TeliaSonera

CR Report 2007
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Scope of this report

This report consists of:

A narrative description of TeliaSonera’s key risks and opportunities in corporate responsibility and the strategies and management systems in place to manage these. The scope of this section includes the TeliaSonera wholly-owned operations and the majority-owned Eurasian operations.

A formal consolidated Corporate Responsibility Report for 2007 according to the GRI standard (GRI appendix). This section, including all key indicators in the report, only refers to the wholly-owned operations, as the partially-owned companies are not yet integrated into our CR reporting flow. Over the coming years we will strive to extend our CR reporting system to include major holdings in partially-owned businesses.
A word from our CEO

I believe that the increased focus on sustainability in our world today poses significant business opportunities for TeliaSonera.

We provide services and products that help people and companies communicate in a simple, effective and environmentally friendly way. We create high value-added services with a low impact on the environment. Our communication networks drive growth, competitiveness and the transition to a knowledge-based society.

For the individual, access to global communication networks is a great enabler of improved chances in life. Through our presence in the fast-growing telecommunications markets in Eurasia, we are making a positive contribution to people’s lives and livelihood in some of the least developed countries in the world.

We recognize that there are risks and challenges in operating in this region. But I am confident that our solid governance systems, based on the Fintur Code of Ethics and Conduct and our management expertise, ensures that we identify and manage these risks in a prudent way.

To succeed in our fiercely competitive and fast-changing industry, strive for excellence and improved performance has to be a constant. At TeliaSonera we aim at creating uniform management processes that support our overall business priorities.

As a part of this drive, our Corporate Responsibility policies and practices will be subject to review. We have to ensure that our CR work is integrated and aligned with TeliaSonera’s overall business objectives.

Stockholm in September 2008

Lars Nyberg
President and CEO
Key issues

TeliaSonera’s corporate responsibility strategy focuses on managing key risks and opportunities based on an assessment of materiality. Below, we outline the corporate responsibility issues that we believe to be most significant in relation to our business priorities.

TeliaSonera’s business priorities – our five focus areas – are described in our Annual Report 2007:

- migrate fixed telephony customers to new services
- continued growth in Eurasia
- improved business-to-business sales approach
- become a world class service Company
- operational efficiency

During 2008 we have added a sixth focus area:

- high quality of our networks

Link to Letter from the CEO, Annual Report 2007

Key opportunities

Bridging the digital divide. Improved access to Information and Communication Technology (ICT) is widely seen as an important road to reducing the gap in living standards between rich and poor countries. Many countries in emerging markets are pioneering new mobile applications and services that are improving the lives of millions of people.

- Opportunity for TeliaSonera: In Eurasia, including Turkey and Russia, we are participating on fast-growing and very profitable markets.

- Strategy: To grow organically through Eurasia’s strong economic growth and increased subscriber penetration as well as through acquisitions in new markets in the vicinity of the present operations in the region.

Read more in chapter on Role in society

Demand for sustainable communication services. The growing concerns about global sustainable development are driving demand for technological solutions that contribute to sustainability.

- Opportunity for TeliaSonera: The growing demand for meetings via telephone, internet or videoconference that reduce the need to travel. Other services that contribute to sustainability include Internet-based technology to optimize traffic flows, electricity consumption and logistics.

- Strategy: Continued innovation within sustainability solutions. One example of our innovations is TelePresence, a virtual meeting tool which gives the participants the sense of being in the same room.

Read more in chapter on Our environmental performance

Key risks

Network failure. Quality and dependability of our networks is fundamental in our competitive industry.

- Risk for TeliaSonera: Network failure due to capacity constraints or extreme weather conditions caused by climate change.

- Mitigation strategy: Continued investments to upgrade networks. Supervision of networks 24 hours a day, 7 days a week. Backup power supplies. Systematic approach to disaster recovery. Following the unacceptable events in 2007 when two of our e-mail servers in Sweden went down, we have intensified these efforts, including strengthened backup routines for storage of e-mails.

Breach of customer integrity. Access to communication technology can help to promote freedom of expression and be a course of openness in otherwise closed societies. But technological advances also mean that people’s personal data is processed and stored more frequently than ever before. These changes create significant privacy and data protection challenges.
• **Risk for TeliaSonera:** Our customers expect us to make our services as secure as possible. Not living up to these expectations would be detrimental to the trust of our customers.

• **Mitigation strategy:** We comply with data protection laws and take all reasonable care to prevent unauthorised access to personal data.

*Read more in chapter on Customer trust*

**Inappropriate content and e-bullying.** Our services enable customers to communicate quickly and access a wealth of information. We know that there are incidents of misuse of these opportunities. Examples include distribution of child pornography, e-bullying and sexual harassment. Children are particularly vulnerable.

• **Risk for TeliaSonera:** Misuse of our networks puts customers and other stakeholders at risk of being subject to abuse.

• **Mitigation strategy:** We provide tools for customers to protect themselves. We have supported the development of “The European Framework for Safer Mobile use by Younger Teenagers and Children”. We collaborate with government authorities to block child pornography sites and have supported The World Childhood Foundation in developing software to detect downloads of child pornography.

**Ethical challenges in emerging markets.** TeliaSonera’s international expansion involves challenges, both from a business risk perspective and from an ethical perspective. To a varying degree, the countries in the region that our Eurasian business area operates in have problems related to poverty and a less-developed institutional and legal framework.

• **Risks for TeliaSonera:** Being perceived as good corporate citizens by customers, regulators and other stakeholders is a necessity for success in our expansion strategy in Eurasia.

• **Mitigation strategy:** We believe that local knowledge is the key to successfully managing telecommunication operations in emerging markets. We have chosen to capitalize on the skills and experience of Fintur Holdings to manage our Eurasian holdings. Fintur has a Code of Ethics and Conduct that sets out the ethical standards which guides the Fintur Group of companies. It also determines the responsibilities of Fintur Holdings' shareholder oversight and the business units in ensuring compliance with the Code.

*Read more in chapter on Fair business*
CR management framework

The basis for TeliaSonera’s corporate responsibility work is our shared values, our Code of Ethics and our business vision – Simplicity makes everything possible. They complement each other to form the cornerstones of our corporate culture.

These standards apply to all wholly-owned operations. Our majority-owned businesses have locally defined policies. These policies are based on the same goals, values and standards as TeliaSonera’s Group policies, but also take into account the particular issues and challenges in the local market.

Shared values

The purpose of our shared values – add value, show respect and make it happen – is to guide our employees in their everyday work and decision-making in our strategy to transform from a technology-oriented company to a company focused on customers and their needs.

Vision 2010 – Simplicity makes everything possible

Our vision is that in 2010, TeliaSonera is a genuine service company. We serve individuals and families, companies and organizations. We make it possible for our customers to connect and communicate over distance - everywhere, any time. We enable them to use systems, networks and services to their advantage.

Code of Ethics

TeliaSonera’s Code of Ethics provides guidance on how to live up to our shared values. It aims to achieve the following main objectives:

• to describe to our employees the responsibilities that come with employment in TeliaSonera
• to guide employees on how to resolve potentially difficult situations
• to set out procedures for blowing the whistle when coming across anything in our company that does not seem to comply with the code or other policies

Corporate Responsibility Policy

The TeliaSonera Corporate Responsibility Policy is based on our shared values, Vision Statement and Code of Ethics. It outlines key CR priorities and linkages between CR and our business strategy. During 2008 this policy will be subject to review.

The CR Policy derives from the international standards that TeliaSonera supports; the UN Global Compact, the OECD Guidelines for Multinational Enterprises and the core ILO conventions.

Governance structure

Governance of corporate responsibility issues is integrated in the group-wide governance framework of TeliaSonera as described in the Governance Report included in the Annual Report 2007. This framework is built on the best-practice standards of the Swedish Code of Corporate Governance. This code applies to all companies listed at the Stockholm Stock Exchange.

In 2007 TeliaSonera was in compliance with all provisions of the Code.

Link to Governance report
The Board of Directors has adopted the Code of Ethics and the Corporate Responsibility Policy and is responsible of ensuring that these policies are implemented and adhered to.

TeliaSonera’s transition to a business area organizational structure in 2007 has resulted in a stronger emphasis on the business units in management of CR-issues. We believe that this is the best way to ensure integration of CR-issues in all business activities.

**Internal control**
For all wholly-owned units TeliaSonera has a common system for standardized control and reporting. Each unit of operations has a controller function whose tasks include ensuring that sufficient internal controls exist and are performed.

**Risk management**
TeliaSonera has an established risk management framework in place to regularly identify, analyze, assess and report material business and financial risks – including corporate responsibility risks. The process includes monthly risk committee meetings.

There is also a crisis management strategy that describes the damage control process in place in the event of materialising of key risks. The strategy takes account of plans for a number of risk scenarios, including climate change related impact on network infrastructure.

**CR team**
TeliaSonera has a dedicated CR team responsible for providing support to the business areas in their work to implement the corporate responsibility policies and strategies. The team’s responsibilities also include management of the web based reporting system used to compile the data included in the Corporate Responsibility Report.

