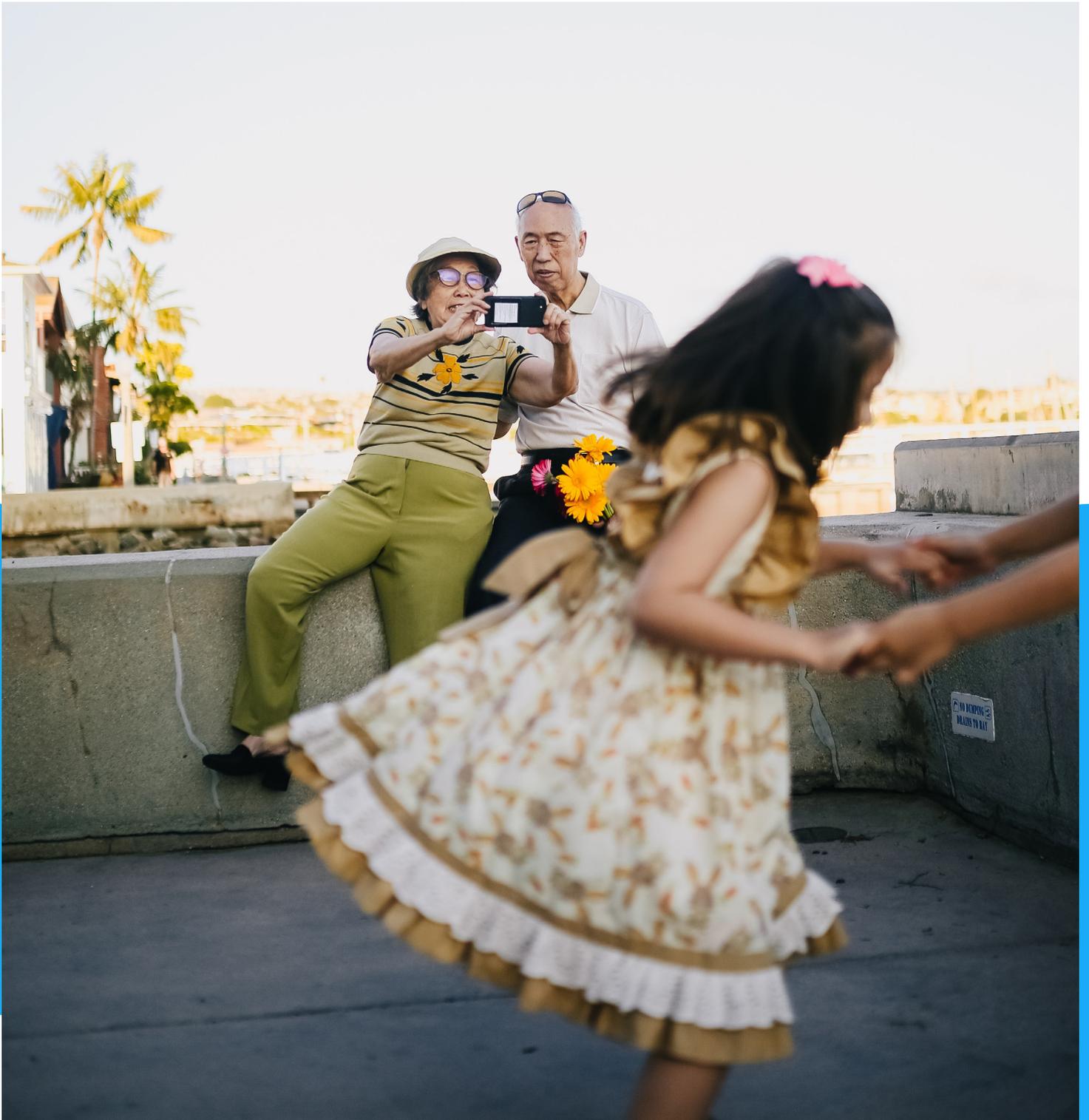




# Sustainability Report 2020

## Telenor Sweden



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# Sustainability – an integral part of what we do every day

For us at Telenor, sustainability work is not an added on task, but an integral part of what we do every day. Rarely has our purpose – Empowering societies, connecting you to what matters most – seemed more relevant and important to our employees, customers and other stakeholders than in 2020 – the year of the coronavirus. Sweden, and the world, would not have been able to transform as they did without a tele-com network that was prepared for the increased traffic when video calls became a vital channel for businesses and for people who wanted to keep in touch with loved ones who had to stay in isolation.

The consequences of the digitalisation of society that has taken place during the coronavirus pandemic are not yet clear, but we already know that many of the changes are here to stay. The experience we have gained during the pandemic can help us build a more sustainable society.

This applies particularly to the issue of climate change. At Telenor Sweden, we have taken the climate crisis seriously from an early stage and have taken measures to reduce our climate footprint. In 2020, we adopted a new, updated climate plan in order to further reduce our emissions. It also includes additional, extended requirements for our subcontractors to reduce their own emissions in accordance with the ambitions of the Paris Agreement.

The biggest climate initiative we can take, however, is to help our customers to use telecommunication to reduce their own emissions. As a leading technology company, we believe in technology's vast potential to drive development towards a better society. I hope that this report on Telenor Sweden's sustainability work during 2020 will show you how we consider this to be our most important task, indeed our very purpose.



