

Sustainability update January-September 2019

Below are highlights of Telia Company's sustainability work so far in 2019. Read more about the approach to sustainability including strategy integration and contribution to the UN Sustainable Development Goals (SDGs), goals and progress at www.teliacompany.com/sustainability and in the [latest Annual and Sustainability Report](#).

- At the capital markets day on March 26, Telia Company announced [three ambitious environmental goals to guide the company's work until 2030](#):
 - **Zero CO₂** throughout the value chain
 - **Zero waste**, supporting a circular business model
 - **100%** action from employees

The goals strongly reflect Telia Company's commitment to the SDGs and to the Paris Agreement ambition of limiting global warming to 1.5°C. This ambition was reiterated as part of a [pledge by 28 companies at the UN Climate Action Summit in New York](#).

As a step in the commitment to develop Science-Based Targets, Telia Finland carried out a full scope 3 assessment. The results indicate that, as expected, the majority of Telia Company's CO₂ emissions can be attributed to the value chain, in particular upstream. The methodology will be applied to all markets, to get the full Group scope 3 baseline.

On the day the goals were launched, [a letter went out to hundreds of suppliers](#) to explain what will be required of them going forward. As a first step in 2019, CO₂ is being added to supplier evaluation criteria.

A sustainability team reflection exercise was launched in all countries, with the purpose of helping teams reflect on how they can contribute to the Daring goals.

- Telia Company's [Guiding Principles on Trusted AI Ethics](#) were published. The nine principles include, inter alia, a commitment to respect human rights by considering and evaluating the risks and impacts of AI on human rights.
- Roll-out of the new Code of Responsible Business Conduct e-learning was completed in all markets. The new e-learning course provides employees and third parties working for Telia Company hands-on guidance in how to apply the requirements of the Code and other policies. Over 16,000 employees and consultants have completed the training.
- The [Nordic CEOs for a Sustainable Future coalition](#) met with the Nordic prime ministers to discuss a collaborative approach to addressing sustainability challenges. It was agreed that [climate action, supporting SDG 13, and diversity in the workplace, supporting SDG 5, would be in focus going forward](#).
- The ["More Digital" concept aimed at engaging seniors in digitalization was launched in Norway](#). It has so far been a huge success in Sweden, and [received an award at the 2018 European Broadband Awards](#).
- A revised version of the whistleblowing tool [Speak-Up Line](#) was launched. Extended in scope, the Speak-Up Line now also includes for example reporting on personal injuries, environmental incidents and incidents related to freedom of expression and surveillance privacy.

Anti-bribery and corruption

- A Group-level ABC maturity assessment was finalized. Work continued in implementing the ABC action plan for Telia Carrier.
- Telia Sweden supported by the Group ethics and compliance office carried out a review of sales incentives. The findings will be used in upcoming reviews in the other markets.

Children's rights

- A Children's Rights and Business Principles impact assessment workshop was carried out focusing on marketing, communications and brand.
- The results of the 2019 [Children's Advisory Panel \(CAP\)](#) on the theme of responsible gaming were published. The results show that children mostly see gaming as having a positive impact on their lives, but they are also aware of the downsides. Gaming is a source of entertainment, a way to cheer up, an outlet for creativity, and a way to make new friends. Gaming also has important long-term benefits, with 64% of children finding that gaming allows them to learn other skills, such as English. Alongside the results were released a set of [Responsible gaming guidelines](#) and [a guide for parents](#).

Environmental responsibility

- Telia Estonia received ISO 50001 energy management system certification.
- Telia Company provided research for the [Exponential Roadmap 1.5° reports](#) launched at the UN Climate Action Summit. The reports highlight the role of digital solutions as a catalyst.

Freedom of expression and surveillance privacy

- The 2018 Law Enforcement Disclosure Report (LEDR) was released alongside the Annual and Sustainability Report. Statistics on requests for blocking (e.g. DNS blocking) was added. Statistics covering the first half of 2019 are released alongside this update.

- In June, the independent assessment of Telia Company's good faith efforts to implement the GNI principles with improvement over time was finalized and presented to GNI Board. Key findings and recommendations include:
 - Good transparency in external reporting and towards the assessor
 - High level of attention from local and Group management
 - Gaps in training of relevant employees and senior local and Group management
 - Strengthen approach to product area due diligence and human rights impact assessments (HRIA)

Health and well-being

- As part of the Group-wide goal of transitioning from OHSAS 18001 to ISO 45001, Telia Sweden, Telia Finland and Telia Norway all passed ISO 45001 audits.

Responsible sourcing

- A mandatory Supplier code of conduct e-learning course for all sourcing managers was launched. In the third quarter, all new employees in the Sourcing organization were trained.
- A [Supplier code of conduct film](#) was launched on Telia Company's website. The purpose is to provide an easy-to-understand summary of the Supplier code requirements, as understanding of the Supplier code has been identified as a key issue related to supplier compliance gaps.

Highlight: Telia Company among the top in Walking the Talk report

Telia came out on top among telcos in the 2019 Stockholm School of Economics' "Walking the talk?" study which rates Swedish large companies' sustainability communications and accountability – their "talk" and their "walk".



The report by [Mistra Center for Sustainable Research](#) at Stockholm School of Economics analyzes how 95 companies listed on the Nasdaq OMX Stockholm Large Cap index communicate their sustainability work and how well they live up to what they communicate.

Telia Company is among the best companies in Sweden and tops the report in the telecommunications and technology sector, scoring a total of 31 of 40 points.

Telia Company's Head of Sustainability was on the panel when the report was released September 24, highlighting Telia Company's commitment to zero emissions and zero waste by 2030.

Other leaders were BillerudKorsnäs, Stora Enso, Sandvik, Essity, Axfood, H&M, Nordea, Astra Zeneca, Atlas Copco and Saab.

[Read more and full report here.](#)