**Environmental training programme**
In Sweden, we offer an environmental awareness e-learning tool on our intranet. During 2007, 334 employees participated in this training. Since its launch in 2005, a total of 3,103 employees have participated.

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**CR governance within Fintur Holdings**

We believe that local knowledge is the key to successfully managing telecommunication operations in emerging markets. We have chosen to capitalize on the skills and experience of Fintur Holdings to manage our Eurasian holdings.

Our Eurasian subsidiaries have all taken a leading role in setting corporate responsibility standards in their local markets. This leadership has been acknowledged through a number of awards, including “The Best Employer”, “The Most Socially Responsible Company” and “The Most Charitable Company”.

**Eurasia risk management and internal control framework**
TeliaSonera has a systematic framework for managing the risks that are associated with operating in Eurasia. The framework consists of the following processes:

- **A pre-investment country risk assessment.** Before entering a new country we make an in-depth analysis of the local market and business conditions. We also conduct a study of the political and ethical risks associated with operating in that country. This research is conducted in co-operation with external expertise with first-hand knowledge about the local conditions. The process also includes discussions with supranational authorities such as the World Bank, European Bank for Reconstruction and Development (EBRD) and the International Finance Corporation (IFC). This risk assessment includes a range of factors such as government structure, political regime, international relations, human rights, law enforcement standards and the existence of corruption.

- **Internal audits and controls.** All Fintur’s business units are subject to regular audits and reviews by internal auditors. These audits include control of financial transactions and cash flows as well as compliance with corporate policies. If irregularities or control deficiencies are identified, immediate action is taken.
• **Manager rotation.** Fintur has a policy of systematic rotation of managers with the aim of ensuring transparency and independent oversight.

• **Whistle-blower function.** According to the TeliaSonera Code of Ethics, all employees are expected to report any observed violations of the Code and have the right to remain anonymous when doing so. The existence of this whistle-blower function is also subject to review in the internal audits.

Fintur has a Code of Ethics and Conduct that sets out the ethical standards which guides the Fintur Group.  
[Link to Fintur Code of Ethics and Conduct (external link)]

The policy implementation and internal control procedures of Fintur Holdings are described in the document Guidelines for Fintur Holdings B.V. Management Practices and Policies.  
[Link to Guidelines for Fintur Holdings Management Practices and Policies (external link)]

**Governance of minority holdings**
In TeliaSonera’s Eurasian investments we have the ambition to gain control and thereby consolidate. However, when consolidation is not possible we can accept to hold a minority position, provided that we have real management influence over the operations and liquidity of the shareholding. TeliaSonera currently has minority owned operators in Russia and Turkey and has financial interests in an operator in Afghanistan.

**Active ownership**
In our minority holdings we will always work actively to influence the direction of the companies through board representation and active ownership, based on the values, policies and strategies of the TeliaSonera Group. This also includes corporate responsibility issues.
Fair business

At TeliaSonera, we have a long history of achieving success through honest and fair business practices.

In 2007, we launched a new Code of Ethics. The code commits all employees in wholly-owned companies as well as contractors, suppliers and service providers to:

- do the right thing
- be a good citizen
- win with ethics
- act with respect
- value integrity
- communicate clearly
- avoid conflict of interests and handle information with care
- handle assets with care
- blow the whistle
- improve continually

Whistle-blowing procedure

According to our Code of Ethics all employees are expected to blow the whistle if they come across anything that does not seem to comply with the Code or other internal policies. The procedure is described in the Code.

Business integrity

The Code of Ethics prohibits all employees from accepting or giving illegitimate benefits or favours for decisions. Employees are also asked to refrain from doing anything that could compromise their ability to perform their role objectively and professionally.

Fair business within Eurasian operations

The Eurasian markets represent an excellent opportunity for growth, but there are also challenges and risks related to the region’s characteristics: low-income levels and a less developed institutional and legal framework. Fintur has a Code of Ethics and Conduct which is in line with the TeliaSonera policies. In some parts the Fintur policies are more detailed in order to deal with the particular challenges of this region. For example, the Fintur Code has a detailed section on anti-corruption. The Code prohibits the giving or receiving of any form of bribe.

Fintur has created a solid internal control environment whereby the top managers are personally responsible for following key policies and procedures. To strengthen the control environment there is also a policy of manager rotation. Fintur and its subsidiaries issue monthly internal control reports in accordance with TeliaSonera instructions.
Customer trust

Earning the trust of our customers is vital to the long-term success of our business. This section covers a range of issues that we believe play an important part in maintaining customer trust.

Service quality

Our customers are becoming increasingly dependent on having constant access to electronic communication. Hence, network quality is of great importance. The number of services, devices and suppliers is increasing. This makes simplicity and convenience increasing priorities for our customers.

Simple and accessible solutions

The ambition to make TeliaSonera a world class service company is one of the top six focus areas identified by the leadership team. Efforts include improved customer support as well as bringing new solutions to the market that are simple and accessible. One example is Telia Smart, a home networking solution that makes it possible for broadband, TV, music and games to function efficiently together.

Upgrading networks

We undertake continued investments to upgrade network capacity. In order to prevent network failure, networks are supervised 24 hours a day, 7 days a week and there is staff on duty to act upon disturbances. By monitoring and reacting to the alarms from the networks, errors can be avoided or managed in a pro-active way in order to minimize the impact on the customer.

Our network nodes and transmission sites are equipped with backup power supplies according to regulatory and internal requirements. The transmission lines are duplicated between central network nodes.

Following the unacceptable events in 2007 when two of our e-mail servers in Sweden went down, we have intensified our efforts to secure network dependability, including strengthened backup routines for storage of e-mails.

Customer support

We are committed to provide the best service to our customers. A priority in 2008 is to shorten answering times for customer calls and strive to resolve the customer request during the first call. We are also taking measures to improve our web-based customer service.

While TeliaSonera has improved its customer satisfaction ratings, the industry has experienced a greater number of customer complaints over the past year. As an example, in Sweden, 30 percent of all corporate customers and 16 percent of consumers have logged complaints about their mobile operators. On average, the industry as a whole receives complaints from one in every four customers over a 12-month period.

Fair and honest marketing practices

TeliaSonera is committed to comply with all applicable marketing legislation.

Training and checklists

In order to ensure compliance, marketing staff is offered training on how to apply the rules and regulations that TeliaSonera has committed to. In Sweden, a major part of relevant employees has participated in this training. There are also plans to introduce training in Finland, Denmark and Lithuania.

We have manuals and checklists that guide our employees in the application of marketing rules including instructions on when to seek advice from the legal department on interpretation issues.

Clear pricing

We aim to make our prices clear so customers know what they will pay to use our services. We use several channels for communicating prices and price changes, such as our web sites, text messages, the invoice and e-mail.
Freedom of expression and privacy

Access to communication technology can help to promote freedom of expression and promote openness in otherwise closed societies. But technological advances also mean that people’s personal data is processed and stored more frequently than ever before. These changes create significant privacy and data protection challenges.

TeliaSonera complies with data protection laws and takes all reasonable care to prevent unauthorised access to personal data.

TeliaSonera closely follows the multi-stakeholder engagement process to develop globally applicable principles on freedom and expression and privacy for the Information and Communication Technology (ICT) industry. The process includes leading human rights groups, academic institutions, Socially Responsible Investing (SRI) investors and ICT companies.

EU Data Retention Directive
The adoption of the EU Data Retention Directive (2006/2/EC) will be formally incorporated into national legislation by January 2009 and will require close attention to privacy issues. TeliaSonera’s ambition is to minimize the consequences of the data retention regulation for its customers.

Protecting children
TeliaSonera has joined other leading European mobile operators and signed an agreement on how to protect young people using mobile phones. The guidelines cover access control mechanisms, customer awareness and education as well as measures to combat child pornography content. Signatories are committed to develop national self-regulatory codes within a year. This has resulted in a Swedish code based on the European framework.

Sexual exploitation on the Internet
TeliaSonera in Norway, Denmark, Sweden and soon also in Finland have formed voluntary agreements with the respective national policy authorities. We block customers’ access to sites which Police authorities have listed as child pornography.

Together with the World Childhood Foundation we have participated in founding a company called Netclean Technologies. This company develops software to detect if the PC user downloads child pornography pictures or if the computer hosts any pictures of this kind.

In our Swedish operations we have installed the Netclean software on all our PCs.

Measures against e-bullying
We provide advice to parents and children on how to avoid bullying and harassment via mobiles and the internet.

Together with the World Childhood Foundation we have initiated a research project that aims at better understanding the psychological effects on children and youth when they are exposed to abuse via electronic media.

Tracking customer opinion
We are committed to understand what our customers think of us. One important tool is the European Performance Satisfaction Index, EPSI, which allows us to compare our performance across our own footprint as well as benchmark with competitors and other industries.

Customer satisfaction performance 2007
In 2007, TeliaSonera improved customer satisfaction scores across the board. Still, our customers have higher expectations to which we must respond.

TeliaSonera tends to get outstanding scores for product quality in comparison with local competitors. However,
the scores for service quality indicate that there is potential for improvement.