**Kaaren Hilsen**  
CEO Telenor Sweden

# Telenor around the world

The Telenor Group is an international provider of communication services in the areas of telecommunications, data and media, with around 182 million customers. Telenor is one of the leading suppliers in the world within the Internet of Things (IoT). Our story began 166 years ago and today the Group is one of the largest mobile operators in the world, with net sales of NOK 122.8 billion (2020) and around 18,000 employees in total. Telenor is listed on the Oslo Stock Exchange (TEL).

Telenor's SD-WAN creates a secure network that protects the company's data and optimally steers traffic to cloud services and data centres. SD-WAN manages traffic based on prioritisation, network performance requirements, and security in line with business needs. The possibility of central management and monitoring also provides increased control and visibility. This enables companies to control and route traffic in the network in a more intelligent, flexible and secure way.

Telenor's purpose is "Empowering societies, connecting you to what matters most". This is the basis for our global sustainability work. We seek to contribute to sustainable development through digital services that help to build a more inclusive society, and also by raising industry standards in such areas as working conditions, the environment and privacy in the countries in which we operate.

Telenor also adheres to the principles of the UN Global Compact initiative. Together with customers and partners, we work to achieve the UN's Global Sustainable Development Goals (SDGs). Digitalisation is an important factor in achieving the SDGs and gives Telenor an opportunity to influence all 17 SDGs. To a great extent, Telenor focuses on SDG 10: Reduced Inequalities. This is part of our business strategy, and Telenor has reported on our progress in this area since 2016. Our climate change initiatives are another key aspect of our sustainability work and we are working to achieve ambitious emission targets. By 2030, Telenor's operations in the Nordic region must be carbon-neutral, while the emissions from our operations in Asia will be reduced by 50%. With these wide ranging initiatives, Telenor is contributing to society's development.

[Find out more](#)

## Telenor – Our Purpose

Empowering societies.  
Connecting you to what  
matters most.

## Telenor – Our values

Always explore, create  
together, keep promises,  
be respectful.

Under the Global Reporting Initiative (GRI) framework, Telenor reports to the Carbon Disclosure Project (CDP) and the UN Global Compact (Annual Communication of Progress).

[Find out more](#)



# A responsible business in figures

Telenor around the world

## Energy consumption

**-6.9%**

We have reduced energy consumption by 6.9%

## Internet safety for children

**4.3 m**

4.3 million children have received training since we started the project

**-789**

We have replaced 789 diesel generators with solar generators

**1.0 m**

In 2020, we trained around 1 million children in how to stay safe online

## Diversity in the workplace

**32%**

32% women in leadership positions

**38%**

18,000 employees in 2020, of whom 38% are women

**+2%**

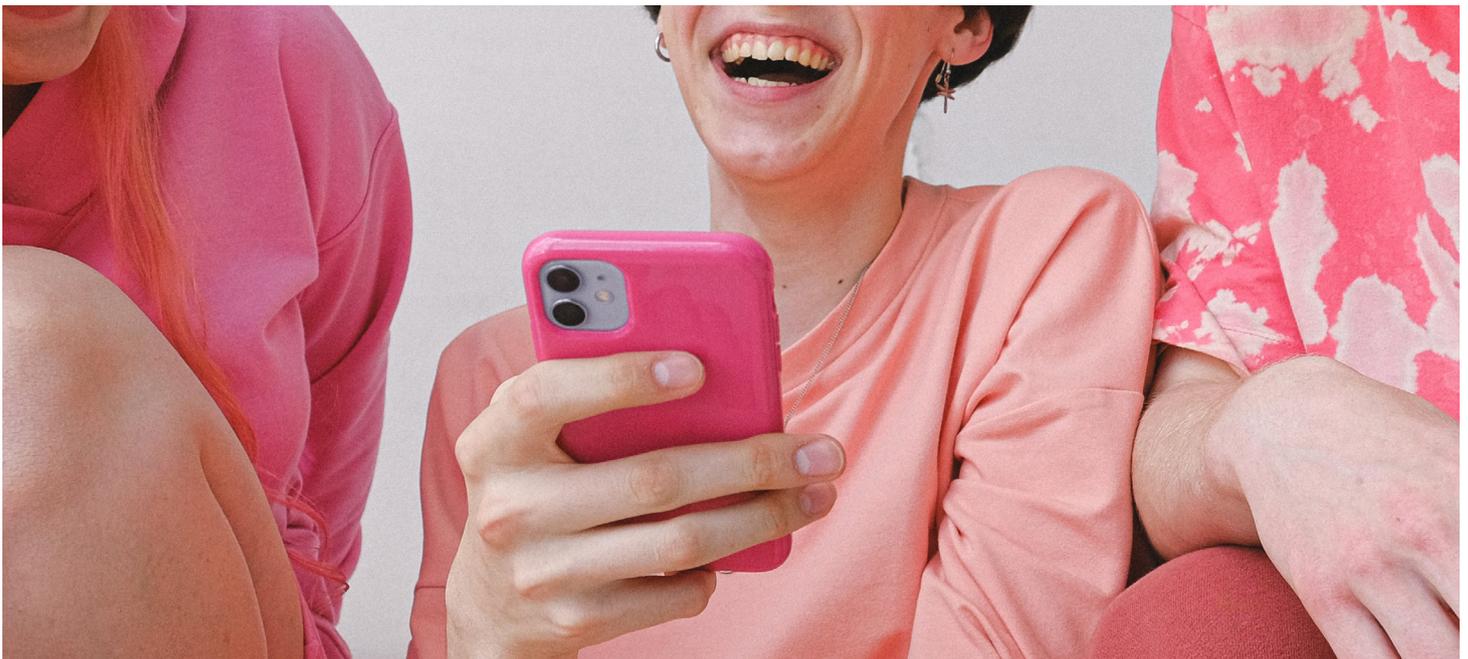
2% increase in women in leadership positions since last year



