

SUSTAINABILITY HIGHLIGHTS

We are committed to ethical, responsible business practices and creating positive societal and environmental impact throughout our value chain, from customers to suppliers.



HIGHLIGHTS DURING THE YEAR

- Telia Company's President and CEO Johan Dannelind together with a group of Nordic CEOs launched a coalition on the advancement of the UN Sustainable Development Goals in the Nordics. A key objective is to explore ways to deliver more impact through collaboration and responsible business practices.
- Divestments of assets in region Eurasia underwent strict due diligence carried out by both internal and external expertise. Due diligence covered for example identifying Ultimate Beneficiary Owners (UBOs) and anti-money laundering controls. Human Rights Impact Assessments on the companies were earlier conducted by external expertise.
- To meet growing customer requirements and ensure continuous improvement, we have implemented a number of internationally recognized management systems such as ISO 14001 (environment), ISO 27001 (information security) and OHSAS 18001 (health and safety). At year-end, most core markets were certified according to ISO 14001 and OHSAS 18001 and relevant group-level processes were ISO 27001 certified.
- New long-term ambitions and goals within the Responsible business focus areas were launched. The quantitative and qualitative goals stretch until 2022 and cover for example transparency reporting and greenhouse gas emissions reductions.

Read more in Board of Directors's Report, section Sustainability

SUSTAINABILITY RECOGNITIONS

Telia Company was included in or remained a constituent of several Environmental, Social and Governance (ESG) indices, including:

- MSCI ESG "AAA" rating
- FTSE4Good
- "Gold supplier" rating in EcoVadis
- Bloomberg Gender Equality Index