In Sweden:
• Telia ranked higher than its major competitors in all segments, which is unique. In general, market leaders in the Nordic countries tend to be scored lower

In Finland:
• Sonera showed the largest improvement and surpassed its closest competitor

In Denmark:
• Telia outpaced its largest rival

In Norway:
• Chess maintained its advantage
• Netcom ranked higher than the local incumbent

Overall:
• Omnitel in Lithuania achieved the highest customer satisfaction rating among mobile customers, closely followed by Chess in Norway
• the most significant improvement was seen among TeliaSonera’s mobility customers in Finland and Denmark
Role in society

TeliaSonera, being a leading provider of telecom services, has a great impact on society. Our services add economic value by providing access to communication services that improve the standard of living and contribute to sustainable economic growth.

Engaging with authorities

All over the world, telecommunication is a regulated industry. The governments control operator licences, frequencies and other pre-requisites for operation. Therefore, engaging with governments and authorities is a regular part of our business.

Objectives of public policy engagement

The objective of TeliaSonera’s engagement in public policy is to promote a regulatory environment that:

- is stable and foreseeable
- encourages investments and innovation
- promotes equal competition
- protects the privacy of our customers

Focus areas during 2007

During 2007, TeliaSonera focused its public policy engagements on the following areas:

- European Communications Review which will set the framework for all future communication in the EU
- roaming pricing
- interconnection between networks and Equal access to networks
- content related copyright issues

Skanova Access AB

In Sweden, TeliaSonera has a long history of operating fixed-line networks. To ensure the market’s requirements for transparency and equal treatment to all users of the network, we have established a wholly-owned infrastructure subsidiary in Sweden, named Skanova Access AB, established on January 1, 2008.

The company provides network access on equal commercial terms to all operators in the market.

After the creation of Skanova Access AB, the Swedish Government presented a legislative proposal introducing functional separation of fixed networks as a regulatory tool. We believe that the measures TeliaSonera has taken will fulfil all the essential legal requirements regarding equal treatment and transparency.

Link to www.skanova.com

No political contributions

TeliaSonera has a policy of not making political donations and, in line with this policy, none were made in 2007.

Public policy engagement in Eurasia

In Eurasia, Fintur Holdings has participated actively in promoting modern and transparent telecommunication laws and regulation helping to level the playing field and create fair conditions for all market participants.

Fintur regularly engages with regulators in a fair and transparent manner, sharing experience and opinions. Meanwhile, we emphasize that political independence is key to maintaining our integrity.

Responsible network deployment

Our mobile services depend on a network of base stations. The practices of engaging with local communities in decisions on base station siting vary by country, in order to take account of the differences in local planning legislation.

- In Sweden, there is regulation requiring consultation processes with authorities and the public.
- In Finland, official hearings are conducted on a regular basis.

Co-location of base stations

By co-operating with other mobile operators to share sites, we can reduce the total number of required base stations. This saves costs and reduces the environmental impact.

Within our wholly-owned operations, 43 percent of our sites are shared sites and 40 percent are sites placed...
on existing structures, such as high buildings, electricity towers and highway lightning poles.

**Expanding coverage**

We continuously improve mobile coverage by building a large number of new cells each year. We are expanding coverage not only where people live, but also where they work, travel and spend their leisure time. At present our mobile coverage extends to approximately 97 to 99 percent of the population in our markets in Sweden, Finland, Norway, Denmark and Lithuania.

**Coverage in less-populated areas**

The service level and coverage of our networks are in compliance with the service provision obligations defined by local regulations and our frequency licences. This means that TeliaSonera sometimes takes on the responsibility to provide coverage in less-populated areas where it is not profitable to do so.

**Expanding accessibility**

Our networks provide opportunities for people to get access to communication and a whole new range of services. However, all regions and citizens do not have the same chance of gaining access to the new tools of communication. The so-called digital divide is growing in today’s world.

The low penetration of telephony in emerging markets represents a growth opportunity as well as a chance for TeliaSonera to make a contribution to bridging the digital divide. Through our expansion in Eurasia we aim at capitalising on these opportunities.

**Low-cost brands**

TeliaSonera contributes to increasing accessibility by offering low-cost brands in all our markets both in Eurasia and in the mature markets in the Nordic/Baltic region. Our range of low-cost brands for mobility services includes the following brands:

- **Sweden** – [halebop](#)
- **Denmark** – [Call me™](#)
- **Norway** – [Chess](#)
- **Finland** – [telefinland](#)
- **Lithuania** – [ezys](#)

* debitel changed name to Call me January 1, 2008.

**Services for disabled and elderly**

At TeliaSonera we acknowledge the need for specifically adapted services for disabled people. We have also responded to the trend of aging populations by developing services that facilitate for elderly and disabled to live at home and get access to public services.

**Key performance indicators**

Key performance indicators on capital investment in network infrastructure, total number of subscriptions etc. are included in the GRI Appendix and our Annual Report.

[Link to GRI Appendix](#)
[Link to Annual Report 2007](#)

**Membership of industry organizations**

TeliaSonera is an active participant of a number of trade associations and industry bodies. Our aim is to make a positive contribution to shaping the future of our industry.

**ETNO – European Telecommunications Network Operators’ organization**

TeliaSonera is represented in the Board of Directors. The organization is the principal public policy group for European electronic communications network operators.

[Link to www.etno.be](#)

**ETSI – European Telecommunications Standards Institute**

We are involved in the development of standards in the
area of e-calls for vehicles and we follow ETSI’s work in e-Health and emergency communications.

Link to www.etsi.com

**ICC – International Chamber of Commerce**
We participate in ICC’s e-business, IT and Telecom groups, contributing to discussions on how our industry should respond to globalisation and changing societal expectations.

Link to www.iccsweden.se

**ETIS – the Global IT Association for Telecommunications**
The association brings together the major telecommunications providers in Europe to discuss key information and communication technology issues. TeliaSonera chairs the Information Security Working Group which addresses issues such as terrorism, security standards, security across borders, spam and viruses. TeliaSonera also chairs the Anti-Spam Taskforce.

Link to www.etis.org

**GSM Europe**
GSM Europe is an industry association of approximately 150 European mobile operators. It seeks to ensure that the benefits of mobile services are understood, showing how it enhances the lives of citizens and brings social and economic value. TeliaSonera has chaired GSM Europe since 2004.

Link to www.gsmworld.com

**CR initiatives**
We partner with others to exchange ideas and advance our sustainability goals. We are also members of a number of organizations that look to influence public policy on corporate responsibility.

**ITU – International Telecommunication Union**
We are involved in the ITU’s work in a number of CSR-related areas including emergency communication (detection, alerting and protection), protection from electromagnetic fields and environmental and safety issues.

Link to www.itu.int

**CSR Sweden**
CSR Sweden is a network for enterprises to promote and encourage corporate responsibility. The network partners with the European Alliance for CSR, a joint initiative by the European Commission and the business community.

Link to www.csrsweden.se

**Finnish Business and Society (FiBS)**
Finnish Business and Society is the sister organization of CSR Sweden belonging to the same network of CSR associations in Europe. Its mission is to promote financially, socially and ecologically sustainable business in Finland.

Link to www.fibsry.fi

**Social partnerships**
TeliaSonera’s strategy for social partnerships focuses on projects supporting vulnerable children and teenagers.

**The World Childhood Foundation**
TeliaSonera is a founding member of the World Childhood Foundation and work closely with the organization in many projects. One example is a research project which aims at improving our understanding of the psychological effects on children and youth of exposure to abuse via electronic media.

Link to www.childhood.org

**ECPAT**
In Sweden, we have partnered with this global network of organizations and individuals working together for the elimination of child prostitution, child pornography and grooming of children for sexual purposes.

Link to www.ecpat.net

**Fryshuset**
TeliaSonera supports the Fryshuset foundation that supports teenagers by offering a wide range of activities, such as leisure activities, schools and other efforts to support youth, specifically those living under difficult circumstances.

Link to www.fryshuset.se

**Friends**
We collaborate with Friends, Sweden’s largest anti-bullying organization. We participate in projects to prevent bullying of children and teenagers via mobiles and the Internet.

Link to www.friends.se
Social projects in Eurasia

In the Eurasian region there is a strong tradition of companies engaging in social projects. TeliaSonera’s subsidiaries have all demonstrated leadership in this area, especially in the area of supporting children and youth. Examples include:

**Moldcell (Moldova): Pre-school education**
Moldcell is an active participant of the National Program “Education for All” supported by the World Bank and Ministry of Education. The program aims at creating opportunities for children from socially vulnerable families in rural areas to enroll in pre-school education.

**Azercell (Azerbaijan): Helping homeless children**
Azercell supports the “Ümit Yeri” ("Place of Hope") project to help homeless and parentless children recover and find their path back to normal life. For the 10 years of the project’s existence, over 1,000 children have received help. In addition to financial support, Azercell’s employees volunteer in visiting children’s homes.

**K’cell (Kazakhstan):**
**Scholarships to students from low-income homes.**
K’cell runs an internship and training programme for young graduates and supports a number of educational initiatives. The company also sponsors a project that provides scholarships to Eurasian National University for students from low-income families.
Our environmental performance

TeliaSonera impacts the environment primarily through the usage of materials and energy, transports and travel. Our focus is to continuously use the resources more efficiently.