# Telenor in Sweden

Telenor Sverige AB is a one-stop provider of telecommunication services. Our mobile network covers 99.9% of Sweden's population. Telenor Sweden's sales totalled around SEK 12.1 billion in 2020, with 1,700 employees at year-end. Since 2005, we have operated in the Swedish market under the Telenor name.

[Find out more](#)



At Telenor, we always put people before technology. We must always be able to stay connected with the people and things that matter most to us. Wherever we want, and whenever we want. This is why we exist and have invested billions in mobile networks and fibre optic cables all over Sweden.

Telenor Sweden is and has always been a leader in terms of sustainability work, with particular focus on environmental issues. Since 2008, we have reduced our emissions by more than 80%, to a great extent by for several years purchasing 100% renewable electricity for our networks.

Innovative services can make everyday life easier and simpler, giving everyone more time for what is really important for them. Enhanced global connectivity brings people closer together and makes it even more evident that everything is interconnected. With the help of connected solutions, we have made entire industries more climate-smart. On this basis, at Telenor we want to be known as a company that gives everyone a chance to get involved. We want to develop connectivity to accelerate the digital future and protect people and data in the digital world. The past year has shown that our purpose is more relevant than ever before. We are convinced that connected communities are stronger communities.



# A responsible business in figures

Telenor in Sweden

## Energy, coverage, employees and customers

90%

90% of Sweden's surface area is covered by our mobile networks

2.7 m

2.7 million mobile phone subscribers

100%

100% renewable electricity is purchased for our networks

80%

80% of the operator market for IoT

1,700

Around 1,700 employees in Sweden

700,000

Around 700,000 fibre and broadband customers



# Our sustainability strategy

Telenor aims to be a sustainable company in all areas: economic, environmental and societal. Sustainability is not a destination, but a process and our work is therefore characterised by a responsible and long-term approach. Sustainability must pervade how we do business, affect the environment and engage with society. Today, the surrounding world has expectations of companies' commitment to society.

We adhere to our Code of Conduct, which stipulates how to create value for our owners, customers and the community – in a responsible way.



By developing sustainable digital solutions and taking responsibility for our business, we help to create a more sustainable society in Sweden.

## Sustainable business

We develop our services and products in line with Telenor's fundamental sustainability principles.

## Responsible environmental impact

We minimise our climate impact and help customers to be more sustainable.

## Involvement in society

We improve online safety and make society more inclusive.



# Sustainable business

A high level of awareness and knowledge are the key to corporate social responsibility. During the year, more than 1,000 employees and suppliers were trained in the area of sustainability. The training courses covered all aspects of sustainability, from privacy and human rights to supplier management and environmental legislation. In addition, all employees were trained in the company's Code of Conduct, which gives all employees a basic knowledge of the company's core values and starting points.

## Diversity and inclusion

An inclusive atmosphere without discrimination is a prerequisite for a pleasant workplace and positive interaction between colleagues and in our dialogue with customers. It also contributes to our business by attracting talent and enabling us to fulfil the potential of our employees. We can understand our customers and their needs better if we, as Telenor's employees, mirror society at large.

The ambition to promote diversity and create an inclusive workplace is reflected in our Code of Conduct, which all employees annually sign as their confirmation of compliance. We work systematically on measures to prevent discrimination and promote equal rights and opportunities for everyone. Among other things, we focus on competence-based recruitment, to avoid unconscious bias and discrimination in the selection phase.

We regularly follow up on how our workforce is changing, and, as part of our annual resource planning, we identify focus areas for increased diversity. Our target is to increase the proportion of female employees to 40% by 2023. In 2020, women accounted for 32% of the workforce. We operate in a traditionally male-dominated industry, but we see a positive trend for more women to enter the industry. In 2020, we recruited 60% men and 40% women, compared to 63% men and 37% women in 2019. In 2020, 25% of our advertised office positions were filled by external candidates with a foreign background.

## Sustainable employees

To be able to perform well and do a good job, we need to feel good about ourselves. We believe in supporting our employees in achieving a good work-life balance. As an employer, we want to promote flexibility, good health and development opportunities for our employees.

