government and regulatory matters. Our position on EMF is that TeliaSonera does not decide on the issue but we support the authorities and academic research in this area. We work with police to block access to child pornography on the Internet and we encourage other ISPs to do the same. Our position on child protection is encapsulated in our support for the GSM's European Framework for Safer Mobile Use by Younger Teenagers and Children. TeliaSonera is in favour of reducing international roaming prices, believing that this will improve customer trust in the industry and lead to higher usage rates. Considering the strong signals from the market place, TeliaSonera is opposed to any regulatory intervention on international roaming.
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Yes	TeliaSonera does not give political contributions.
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Yes	None



		Inclusion	
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Yes	K'Cell's (Kazakhstan) compliance with the competition law for certain periods during 2004 and 2005 is under an additional investigation. A previously issued penalty was revoked in November 2006.
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	Yes	Our licences require us to provide coverage in areas where it is not profitable to do so. The coverage of TeliaSonera's mobile telecommunication services is over 99% in Denmark and Lithuania, and over 98% in Norway – measured according to population. In all the countries the broadband and mobile networks are continuously developed based on the feedback from the market and business management.
PA2	Policies and practices to overcome barriers for access and use of telecommunication products and services	Yes	Customer care services are typically offered in English as well as local languages. We recruit personnel from diverse ethnic backgrounds. Telemedicine services are developed for aging or disabled people to allow them to live at home. Cooperation with hospitals, nursing services and relatives.
PA3	Policies and practices to ensure availability and reliability of telecommunications products and services	Yes	Key Performance Indicators, which are reported regularly to management, have been developed. KPI-measures include Incident response time and Incident resolution times within and outside working hours. The incidents are classified to very critical, critical, high, medium, low, minimal and no impact according to their criticality. Many business customers' contracts include Service Level Agreements, which include measures for problem resolutions.
PA4	Quantify the level of availability of telecommunications products and services in areas where the organisation operates	Yes	TeliaSonera is the leading telecommunications company in the Nordic and Baltic region, with strong positions in the Eurasia, including Turkey and Russia. More, detailed information on the markets is available in the Annual Report, p. 36-37 and on the corporate web site <a href="http://www.teliasonera.com">www.teliasonera.com</a> .

		Inclusion	
PA5	Number and types of telecommunication products and services provided to and used by low and no income sectors of the population	Yes	'Low cost' brands are available in the Mobility Services Business Area, according to geographic, country borders.
PA6	Programmes to provide and maintain telecommunication products and services in emergency situation and for disaster relief	Yes	Corporate wide and local emergency or crisis policies and plans are implemented and continuously developed. Crisis management is divided into Emergency Business Management and Emergency Personnel Management. Escalation routines for emergency situations exist, and crisis management and contacts have been communicated to municipalities and the country administrative boards. TeliaSonera participates in an EU- development project of emergency services in the Baltic Sea area. The goal is to plan and implement a fast communication system between rescue centrals to be used in cases of serious accidents or against organized crime. The establishment consists of a great amount of different applications, equipment as well as of local routines and processes. More than 250 diesel and petrol based backup system have been installed in Sweden in close collaboration with Swedish authorities. Pilot tests of fuel cell systems have proved reliable during actual demanding weather conditions (Storm Per in Sweden).

## Product Responsibility Performance Indicators

		Inclusion	
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Yes	Use stage: there are concerns about the possible effects on health of electromagnetic fields (EMF) emitted by wireless equipment, mobile phones and the base stations that transmit and receive calls. We follow the recommendations from national and international organisations specialising in EMF and health. We require our suppliers of mobile phones and base stations to conform to recommendations on EMF and health issued by recognised international organisations and authorities such as the International Commission on Non-Ionizing Radiation Protection (ICNIRP). We follow and support scientific research on EMF and have a scientific advisory group keeping us up to date with the latest developments in EMF science. We have a dedicated team to make sure our approach to managing EMF is consistent throughout the Group.
	– Development of product concept		Not applicable
	– Research and development		Yes
	– Certification		Not material
	– Manufacturing and promotion		Not material
	– Marketing and promotion		Not material
	– Storage distribution and supply		Not material
	– Use and service		Yes
	– Disposal, reuse or recycling		Not material
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Yes	We provide details of SAR values and advice on safe use of mobiles in our mobile handset product boxes. In cooperation with banks we provide information on the safe use of Internet and mobile banking. We provide advise to children and parents on the safe use of internet and mobiles to avoid exposure to unsuitable content and to prevent e-bullying.

		Inclusion	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Yes	<p>Customer satisfaction survey methods are conducted either on the phone or face-to-face depending on the market (Nordics, Baltics, Eurasia) and the customer segment (b2b, b2c). The results are evaluated against the relevant key performance indicators (KPI's). Customers can give feedback any time (7days/24 hours) via Internet, phone or mail, free of charge. Customer service department is in charge of solving customer complaints.</p> <p>Customer KPI (includes e.g. the viewpoint of customer satisfaction, customer need and best served customer): The goal is that more than 50% of customers perceive that their needs are fulfilled.</p> <p>Service KPI (includes indicators like contact point satisfaction, easy to use, simplicity): The goal is that 20% of customers perceive TeliaSonera as the service company with an unparalled level of simplicity.</p>
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Yes	In addition to the relevant legislation, cooperation with consumer and/or self-regulatory organizations in the field of marketing is enforced.
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Yes	No significant fines

		Inclusion	
PA8	Policies and practices to publicly communicate on EMF related issues	Yes	<p>TeliaSonera's corporate policy on EMF and a specific questions and answers document on EMF research is publicly available in the corporate web site <a href="http://www.teliasonera.com">www.teliasonera.com</a>. We aim to be part of the debate on EMF and hold internal and external seminars and participate in international seminars and hearings at national and EU level. We respond to queries on EMF from our stakeholders and keep them informed about the latest developments on EMF. We initiate information meetings with personnel organisations and we publish information about the issues on our websites.</p> <p>Our staff in TeliaSonera shops can guide customers to sources where more facts can be obtained as well as provide the manufacturers SAR (specific absorption rate) values.</p> <p>We measure EMF emissions at our mast sites and publish the results in countries where local regulations require us to do so.</p>
PA9	Total amount invested in programmes and activities in electromagnetic field research	No	Data not available
PA10	Initiatives to ensure clarity of charges and tariffs	Yes	<p>We aim to make pricing as clear as possible for the customer. This includes communicating clearly the cost of all components of our products and services including mobile, fixed, Internet or other solutions.</p>
PA11	Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost effective, and environmentally preferable use	Yes	See PR3. We offer training for customers on using our remote working products.

For additional information,  
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