The precautionary principle is the basis of our way to handle environmental matters. In brief, this approach means that if we have any reason to believe that our operations might harm peoples’ health or the environment we seek alternatives that are less harmful.

Our achievements

Cutting CO2 emissions is TeliaSonera’s number one environmental priority. During 2007 we made the following achievements:

- Our total CO2 emissions decreased by 12 percent compared to 2006. CO2 emissions from our energy consumption decreased by 28 percent.
- In Sweden and Finland, our total CO2 emissions decreased by 37 percent from 2006 to 2007.
- Within TeliaSonera Sweden, internal use of telemeetings increased by 16 percent in 2007. Since 2001, we have replaced more than 40 percent of all our physical travel in Sweden with virtual meetings.
- In 2007, CO2 emissions per subscription within wholly-owned companies decreased by 13 percent.
- In Sweden, our energy consumption increased by 9 percent over the years 2001 to 2007. During this period the capacity of our broadband networks increased by a factor of 6. This implies an improvement in energy efficiency by 34 percent (see graph below).

Telecom services as a driver to fight climate change

By providing new techniques for communication we help our customers reduce their climate impact. Services for telephone, Internet or video meetings can substantially cut the need for our customers to travel, while other services can be used to optimise traffic flows, electricity consumption and plan logistics.

Case study: Comparing CO2 emissions from travelling with phone call:

- a car trip between Gothenburg and Stockholm emits the same amount of carbon-dioxide as talking on a fixed line telephone for 16 years
- the amount of carbon-dioxide emitted by a plane trip between Malmö and Stockholm equals that of talking on the fixed line for 30 years and on a mobile phone for 15 years

Tools for optimised energy usage

TeliaSonera provides products and services that can be used to save energy. One example is using our networks for remote control of heating facilities. Within the road freight industry, Telia Telematik can be used for remote monitoring of fuel consumption and managing logistics to optimize efficiency – contributing to a reduction in CO2 emissions.

Substitution of physical products

We provide telecom solutions that substitute physical products, for example answering machines. Our net-based switchboard solution Telia Centrex cuts environmental impact by 50 percent.

Strategy to reduce CO2 emissions

During 2007, we have taken significant steps in a transition to eco-labelled green electricity. In Sweden, all supplies of electricity were eco-labelled during 2007. In Finland, a contract was signed in 2007 for green certified electricity supplies during 2008. In Norway and Lithuania, the electricity consumed in 2007 was practically carbon-neutral.

Reduced travel

Within TeliaSonera we strive to be pioneers in using
tele-meetings to replace physical meetings, reducing the need to travel. This ambition is implemented through our Group-wide Travel policy. During 2007 we increased our use of tele-meetings by 16 percent. Our CO2 emissions from travel fell by 13.5 percent.*

**Fuel cell energy for base stations**

TeliaSonera used fuel cell energy as backup power at four base stations in 2007 and there will be another two systems installed at sites in 2008. The purpose is to investigate the opportunity to use fuel cell energy as backup power on a broader scale in the future.

**Wireless communication and health**

TeliaSonera recognises that there are concerns among parts of the general public about the health effects of electromagnetic fields (EMF) from mobile phones and the base stations that connect them. Though there is currently no conclusive scientific evidence on negative health effects, we take these concerns seriously.

In our Corporate Policy on electromagnetic fields we make the following commitments:

- to closely monitor EMF related scientific research
- to promote the distribution of scientific information
- to require that EMF exposure levels from mobile phones and base stations provided to TeliaSonera by its suppliers are in accordance with the limits set by national authorities and our internal guidelines

In Sweden and Finland, all handsets sold in TeliaSonera stores comply with the ICNIRP (International Commission on Non-ionizing Radiation Protection) guidelines for EMF as well as the national authorities’ safety limits.

TeliaSonera has a dedicated team that is responsible for coordinating Group measures and activities within the topic of EMF.

**Recycling of Waste**

By applying a Life Cycle Approach (LCA) to our operations we aim at reducing the environmental impact along the entire life cycle of our products and services. In the wholly-owned companies, approximately 95 percent of all waste is recycled.

The major source of waste is derived from the dismantling of networks when replaced by new improved technologies. The waste handling of poles from our fixed networks is pursued in compliance with local regulations. In Sweden and Finland the poles are regarded hazardous waste. In Sweden, all dismantled poles are recovered by the supplier.

TeliaSonera is responsible for the collection and recycling of electronic goods in accordance with the EU - Waste Electrical and Electronic Equipment (EU WEEE) Directive of Producer Responsibility.

**Environmental management system**

In Sweden, TeliaSonera has had certified management systems since 1992. An integrated management system in accordance with ISO 14001 and ISO 9001 was implemented in 2001. The system ensures a systematic approach to handling environmental and quality issues relevant to our operations.

**Ambitions for 2008**

In 2008, we intend to take the following steps to enhance our environmental performance:

**Fuel cells for backup energy**

TeliaSonera is investigating the possibility of using fuel cell energy as backup for base stations, by running four test sites in Sweden. Our experience so far is that the technology still needs to be developed to match the particular needs of a base station. Our ambition is to have an adapted solution for fuel cells in place as backup energy in 2009.
**Increased energy efficiency**

TeliaSonera will continue to focus on decreased CO2 emissions by using more renewable energy and fuels, buying eco-labelled green electricity and increasing the number of virtual meetings and remote controlled activities. We strive for optimised energy usage of our networks and our buildings’ facilities for heating, cooling and power usage.

**Key Performance Indicators**

GRI environmental indicators are included in the GRI Appendix.

[Link to GRI Appendix]
Employee commitment and performance

The TeliaSonera Group employs approximately 20,000 people within our wholly-owned operations. Our employees are crucially important to our success.

We operate in one of the world’s most rapidly changing and demanding industries. The telecom industry is facing a challenge related to the demands for a shift in the competence of our workforce resulting from the shift from fixed to IP and mobile communication.

Customer needs, technology, regulations and competition are changing. It is more important than ever to have the right people in place, capable of facing present and future challenges.

Meeting the competence shift challenge

New business logics are pushing TeliaSonera to become even more commercial and customer oriented. Employees must to an increasing extent possess a combination of competences. Our management practices must aim at a higher degree of excellence.

During 2007, we launched a range of Group-wide leadership training programs with the aim of meeting the demand for employees capable of taking responsibility for driving this change:

- The Business Acumen Certificate, launched in 2007, aims to improve the general understanding of what drives the telecom business. This is necessary as we have a legacy of being a company focused on technology and products. In 2007, 120 employees were certified and will, together with another 150 to be certified in 2008, assume a role as agents of change. The program is run by the Stockholm School of Economics.
- The IT/IP program targets a number of key employees and is aiming at creating 200 "IT/IP Ambassadors". Following their participation, 50 members who took the course in 2007 will train their own managers through a reversed mentorship. The program is run together with Sweden's Royal Institute of Technology.
- TeliaSonera Business School for middle managers and a few key specialists has been conducted with about 30 participants.
- The Top Talent program generates a pool of top talents coming from a cross-section of our operations and who are expected to become future top leaders. 25 individuals are taking part in 2007/2008.
- TeliaSonera International Trainee Program aims to attract external young talents that can form a future base for future top leaders and key specialists. The program started in February 2008 with 34 participants from our Nordic, Baltic and Eurasian operations.

Supporting young professionals in Eurasia and the Baltics

TeliaSonera has taken on the important task of raising young professionals for the telecom industry in the Eurasian countries through supporting educational initiatives and running internships and training programs for young graduates. In Kazakhstan, K’cell is engaged in a project supporting students from low-income families who want to major in engineering and natural sciences.

TeliaSonera Institute

In January 2004 TeliaSonera endowed the TeliaSonera Professorship at the Stockholm School of Economics in Riga (SSE Riga). At the same time the TeliaSonera Institute at the Stockholm School of Economics in Riga (TSI) was founded. The Institute is a think tank aimed at promoting and conducting high quality policy-oriented research in the fields of entrepreneurship, telecom and information technology as well as promoting entrepreneurship.

Governance of HR issues

Our Human Resources governance framework is designed to ensure that HR activities support the overall business goals of TeliaSonera. The most senior position within Human Resources – Group Vice President
Human Resources – is part of the TeliaSonera leadership team. This ensures that matters related to HR Policy, employees and working environment, as well as management practices, are an integrated part of the TeliaSonera management agenda.

Each business area and the largest business units have their own HR Business Partner who has a strategic role in the operations of the Business Area in question. This structure enables integration of employee issues into business planning and execution.

People Framework
TeliaSonera People Framework includes processes, policies, guidelines and standards within human resources management. It defines how we allocate responsibilities and how we use information technology to support our management processes.

This framework is continuously being revised to ensure constant improvement. The aim is to attain high-performing people and a strong employer brand.

Diversity

All employees of TeliaSonera have equal opportunities regarding employment and advancement without discrimination based on age, colour, ethnic background, religion or belief, gender, sexual orientation or disability.