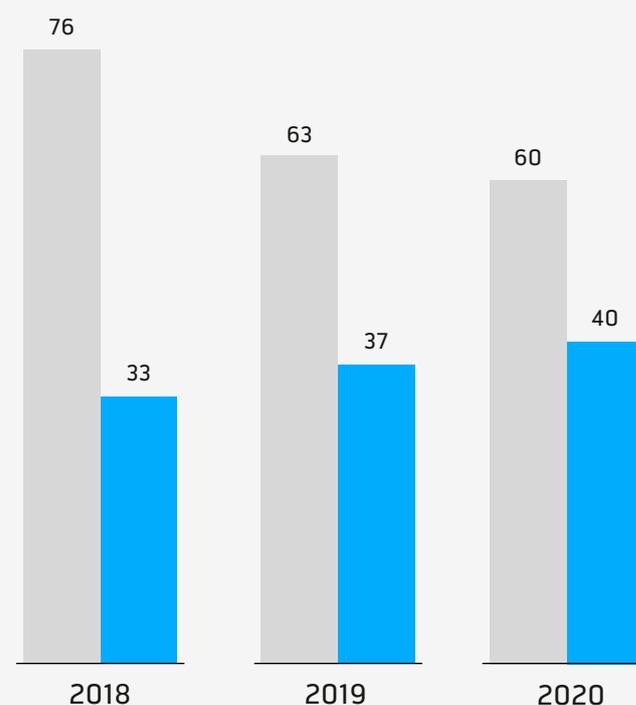
Within the Telenor Life concept, we promote employee engagement, health and well being through a number of

activities during the year. Among other things, we offer our employees inspirational lectures and medical check-ups.

In 2020, due to Covid-19 and its impact on society, we focused on ensuring our employees have the right conditions to work remotely while staying well. An employee feedback survey confirmed that our employees felt that we were supportive and clear in our communication during the pandemic.

The annual employee survey shows that our employees feel that they have good working conditions and opportunities for further development. We believe this is a good foundation for us as a company and as individuals to be sustainable in the long term.

### Male/female breakdown



## Human rights

Respect for human rights is integrated into Group wide governing documents, such as our Codes of Conduct for employees and suppliers, respectively. They are based on the UN's own declaration and the core conventions of the ILO (International Labour Organization). Telenor works actively with its Code of Conduct through training initiatives and employees signing annually declarations of commitment.

## Freedom of expression

Freedom of expression and the Internet is an issue to which the entire Telenor Group is committed. As a member of the Global Network Initiative (GNI), we work together with telecom operators, academia, civil society and investors. Together, we address challenges related to requests from the authorities that may restrict integrity and freedom of expression on the Internet.

[Find out more about the initiative](#)

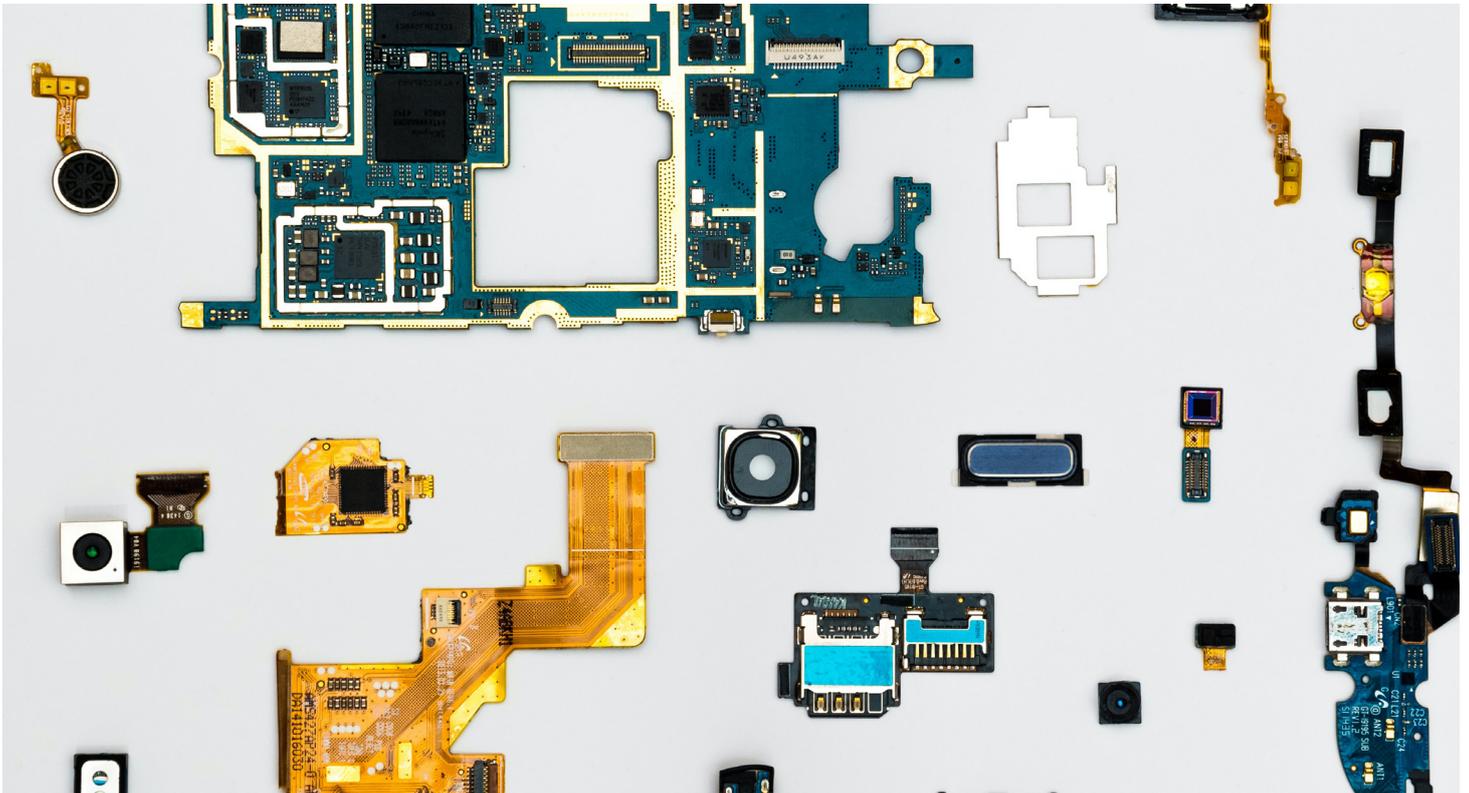
A special compliance hotline, together with an incident reporting system, has been set up so that Telenor's employees and suppliers can report any irregularities anonymously.