Equal opportunity
Our objective is to create an organization where men and women are treated equally and have equal opportunities. The TeliaSonera Gender Equality is updated yearly in co-operation with employee representatives. Focus areas in the plan are working conditions, salaries, prevention of discrimination on the basis of gender, prevention of sexual harassment and efforts to balance of family and work life. Development is followed up by monitoring development and results of completed activities in different areas.

Highest share of women in Eurasia
Since 2002, the share of women in our workforce has increased to 45 from 42 percent. The share of women in the workforce is highest in Moldova (55 percent), Azerbaijan (54 percent) and Tajikistan and Georgia (both 51 percent).

Share of women in managerial positions
Within our wholly-owned operations the share of female managers in 2007 was 23 percent, an increase from 19 percent in 2002. In Sweden, the target share of female managers is 40 percent. This target was achieved during 2007.

Link to GRI Appendix

Redundancy

TeliaSonera has applied a model in Sweden and Finland for re-deployment of employees in order to avoid dismissals in case of redundancy. Employees whose duties are terminated are transferred to a special unit, TSO in Sweden and Competence Pool in Finland. The purpose is to assist the employees in finding a new position internally or externally. At the same time the employees are available to assist different TeliaSonera units temporarily. The employees are offered various support services like individual coaching, career planning and training.

For the 175 persons left in TSO at the end of 2007 the average stay time was almost a year (11.8 months). For those who found new positions externally or internally the average stay time was less than 7 months. The corresponding figure for the Competence Pool in Finland was 3 months.

Occupational Health and Safety

During 2007 the general approach has been to focus on health-promoting actions. The overriding aim has been to support, prevent and react on conditions and situations related to ill-health.

Tools connected to this work are agreements with occupational health service suppliers and review of work practices. In addition, we continue to educate, train and support managers in order to reduce sickness-related absenteeism. TeliaSonera offers a wide range of health promotion activities (including benefits) which are presented on the intranet.

Read more about TeliaSonera’s performance in employee health and safety in the GRI Appendix.

Link to GRI Appendix
Employee survey

We regularly measure levels of employee engagement through our Group-wide employee survey. During 2007, we conducted two surveys, one during the second quarter and one during the fourth quarter.

Acceptable levels – but room for improvement
Our scores for employee commitment have remained rather stable during the past four years. In the last employee survey the overall score for the wholly owned companies within the TeliaSonera Group was 61. This means that 61 percent of TeliaSonera employees feel committed, which is an acceptable level when benchmarked with the European telecom sector. However, our ambition is to improve this score to at least 67 percent.

Development of Employee Commitment Score TS Group Total

The survey also showed that 70 percent of the employees in TeliaSonera perceive that they have the possibility to influence their working conditions in an environment where creativity and individual initiative are encouraged.

Challenges within organizational efficiency
As regards organizational efficiency and workgroup co-operation and relations, there are some challenges. More than 75 percent of the employees say they are aware of the expectations of their workgroup deliverables and constantly strive for simplicity.

Improvements in employer brand

During 2007, strengthening TeliaSonera’s brand as an employer has been a key priority. We have created a common employer branding platform, used as the basis for developing tools and offerings for new and existing employees.

During 2007, we have seen a positive change in TeliaSonera’s employer brand ranking among Young Professionals in the field Business and Engineering, in Sweden, Denmark and Finland.

Read more about the employee survey results in the GRI Appendix.
Link to GRI Appendix
Engaging with our stakeholders

Engaging with our stakeholders is a vital part of our corporate responsibility strategy. We engage with our stakeholders in many ways. These dialogues help us to improve our understanding of our stakeholders’ views and expectations. The insights gained support the development of our corporate responsibility strategy.

During 2007, TeliaSonera developed a new extended framework for stakeholder dialogue.

TeliaSonera’s most important stakeholders are:

• customers
• employees
• partners
• suppliers
• investors
• local communities

Engaging with our suppliers

It is important to TeliaSonera that our suppliers have high standards regarding corporate responsibility. In Sweden, we have been screening our suppliers based on environmental performance for more than ten years.

During 2007, we have developed Group-wide supply chain standards regarding environmental, social and ethical issues, including human rights. The basis of the requirements is our CR policy and our Code of Ethics. The standards are also a result of demands from our customers. The first version of the new requirements was implemented in the Group Sourcing unit in the spring of 2008.

The standards are used both as a tool for selecting suppliers and as a basis for active engagement with suppliers to promote good corporate responsibility management practices. We expect our suppliers to demonstrate continuous improvement.

Our supplier assessment process includes self-assessment through questionnaires as well as reviews and audits made by TeliaSonera or a third party.

Examples of stakeholder dialogue in 2007

Disclosure of Fintur’s risk management practices
During 2007, we have had a dialogue with a number of SRI investors regarding TeliaSonera’s disclosure of the corporate responsibility risk management practices within Fintur operations. In these discussions, measures in place to ensure compliance with TeliaSonera’s anti-corruption policy were subject to particular attention.

In response to these concerns, we have provided information about the solid management systems, reporting routines and management rotation schemes in place to effectively prevent any involvement in corruption.

Carbon Disclosure Project
TeliaSonera participated in the Carbon Disclosure Project, which aims to facilitate dialogue between shareholders and corporations regarding the implications for shareholder value and commercial operations presented by climate change.

Link to www.cdproject.net
## GRI Appendix

### Strategy and analysis

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Inclusion</th>
<th>Position in the report/reason for not reporting</th>
<th>Additional information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Statement from the most senior decision maker of the organisation about the relevance of sustainability to the organisation and its strategy</td>
<td>Yes</td>
<td>Corporate Responsibility Report 2007: A word from our CEO</td>
<td></td>
</tr>
<tr>
<td>1.2 Description of key impacts, risks and opportunities</td>
<td>Yes</td>
<td>Corporate Responsibility Report 2007: Key issues</td>
<td></td>
</tr>
</tbody>
</table>

### Profile

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Inclusion</th>
<th>Position in the report/reason for not reporting</th>
<th>Additional information</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1 Name of reporting organisation</td>
<td>Yes</td>
<td>Annual Report 2007: Contents, page 2</td>
<td></td>
</tr>
<tr>
<td>2.2 Primary brands, products and/or services</td>
<td>Yes</td>
<td>Annual Report 2007: Market and Customers, page 9-14</td>
<td></td>
</tr>
<tr>
<td>2.3 Operational structure of the organisation including main divisions, operating companies, subsidiaries and joint ventures</td>
<td>Yes</td>
<td>Annual Report 2007: A Review of Our Operations, page 15-23</td>
<td></td>
</tr>
<tr>
<td>2.4 Location of organisation’s headquarters</td>
<td>Yes</td>
<td>Annual Report 2007: Contents, page 2</td>
<td></td>
</tr>
<tr>
<td>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 this report</td>
<td>Yes</td>
<td>Annual Report 2007: Market and Brands, page 14</td>
<td></td>
</tr>
<tr>
<td>2.6 Nature of ownership and legal form</td>
<td>Yes</td>
<td>Annual Report 2007: The TeliaSonera Share, page 6-7</td>
<td></td>
</tr>
</tbody>
</table>
### 2.8 Scale of reporting organisation including:

- Number of employees
- Net sales
- Total capitalisation
- Quantity of products and services provided

<table>
<thead>
<tr>
<th>Yes</th>
<th>Annual Report 2007:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Consolidated Income Statement, page 6-7</td>
</tr>
<tr>
<td></td>
<td>• Note 32 Human Resources, page 83</td>
</tr>
</tbody>
</table>

### 2.9 Significant changes during the reporting period regarding size, structure or ownership, including

- Location of, or changes in operations, including facility operations, closings, and expansions; and
- Changes in the share capital structure and other capital formation, maintenance, and alteration operations

<table>
<thead>
<tr>
<th>Yes</th>
<th>Annual Report 2007:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Report of the Directors, page 28-34</td>
</tr>
</tbody>
</table>

### 2.10 Awards received during the reporting period

| No |

### Report Parameters

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Inclusion</th>
<th>Position in the report/ reason for not reporting</th>
<th>Additional information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reporting period for information provided</td>
<td>Yes</td>
<td>Calendar year 2007</td>
<td></td>
</tr>
<tr>
<td>Date of most recent previous report</td>
<td>Yes</td>
<td>CSR Report 2006, published in summer 2007</td>
<td></td>
</tr>
<tr>
<td>Reporting cycle</td>
<td>Yes</td>
<td>Annual</td>
<td></td>
</tr>
<tr>
<td>Contact point for questions regarding the report or its contents</td>
<td>Yes</td>
<td><a href="mailto:Cecilia.edstrom@teliasonera.com">Cecilia.edstrom@teliasonera.com</a></td>
<td></td>
</tr>
</tbody>
</table>

### Report scope and boundary

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Inclusion</th>
<th>Additional information</th>
</tr>
</thead>
</table>
| Process for defining report content, including:
  - Determining materiality
  - Prioritising topics within the report
  - Identifying stakeholders the organisation expects to use the reports | Yes | Corporate Responsibility Report 2007: |
| | | • Key issues |
| | | • CR management framework |
| | | • Engaging with our stakeholders |
| Boundary of the report | Yes | Corporate Responsibility Report 2007: |
| | | • Scope of this report |
| Specific limitations on the scope or boundary of the report | Yes | Corporate Responsibility Report 2007: |
| | | • Scope of this report |
| 3.8 | Basis for reporting joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations | Yes | Annual Report 2007: |
| 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 | Corporate Responsibility Report 2007:  
- Scope of this report  
- CR management framework |
| 3.10 | Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement | Yes | None |
| 3.11 | Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report | Yes | Corporate Responsibility Report 2007:  
- Scope of this report  
- Our environmental performance  
Data on CO2-emissions from travel 2006 and 2007 are not entirely comparable due to changes in calculation routines |

GRI content index

| 3.12 | Table identifying the location of the Standard disclosures in the report | Yes | GRI appendix |

Assurance

| 3.13 | Policy and current practice with regard to seeking external assurance for the report | Yes | No external assurance of CR Report 2007 |

Governance, Commitments and Engagements Governance

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Inclusion</th>
<th>Position in the report/ reason for not reporting</th>
<th>Additional information</th>
</tr>
</thead>
</table>
| 4.1 | Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks such as setting strategy or organisational oversight | Annual Report 2007:  
- Corporate Governance Report, page 121 |
| 4.2 | Indicate whether the Chair of the highest governance body is also an executive officer | Annual Report 2007:  
- Corporate Governance Report, page 121 | The Chair of the highest governance body is not an executive officer |
| 4.3 | For organisations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non executive members | Yes | Annual Report 2007: • Corporate Governance Report, page 121 |
| 4.4 | Mechanisms for stakeholders and employees to provide recommendations or direction to the highest governing body | Yes | Corporate Responsibility Report 2007: • Engaging with our stakeholders |
| 4.5 | Linkage between compensation for member of the highest governance body, senior managers and executives and the organisation’s performance (including social & environmental performance) | Yes | Annual Report 2007: • Note 32 Human Resources, page 83-86 |
| 4.6 | Processes in place for the highest governing body to ensure conflicts of interest are avoided | Yes | Corporate Responsibility Report 2007: • Corporate Governance Report, page 121 |
| 4.7 | Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organisation’s strategy on economic, environmental and social topics | Yes | Annual Report 2007: • Corporate Governance Report, page 121 |
| 4.8 | Internally developed statements of missions or values, codes of conduct, and principles relevant to economic, environmental and social performance, and the status of their implementation | Yes | Corporate Responsibility Report 2007: • CR management framework • Fair business |
| 4.9 | Procedures of the highest governance body for overseeing the organisation’s identification and management of economic, environmental and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct and principles | Yes | Annual Report 2007: • Corporate Governance Report, page 121 |

The Board of Director receives a fixed compensation. The remuneration package to the CEO, the Executive Vice President and the other members of the Leadership Team includes a variable component linked to financial performance of the group, financial performance in each officer’s area of responsibility and individual performance objectives. These individual objectives include qualitative as well as quantitative criteria.
<table>
<thead>
<tr>
<th></th>
<th>Processes for evaluating the highest governance body’s own performance, particularly with respect to economic, environmental and social performance</th>
<th>Yes</th>
<th>Annual Report 2007: Corporate Governance Report, page 121</th>
<th>The Board of Directors applied a systematic and structured evaluation of its internal work, also with the assistance of external consultants. The result of this evaluation was reported to the Nomination Committee, which according to Swedish practices includes shareholder representatives</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Commitments to external initiatives</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.11</td>
<td>Explanation of whether and how the precautionary approach or principle is addressed by the organisation</td>
<td>Yes</td>
<td>Corporate Responsibility Report 2007: • Key issues • Our environmental performance</td>
<td></td>
</tr>
<tr>
<td>4.12</td>
<td>Externally developed economic, environmental, and social charters, principles of other initiatives to which the organisation subscribes or endorses</td>
<td>Yes</td>
<td>Corporate Responsibility Report 2007: • CR management framework</td>
<td></td>
</tr>
<tr>
<td>4.13</td>
<td>Memberships in associations and/or national/international advocacy organisations</td>
<td>Yes</td>
<td>Corporate Responsibility Report 2007: • Role in society</td>
<td></td>
</tr>
<tr>
<td><strong>Stakeholder engagement</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.14</td>
<td>List of stakeholder groups engaged by the organisation</td>
<td>Yes</td>
<td>Corporate Responsibility Report 2007: • Engaging with our stakeholders</td>
<td></td>
</tr>
<tr>
<td>4.15</td>
<td>Basis for identification and selection of stakeholders with whom to engage</td>
<td>Yes</td>
<td>Corporate Responsibility Report 2007: • Engaging with our stakeholders</td>
<td></td>
</tr>
<tr>
<td>4.16</td>
<td>Approaches to stakeholder engagement, including frequency of engagement by type and stakeholder group</td>
<td>Yes</td>
<td>Corporate Responsibility Report 2007: • Employee commitment and performance • Engaging with our stakeholders</td>
<td></td>
</tr>
<tr>
<td>4.17</td>
<td>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</td>
<td>Yes</td>
<td>Corporate Responsibility Report 2007: • Employee commitment and performance • Engaging with our stakeholders</td>
<td></td>
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</tbody>
</table>
## Performance: Economic

### Disclosure of Management approach

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Inclusion</th>
<th>Position in the report/ reason for not reporting</th>
<th>Additional information</th>
</tr>
</thead>
</table>
| Concise disclosure on the Management approach for items outlined below with reference to the following economic aspects; economic performance, market presence and indirect economic impacts | Yes       | Annual Report 2007:  
  * Letter from the CEO, page 5  
  * Corporate Strategy, page 8
  Corporate Responsibility Report 2007:  
  * Role in society |

### Economic Performance indicators

#### Aspect: Economic Performance

| 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 | Annual Report 2007:  
  * Consolidated Financial Statements, including Notes, page 39-91 |
|-------------|---------------------------------------------------------------------------------------------------------------------------------|-----|------------------------------------------------------------------|
| EC2         | Financial implications and other risks and opportunities for the organisation’s activities due to climate change                  | Yes | Corporate Responsibility Report 2007:  
  * Key issues  
  * Our environmental performance |
| EC3         | Coverage of the organisation’s defined benefit plan obligations                                                                | Yes | Annual Report 2007:  
  * Notes to Consolidated Financial Statements, note 23, page 68-70 |
| EC4         | Significant financial assistance received from government                                                                       | Yes | TeliaSonera did not receive significant financial assistance from the government in 2007 |

#### Aspect: Market presence

<table>
<thead>
<tr>
<th>EC6</th>
<th>Policy, practices, and proportion of spending on locally based suppliers at significant locations of operation</th>
<th>No</th>
<th>Not measured</th>
</tr>
</thead>
<tbody>
<tr>
<td>EC7</td>
<td>Procedures for local hiring and proportion of senior management hired from the local community at locations of significant importance</td>
<td>No</td>
<td>Not measured</td>
</tr>
</tbody>
</table>

#### Aspect: Indirect economic impacts

| EC8         | Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind or pro bono engagements | Yes | Corporate Responsibility Report 2007:  
  * Role in society |
|-------------|---------------------------------------------------------------------------------------------------------------------------------|-----|------------------------------------------------------------------|
Performance: Environmental
Disclosure on Management approach

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Inclusion</th>
<th>Location</th>
<th>Additional information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concise disclosure on the management approach items outlined below with reference to the following environmental aspects: materials, energy, water, biodiversity, emissions, effluents and waste, products and services, compliance, transport and overall</td>
<td>Yes</td>
<td>Corporate Responsibility Report 2007: • A word from our CEO • Our environmental performance</td>
<td></td>
</tr>
</tbody>
</table>

Environmental Performance indicators
Aspect: Materials

| EN1 | Materials used by weight or volume | No | Not material |
| EN2 | Percentage of materials used that are recycled input materials | No | Not material |

Aspect: Energy

| EN3 | Direct energy consumption by primary energy source | Yes | Direct energy consumption by primary source, TJ: Fuel Oil: 42,3 29,3 2,3 10,8, Diesel and Gasoline: 2007 2006 2007 2006 |
| EN4 | Indirect energy consumption by primary source | Yes | Indirect energy consumption by primary source, TJ: Coal: 3108 360,9, Oil: 329,5 43, Renewable Energy: 2178,8 265,8, Nuclear Energy: 360,9 1002, District Heating: 259,5 250, 259,5 250 |
| EN5 | Energy saved due to conservation and efficiency improvements | Partly | Diesel and Gasoline |
| 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 | Natural Gas |
| EN7 | Initiatives to reduce indirect energy consumption and reductions achieved | Corporate Responsibility Report 2007: • Our environmental performance |

Aspect: Water

| EN8 | Total water withdrawal by source | No | Not material |
| EN9 | Total water withdrawal by source | No | Not material |
| EN10 | Percentage and total water volume of water recycled and reused | No | Not material |
### Aspect: Biodiversity

| EN11 | Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity outside protected areas | No | Not material |
| EN12 | Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas | No | Not material |
| EN13 | Habitats protected or restored | No | Not material |
| EN14 | Strategies, current actions and future plans for managing impacts on biodiversity | No | Not material |
| EN15 | Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk | No | Not material |