## Sustainable supply chain management

In our investments and on selecting suppliers in Telenor's procurement process, we take environmental and social requirements into account. Our suppliers must comply with Telenor's Code of Conduct for suppliers: our Supplier Conduct Principles (SCP). The Code of Conduct includes such issues as human rights, working conditions and the environment. The supplier commits to the Code of Conduct by signing the Agreement on Responsible Business Conduct (ABC). We follow up on suppliers through questionnaires and site visits. With the aim of achieving sustainable supply chains, our procurement organisation has received further training in managing the initial impacts of our procurement.

## Sustainable supply chain management

We are working with our suppliers to ensure that our supply chains are sustainable. This is achieved, for example, through on site follow up and surveys. Due to Covid-19, all follow up took place digitally in 2020. Just over 20 suppliers were followed up. A number of areas for improvement were identified, of which 100% have been addressed.



# Reuse in focus in consumer activities



As one of Sweden's leading telecom companies, we are responsible for setting a good example for society, our customers and our employees. This is why we have a constant focus on our internal processes, in order to minimise our environmental impact and add value for our customers.

For several years now, we have been collecting customers' TV boxes and Internet routers when products are upgraded, cancelled or replaced. Any product that can be reused undergoes a process whereby the product is restored to almost new condition. If the product is not good enough for a second life, it is disposed of by our partner in an environmentally responsible way. In this way, our customers are assured high quality products. We maximise the lifespan of our products and ensure that all scrapped products end up in the right place. In 2020, we launched a new router using 90% less chemicals compared to previous models.

Our stores receive used mobile phones for reuse or recycling, through our Telenor Change service or mobiles being handed in for recycling. This takes place through external partners who ensure that recycling is carried out correctly. Since the spring of 2020, we have offered customers the opportunity to drop off their used mobile phones in our stores. These phones are then sent for recycling, with any profit going to Fairtrade.

All of Telenor's private customers are offered the Change service. Change enables customers to replace their mobile phones with other products at any time, at a limited price. The old product is sent in for safe handling by our partner and is given a new lease of life. All personal data is erased using BLANCO and the phones that are in good condition are reused in Telenor's insurance programme, unless they can be reused or recycled.

Telenor offers an insurance programme called Trygg48, which covers phones and tablets. It is available to both private individuals and business customers. If the customer's phone needs to be repaired or replaced, a replacement device will be provided within 48 hours. In most cases, the replacement device will have been received for reuse via Change or Trygg48.

Telenor is developing constantly. This means that we will continue to challenge and improve our processes, with a focus on customers and the environment. Sales processes that previously depended on printing are now fully digitalised, to reduce unnecessary paper consumption. We also use paper bags in our stores instead of plastic bags, and are looking at how we handle and dispose of workwear after use. In addition, all the packaging we use has been replaced with fully recycled materials.



# Smarter business for companies

## Better sustainability through 5G and the Internet of Things (IoT)

At Telenor, like many others, we believe in technology as a key factor in managing many of the sustainability challenges we face. If we use technology successfully, this will reduce the use of our own resources and our negative environmental impact. Yet there are also many other aspects, such as the

fact that employees will thrive when the digital working day runs smoothly. Below are some examples of how new technology helps us to be more sustainable in four key areas that are interrelated.

### Smarter production

Connectivity is driving Industry 4.0 – the fourth industrial revolution. After steam, electricity and electronics, the next phase in our industrial development is super fast and hyper efficient networks. These will enable industry to take a huge leap forward in such areas as automation, and greater efficiency and accuracy, which in every way is equivalent to greater sustainability. Read more about how we connect Atlas Copco's wireless tools in 5G.

[Find out more](#)

### Smarter transport

With the help of IoT, any company can become better at what they do. Transport is one of the sectors that has the most to win right now. By tracking modern transport's complex flow patterns, routes can be streamlined and the status and performance of the vehicle fleet can be analysed. Or in other words, become more sustainable. Read more here about how our customer Deviaq uses data as a fuel.