### Aspect: Emissions, effluents and waste

| EN16 | Total direct and indirect greenhouse gas emissions by weight | Yes | Total direct and indirect greenhouse gas emissions by weight, tonnes of CO2
Direct CO2 emissions
Indirect CO2 emissions |
| EN17 | Other relevant indirect greenhouse gas emissions by weight | Yes | Other relevant indirect GHG emission (CO2 tonnes)
Business travel
Driving for maintenance and transportations
Transports of products and materials |
| EN18 | Initiatives to reduce greenhouse gas emissions and reductions achieved | Yes | GRI data summary
Corporate Responsibility Report 2007: Our environmental performance |
| EN19 | Emissions of ozone-depleting substances by weight | No | Not measured |
| EN20 | NOx, SOx, and other significant air emissions by type and weight | No | Not material |
| EN21 | Total water discharged by quality and destination | No | Not material |
| EN22 | Total weight of waste by type and disposal method | No | No access to reliable data |
| EN23 | Total number and volume of significant spills | No | Not material |
### Aspect: Products and services

| EN26 | Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation | Yes | Corporate Responsibility Report 2007:  
  • Role in society  
  • Our environmental performance |

| EN27 | Percentage of products sold and their packaging materials that are reclaimed by category | Partly | Corporate Responsibility Report 2007:  
  • Our environmental performance |

### Aspect: Compliance

| EN28 | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations | Yes | See right | During 2007 TeliaSonera experienced no fines or non-monetary sanctions for non-compliance with environmental laws and regulations |

### Aspect: Transport

| EN29 | Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce | Yes | See EN17 |

### Performance: Labour Practices and Decent work

**Disclosure on Management approach**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Inclusion</th>
<th>Position in the report/ reason for not reporting</th>
<th>Additional information</th>
</tr>
</thead>
</table>
| Concise disclosure on the management approach items outlined below with reference to the following labour aspects; employment, labour/management relations, occupational health and safety, training and education and diversity and equal opportunity | Yes | Corporate Responsibility Report 2007:  
  • Employee commitment and performance |


### Labour Practices and Decent Work Performance Indicators

#### Aspect: Employment

<table>
<thead>
<tr>
<th>LA1</th>
<th>Total workforce by employment type, employment contract and region</th>
<th>Yes</th>
<th>Total number of employees, average full time</th>
<th>2007</th>
<th>2006</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(Note: The numbers refer to the wholly-owned companies only. Due to organisation structural changes employees by business unit is not available for 2006.)</td>
<td></td>
<td>Employees by country: Sweden</td>
<td>21875</td>
<td>21899</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Finland</td>
<td>10002</td>
<td>10427</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Denmark</td>
<td>5697</td>
<td>5936</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Norway</td>
<td>1559</td>
<td>1310</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Lithuania</td>
<td>945</td>
<td>888</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Employees by business unit, at the year end</td>
<td>3672</td>
<td>3328</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Mobility Services</td>
<td>20341</td>
<td>NA</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Broadband Services</td>
<td>5740</td>
<td>NA</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Integrated Enterprise Services</td>
<td>9659</td>
<td>NA</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Other operations</td>
<td>3449</td>
<td>NA</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Permanent contracts</td>
<td>1493</td>
<td>NA</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Other operations</td>
<td>19139</td>
<td>NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LA2</th>
<th>Total number and rate of employee turnover by age group, gender and region</th>
<th>Yes</th>
<th>Employees by gender, at the year end: Male</th>
<th>2007</th>
<th>2006</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Female</td>
<td>8994</td>
<td>9784</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Employees by age, at the year end: below 30</td>
<td>4397</td>
<td>4962</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>30-50</td>
<td>10607</td>
<td>11313</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>over 50</td>
<td>5337</td>
<td>5624</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Number of lost-time accidents</td>
<td>74</td>
<td>8,6</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Sick-leave rate</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Gross turnover percentage in the company is 16 percent. The rather high turnover rate is due to the structural change that is going on in the Group. For men and women the turnover rate mirrors the total gender distribution.

Corporate Responsibility Report 2007:
- Employee commitment and performance
### Aspect: Labour/Management relations

<table>
<thead>
<tr>
<th>LA4</th>
<th>Percentage of employees covered by collective bargaining agreements</th>
<th>Yes</th>
<th>See right</th>
<th>Approximately 80 per cent of the employees are covered by collective agreements. In the biggest operating markets Finland and Sweden all except top management are covered. In other operating countries the situation varies from 0 per cent (Omnitel, Lithuania) to 100 percent (Chess, Norway), depending on the local legislation and practice</th>
</tr>
</thead>
<tbody>
<tr>
<td>LA5</td>
<td>Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements</td>
<td>Yes</td>
<td>See right</td>
<td>Laws and collective agreements regulate the notice periods and they are followed in all countries. Notice times before starting the negotiations vary depending on the subject, country and agreement from 5 days to 14 days at the shortest up to 3 months. In Lithuania no collective agreement is applied so far</td>
</tr>
</tbody>
</table>

### Aspect: Occupational health and safety

| LA7 | Rates of injury, occupational diseases, lost days, absenteeism, and number of work related fatalities by region | Yes | Corporate Responsibility Report 2007:  
• Employee commitment and performance  
Number of lost –time accidents 74 ; No fatalities |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>LA8</td>
<td>Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>
### Aspect: Training and education

<table>
<thead>
<tr>
<th>LA10</th>
<th>Average hours of training per year per employee by employee category</th>
<th>Partly</th>
<th>Number of employees participating in:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Professional training</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Management training</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Management training % of managers</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>12556</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1311</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>63.2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LA11</th>
<th>Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing their careers</th>
<th>Yes</th>
<th>Corporate Responsibility Report 2007:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Employee commitment and performance</td>
</tr>
</tbody>
</table>

| LA12 | Percentage of employees receiving regular performance and career development reviews | Yes | 47 %                                  |

### Aspect: Diversity and equal opportunity

<table>
<thead>
<tr>
<th>LA13</th>
<th>Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity</th>
<th>Yes</th>
<th>Governance body</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Board of directors</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Leadership team (top management)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Management board of business areas</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Governance body</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Board of directors</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Leadership team (top management)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Management board of business areas</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Male</td>
<td>Female</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>26</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>30-50</td>
<td>over 50</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>20</td>
<td>10</td>
</tr>
</tbody>
</table>

| LA14 | Ratio of basic salary of men to women by employee category | No | |

### Performance: Human rights

#### Disclosure on Management approach

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Inclusion</th>
<th>Position in the report/ reason for not reporting</th>
<th>Additional information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concise disclosure on the management approach to the items outlined below with reference to the following human rights aspects: investment and procurement practices, non-discrimination, freedom of association and collective bargaining, abolition of child labor, complaints and grievance practices, security practices and indigenous rights</td>
<td>Yes</td>
<td>Corporate Responsibility Report 2007:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Key issues</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• CR management framework</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Fair business</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Customer trust</td>
<td></td>
</tr>
</tbody>
</table>
### Human rights indicators

#### Aspect: Investment and procurement activities

<table>
<thead>
<tr>
<th>HR1</th>
<th>Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening</th>
<th>Yes</th>
<th>Corporate Responsibility Report 2007: Key issues and CR management framework. Fair business</th>
<th>All acquisitions – wholly or partially owned – are subject to pre-investment screening on a number of risk factors. Joint ventures are not subject to explicit human rights screening</th>
</tr>
</thead>
<tbody>
<tr>
<td>HR2</td>
<td>Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken</td>
<td>Yes</td>
<td>Corporate Responsibility Report 2007: Engaging with our stakeholders</td>
<td></td>
</tr>
</tbody>
</table>

#### Aspect: Non-discrimination

| HR4 | Total number of incidents of discrimination and actions taken | No | No statistics available | |

#### Aspect: Freedom of Association and Collective bargaining

| HR5 | Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights | No | See right | These risks only apply to Eurasian operations and this GRI appendix only covers wholly-owned operations. The Corporate Responsibility Report 2007 contains a description of management of CR-issues within Eurasian operations |

#### Aspect: Child Labour

| HR6 | Operations identified as having a significant risk for incidents of child labour, and measures taken to contribute to the elimination of forced or compulsory labour | No | Not material See right | TeliaSonera operates in an industry where incidents of child labour is not a material risk |

#### Aspect: Forced and compulsory labour

| HR7 | Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour | No | Not material See right | TeliaSonera operates in an industry where incidents of forced or compulsory labour is not a material risk |
**Performance: Society**

**Disclosure on Management approach**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Inclusion</th>
<th>Position in the report/ reason for not reporting</th>
<th>Additional information</th>
</tr>
</thead>
</table>
| Concise disclosure on the management approach items outlined below with reference to the following society aspects; community, corruption, public policy, anti-competitive behaviour and compliance | Yes | Corporate Responsibility Report 2007:  
• Key issues | |

**Aspect: Community**

| 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 | Corporate Responsibility Report 2007:  
• CR management framework  
• Role in society | |

**Aspect: Corruption**

| SO2 | Percentage and total number of business units analysed for risks related to corruption | No | See right |
| SO3 | Percentage of employees trained in organisation's anti-corruption policies and procedures | No | Statistics not available |
| SO4 | Actions taken in response to incidents of corruption | Yes | Corporate Responsibility Report 2007:  
• CR management framework  
• Fair business |

**Aspect: Public policy**

| SO5 | Public policy positions and participation in public policy development and lobbying | | Corporate Responsibility Report 2007:  
• Role in society |
### Aspect: Anti-competitive behaviour

| SO7 | Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes | No | See right | In TeliaSonera Group there are eleven ongoing legal actions for anti-competitive behaviour, anti-trust, and monopoly practices, four in Sweden and eleven in Finland. During 2007 one additional case was closed. A complaint was lodged against TeliaSonera Finland to the Finnish Competition Authority (FCA) regarding abusive ADSL-offerings to new customers. The FCA did not find any reasons to continue the investigations and closed the case officially in September 2007 |

### Aspect: Compliance

| SO8 | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations | Yes | See right | During 2007 TeliaSonera has not been subject to any monetary or non-monetary sanctions for non-compliance with laws and regulations |

### Performance: Product responsibility

#### Disclosure on Management approach

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Inclusion</th>
<th>Position in the report/reason for not reporting</th>
<th>Additional information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concise disclosure on the management approach items outlined below with reference to the following society aspects; customer health and safety, product and service labelling, marketing communications, customer privacy and compliance</td>
<td>Yes</td>
<td>Corporate Responsibility Report 2007: • Role in society</td>
<td></td>
</tr>
</tbody>
</table>

#### Product responsibility Performance indicators

### Aspect: Customer Health and safety

| PR1 | Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and service categories subject to such procedure | Partly | Corporate Responsibility Report 2007: • Our environmental performance |
### Aspect: Product and service labelling

<table>
<thead>
<tr>
<th>PR3</th>
<th>Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements</th>
<th>Yes</th>
<th>Corporate Responsibility Report 2007:</th>
<th>TeliaSonera provides information regarding the sourcing of components of the products and services on two of the five markets where we have wholly-owned operations. Information about content with potential environmental or social impact is also supplied on two markets. We also communicate, when relevant, about safe usage of the products and services. In Sweden, Finland, Denmark and Norway we inform on disposal methods to encourage responsible handling of waste</th>
</tr>
</thead>
</table>

### Aspect: Marketing communications

<table>
<thead>
<tr>
<th>PR6</th>
<th>Programs for adherence to laws, standards and voluntary codes concerning marketing communications including advertising, promotion and sponsorship</th>
<th>Yes</th>
<th>Corporate Responsibility Report 2007:</th>
<th>In Sweden, a number of complaints have been filed against TeliaSonera at the Swedish Consumer Agency, however no verdicts have been finalized during 2007. TeliaSonera has also been convicted once for non-compliance with the rules of the NIX register, which regulates telemarketing activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>PR7</td>
<td>Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship by type of outcomes</td>
<td>Yes</td>
<td>See right</td>
<td></td>
</tr>
</tbody>
</table>

### Aspect: Customer privacy

<table>
<thead>
<tr>
<th>PR8</th>
<th>Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data</th>
<th></th>
<th>Corporate Responsibility Report 2007:</th>
<th>One of the two incidents in Sweden during 2007 when e-mail servers went down resulted in losses of customers’ e-mails. The server in question had 286,000 accounts</th>
</tr>
</thead>
</table>

---

We trust you found this information useful. If you require any more assistance, feel free to ask.
## Aspect: Compliance

| PR9 | Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services | Yes | See right | TeliaSonera did not have any costs for fines for non-compliance with laws and regulations during 2007 |

### Telecommunication sector specific indicators

#### Investment

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Inclusion</th>
<th>Position in the report/ reason for not reporting</th>
<th>Additional information</th>
</tr>
</thead>
<tbody>
<tr>
<td>IO1</td>
<td>Capital investment in telecommunication network infrastructure broken down by country/region</td>
<td>Partly</td>
<td>Total, SEK million Mobility Services Broadband Services Integrated Enterprise Services Eurasia Other operations The data coverage: the whole TeliaSonera Group</td>
</tr>
</tbody>
</table>

#### Health and Safety

| IO3 | Practices to ensure health and safety of field personnel involved in the installation, operation and maintenance of masts, base stations, laying cables and other outside plant | Yes | Corporate Responsibility Report 2007: Our environmental performance | In Sweden and Finland, EMF safety instructions are applied for people working in masts |
| IO4 | Compliance with ICNIRP standards on exposure to RF emissions from handsets | Yes | See right | All mobile phones provided to TeliaSonera by suppliers must comply with ICNIRP guidelines |
| IO5 | Compliance with ICNIRP guidelines on exposure to RF emissions from base stations | Yes | See right | All base stations provided to TeliaSonera by suppliers must comply with ICNIRP guidelines |
| IO6 | Policies and practices with respect to Specific Absorption Rate of handsets | Yes | See right | The TeliaSonera EMF Policy states that all mobile phones provided to TeliaSonera by suppliers must comply with ICNIRP guidelines. These guidelines set a maximum SAR value of 2W/kg for a mobile phone |

#### Infrastructure

| IO7 | Policies and practices on the siting of masts and transmission sites including stakeholder consultation, site sharing and initiatives to reduce visual impacts | Yes | Corporate Responsibility Report 2007: Role in society |
## Number and percentage of standalone sites, shared sites and sites on existing structures

| IO8 | Number and percentage of standalone sites, shared sites and sites on existing structures | Yes | Total number of base station sites of which Standalone sites Shared sites Sites on existing structures | 24493 095 10545 9853 |

## Access to Telecommunication Products and Services: Bridging the Digital Divide

### 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 | Corporate Responsibility Report 2007: Role in society | Deployment of infrastructure can either be directly initiated by a customer order or internally initiated to meet a supposed demand from the market. Usage growth within available capacity can also lead to a build-out of resources to secure future usage |

### PA2 Policies and practices to overcome barriers for access and use of telecommunication products and services including: language, culture, illiteracy, and lack of education, income, disabilities and age

| Yes | Corporate Responsibility Report 2007: Role in society |

### PA3 Policies and practices to ensure availability and reliability of telecommunications products and services

| Yes | Corporate Responsibility Report 2007: Customer trust |

### PA4 The level of availability of telecommunications products and services in areas where the organisation operates.

| Yes | Annual Report 2007: Markets and Brands, page 14 |

### PA5 Number and types of telecommunication products and services provided to and used by low and no income sectors of the population

| Yes | Corporate Responsibility Report 2007: Role in society |

### PA6 Programs to provide and maintain telecommunication products and services in emergency situations and disaster relief

| Yes | During 2007, a Crisis Management plan and organisation was put in place on consolidated as well as business area level. The wholly-owned companies handle business continuity and disaster recovery in a systematic way. Climate change impacts, such as extreme weather conditions, are an example of emergency situations that TeliaSonera consider relevant to be prepared for and consider a tangible risk. |
## Access to content

<table>
<thead>
<tr>
<th>PA7</th>
<th>Policies and practices to manage human rights issues relating to access and use of telecommunications products and services</th>
<th>Corporate Responsibility Report 2007: • Customer trust</th>
</tr>
</thead>
</table>

## Customer relations

<table>
<thead>
<tr>
<th>PA8</th>
<th>Policies and practices to publicly communicate on EMF related issues</th>
<th>Yes</th>
<th>Corporate Responsibility Report 2007: • Our environmental performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>PA9</td>
<td>Total amount invested in programs and activities in electromagnetic field research</td>
<td>Yes</td>
<td>See right</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>TeliaSonera sponsored EMF research allocating EUR 110,000 in 2007. The GSM association members’ fee also includes support to EMF research</td>
</tr>
<tr>
<td>PA10</td>
<td>Initiatives to ensure clarity of charge and tariffs</td>
<td>Yes</td>
<td>Corporate Responsibility Report 2007: • Customer trust</td>
</tr>
<tr>
<td>PA11</td>
<td>Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost effective and environmentally preferable use</td>
<td>Yes</td>
<td>Corporate Responsibility Report 2007: • Key issues</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>See right</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>TeliaSonera puts a lot of effort in informing customers on responsible use of our services in all our markets. We submit information regarding safe use of handsets, environmentally friendly ways to handle used handsets and security issues</td>
</tr>
</tbody>
</table>

## Technology applications

<table>
<thead>
<tr>
<th>TA1</th>
<th>Examples of the resource efficiency of telecommunication products and services delivered</th>
<th>Corporate Responsibility Report 2007: • Our environmental performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>TA2</td>
<td>Examples of telecommunications products, services and applications that have the potential to replace physical objects</td>
<td>Yes</td>
</tr>
<tr>
<td>TA4</td>
<td>Estimates of the rebound effect of customer use of the products and services listed above and lessons learned for future developments</td>
<td>Yes</td>
</tr>
</tbody>
</table>