[Find out more](#)

### Smarter energy consumption

One of the biggest sustainability issues of our times is energy. How will we move from dependence on fossil fuels to a combination of new, smart and sustainable solutions? This is not a question of whether there are alternatives available such as batteries, hydrogen cells, biofuel and other things, but of how this will work in practice. In this case too, IoT is one of the ways forward, as the data collected can be used to make smarter and more sustainable decisions. Read how our customer Capelon is creating smart, energy efficient cities through a robust network of lampposts.

[Find out more](#)

### Smarter collaboration

Digitalisation presents opportunities for better and more long-term collaboration. This is sustainable because it will lead to more dynamic companies that can better manage and use their resources. When companies are more digital from the start, the business community will be better prepared for the future and the opportunities and challenges it presents. Here you can download our guide "How to build a digital organisation from scratch" and read more about how we help small companies to become digital from day one.

[Find out more](#)



# Responsible environmental impact

For us, it is important that we take responsibility for the environmental impacts of our business activities and that we show consideration for future generations. For many years, we have worked actively to reduce our environmental impact. This is primarily with a focus on resource management and climate impact. We support the Fossil Free Sweden initiative, and are a member of the Stockholm Climate Pact that focuses on reducing the climate impact of people living and working in Stockholm.

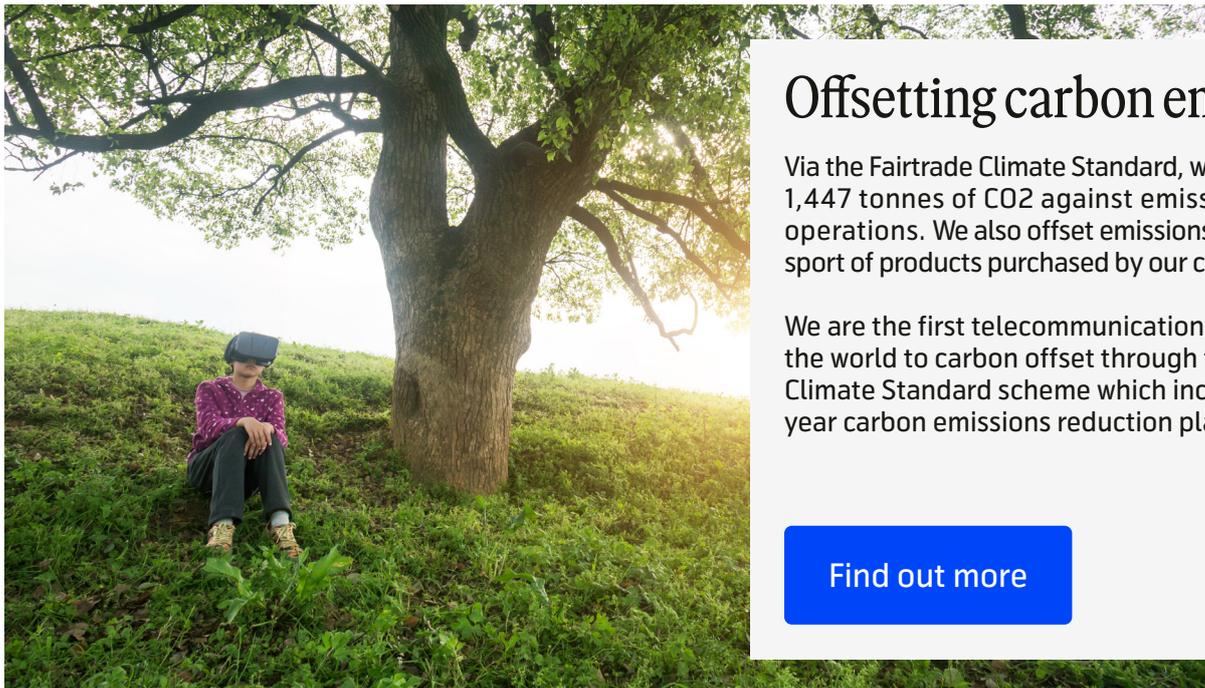
## Environmental impact

Since 2008, Telenor has reduced emissions from its operations by 80%. We have chosen to use fossil free electricity and are working continuously to increase the energy efficiency of our networks. In 2018, Telenor Sweden became the first telecommunications company in the world to carbon offset through the Fairtrade Climate Standard scheme. Through this initiative, we take responsibility for our emissions, while continuously working to reduce our climate impact throughout the value chain. Our goal is to be carbon neutral by 2030. For 2020, we purchased 1,447 tonnes of CO2 Fairtrade Carbon Credits, which promote renewable energy and climate adaptation in rural areas of India.

We carbon offset the transport of products to customers. We do this by paying SEK 0.10 per parcel and the payment goes towards planting new trees. We are constantly working to use

our logistics processes, such as packing and freight, to reduce our climate impact.

In the day-to-day operation of our networks, we seek ways to increase our energy efficiency. We are replacing older equipment with more modern solutions that require less power to deliver the same capacity. We also use the latest technology to learn more about how we can make adjustments when and where we consume power in the networks. In this way we can reduce unnecessary consumption and use electricity for the benefit of our customers. In 2020, we also further reduced our travel activities and introduced new digital solutions to replace meetings in person.



## Offsetting carbon emissions

Via the Fairtrade Climate Standard, we have offset 1,447 tonnes of CO2 against emissions from our operations. We also offset emissions from the transport of products purchased by our customers.

We are the first telecommunications company in the world to carbon offset through the Fairtrade Climate Standard scheme which includes a six-year carbon emissions reduction plan.

[Find out more](#)



# Circular use of resources

Telenor wants to offer alternatives to completely new phones. This is why we launched the Recycle campaign in 2019. Many of the phones come from our own handset upgrade and insurance programmes. This campaign continued in 2020 and we can see that it was appreciated by our customers. Closing the loop and offering a recycled device – in top condition – is entirely in line with Telenor’s sustainability focus. These offers are limited and based on availability.

In the autumn of 2020, we took our work on offering recycled phones to the next level. Together with our partner, we launched a website via which we offer customers even more refurbished models.

[Find out more](#)

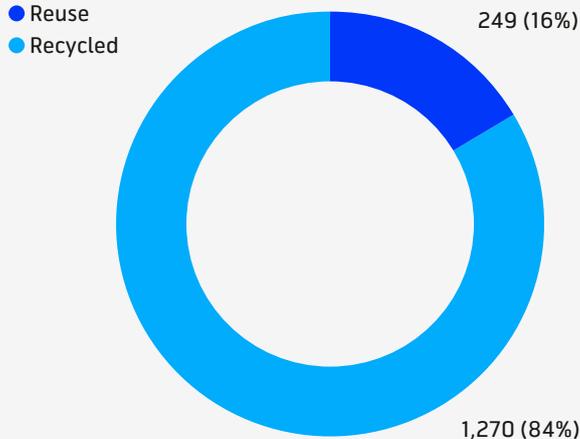
Customers have the security of dealing with Telenor’s partner and are offered a greater variety in terms of models, conditions and prices. It is important for Telenor to continue this work by creating awareness of the excellent alternatives available, for the benefit of the environment, and also the

budgets of customers who do not need a brand new device. Besides the security of purchasing these devices via Telenor, the customer has the benefit of a two-year warranty period.

In 2020, we increased the pace of our network modernisation projects. This entailed the replacement of a large amount of technical equipment. The equipment that is dismantled can either be reused as spare parts in our own networks or sent to our partner for reuse in other markets. When the equipment can no longer be reused, it is finally sent for recycling.

For Telenor Sweden, sustainability is also at the forefront when it comes to internal IT equipment designated for employee use. All computers are recycled within the company during a 36-month period. We have a flexible way of collecting and recycling electronic waste and other IT equipment that is no longer in use. Our sustainability work is undertaken together with the IT company Atea and, in 2020, resulted in total savings of 222,687 kg of CO<sub>2</sub> emissions, equivalent to just over 62 times around the world in an eco-friendly car (Volvo V40 D2).

## Number and proportion of reused/recycled devices



# 222.687

Total climate saving in kg CO<sub>2</sub> eq

# 3.952

Total weight in kg

## Recycling

Our customers have the opportunity to dispose of their old mobile phones for recycling via our stores. Through our affiliation with El-Kretsen, we take responsibility for the safe handling of electronic waste. Since 2007, we have collected more than 750,000 mobile phones for recycling. In 2020, we collected just over 52,000 mobile phones.

## Energy & Climate

Since 2008, Telenor Sweden has reduced the climate impact of our energy consumption and transport activities by 80%. This has been achieved by, among other things, choosing fossil-free electricity and working continuously to increase the energy efficiency of our networks. Reducing travel is another focus area. Our goal is to be carbon neutral by 2030.



# Involvement in society

2020 was a year marked by the coronavirus. Telenor's most important initiative during the pandemic has been to maintain the telecommunication services required when, for more than a year, the whole of Sweden primarily operated and functioned digitally. In close collaboration with other industry players and in close dialogue with the authorities, both the capacity and redundancy of network operations were ensured. Telenor also participated in various government initiatives to limit the effects of the pandemic, including the dissemination of information about how everyone can contribute to reducing the spread of infection.

## Digitalisation of society

In September, Telenor presented the recurring pan-Nordic survey, Nordic Digital Municipality Index, which measures the degree of digitalisation in a large number of Nordic municipalities. The report revealed major geographical differences in the ability to exploit the opportunities offered by digitalisation. The best scores were achieved by Aalborg in Denmark, followed by Baerum and Halden in Norway. The highest ranking Swedish municipality was Stockholm, which took eighth place among the Nordic municipalities.

The report also showed how cities can improve their digitalisation rate. Among other things, it was noted that national programmes are important tools for achieving the successful digitalisation of all municipalities, irrespective of size, and that regional initiatives based in the capital cities can help to increase the digitalisation of the surrounding municipalities. One challenge for larger municipalities, however, is that they often have more complex building permit processes and limitations to the opportunities to locate mobile sites on municipal land.

## 5G network for all of Sweden

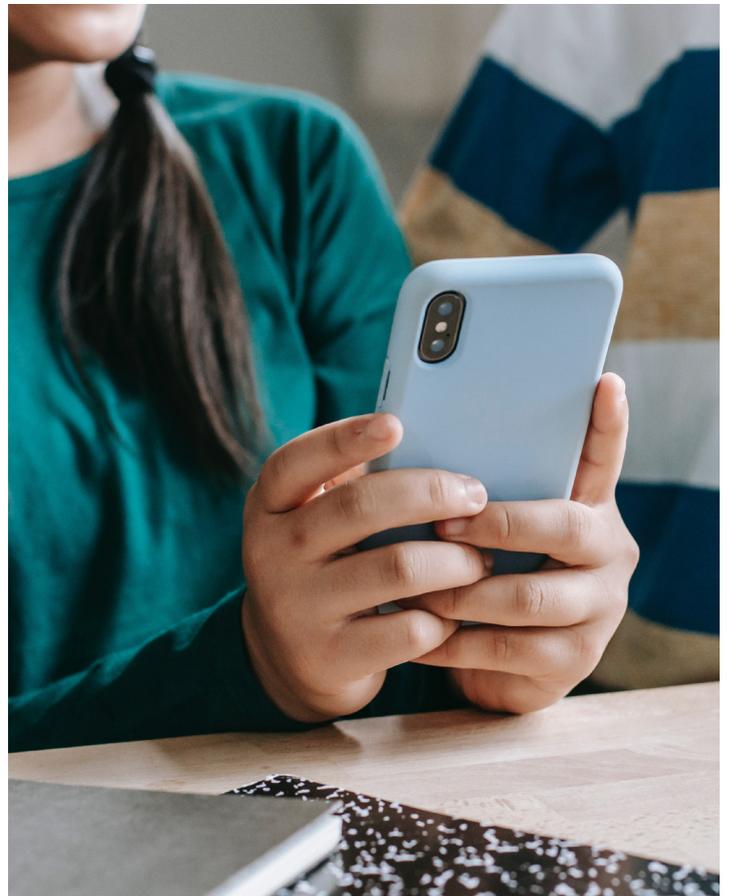
A prerequisite for digital inclusion is actual access to high-quality Internet provision. Telenor Sweden's ambition for 5G is for the new network, like the 4G network, to cover 99.9% of the population, thereby being perceived as the whole of Sweden's network. During the year, Telenor Sweden launched 5G in Stockholm and the rollout has now reached 37 towns and cities. To support the whole of Sweden, however, it is necessary to roll out the network to locations where this is not commercially viable. As part of the efforts to increase coverage, during the year Telenor Sweden signed an industry agreement between telecom operators and train companies on improved mobile coverage on trains.

## Children online

Telenor has taken on a special public-education responsibility concerning children and young people's use of the Internet. This has been achieved through Telenor's popular Nätprat (Net Chat) initiative, which facilitates dialogue between adults and children of different ages about various Internet phenomena. The focus of the initiative is on good conversation, where adults and children can meet with different perspectives and prior knowledge. In 2020, the material was used by just over 3,000 children and young people, as well as relevant adults in their lives. In 2021-2022, the material will be updated and relaunched for a new audience.

## Internet safety

In 2020, our Nätprat tools were used by 3,200 children. Nätprat is a guide that gives adults and children an opportunity for mutual dialogue about their online presence, with the aim of reducing online bullying and abuse.



# Looking ahead with the Head of Sustainability

When this report was published, the pandemic was still ongoing. The pandemic has led to increased demand for Telenor's services. As a result, more of us now work remotely, so that more data than ever before is being transported via our network. This is a major transformation that has also been surprisingly rapid and smooth. A central aspect of our work is to ensure that our sustainability strategy and corporate strategy go hand in hand. We do this for two reasons. The first is that sustainable business will secure Telenor's future. This will encourage employees, customers and suppliers to be willing and able to be part of Telenor's work. The second reason is our strong sustainability ambitions. These ambitions require us to take a long term approach, which in turn will benefit the entire company and create better results. We have seen during the year that these strategies are aligned.

In the Sustainable Brand Index™ B2B, Swedish decision-makers nominated Telenor as the telecom industry's most

sustainable company in 2019. When this report is published, our climate goals will have been approved by SBTi (the Science Based Targets initiative) and the climate journey we have embarked on will have the clear goal of carbon-neutral operations by 2030! I am incredibly proud of what we have achieved and how far we have come as a company. Having said that, we still have a long way to go in other areas. We will continue to do what we can to ensure that all children feel safe online, and to achieve a fully carbon-neutral business. We are also working with the IT & telecom industry's Sustainability Council, where I as chairperson am involved in actively promoting the tech industry's sustainability work. Looking ahead, more major changes are expected. The 5G rollout will help Sweden to harness the power of this new technology – and this will help us to develop more sustainable solutions. I look forward to working with our customers and partners to achieve this.

A professional headshot of Magdalena Aspengren, a woman with long, dark, wavy hair, smiling. She is wearing a dark grey blazer over a dark blue top and a gold chain necklace. The background is a soft-focus outdoor scene with greenery and a light sky.

**Magdalena Aspengren**  
Head of Sustainability,  
Telenor Sweden

## Contact

Please do not hesitate to contact us at [hallbarhetsguiden@telenor.se](mailto:hallbarhetsguiden@telenor.se) if you would like to know more about our sustainability work.

