



Respect for human rights – what it means to Telenor Group

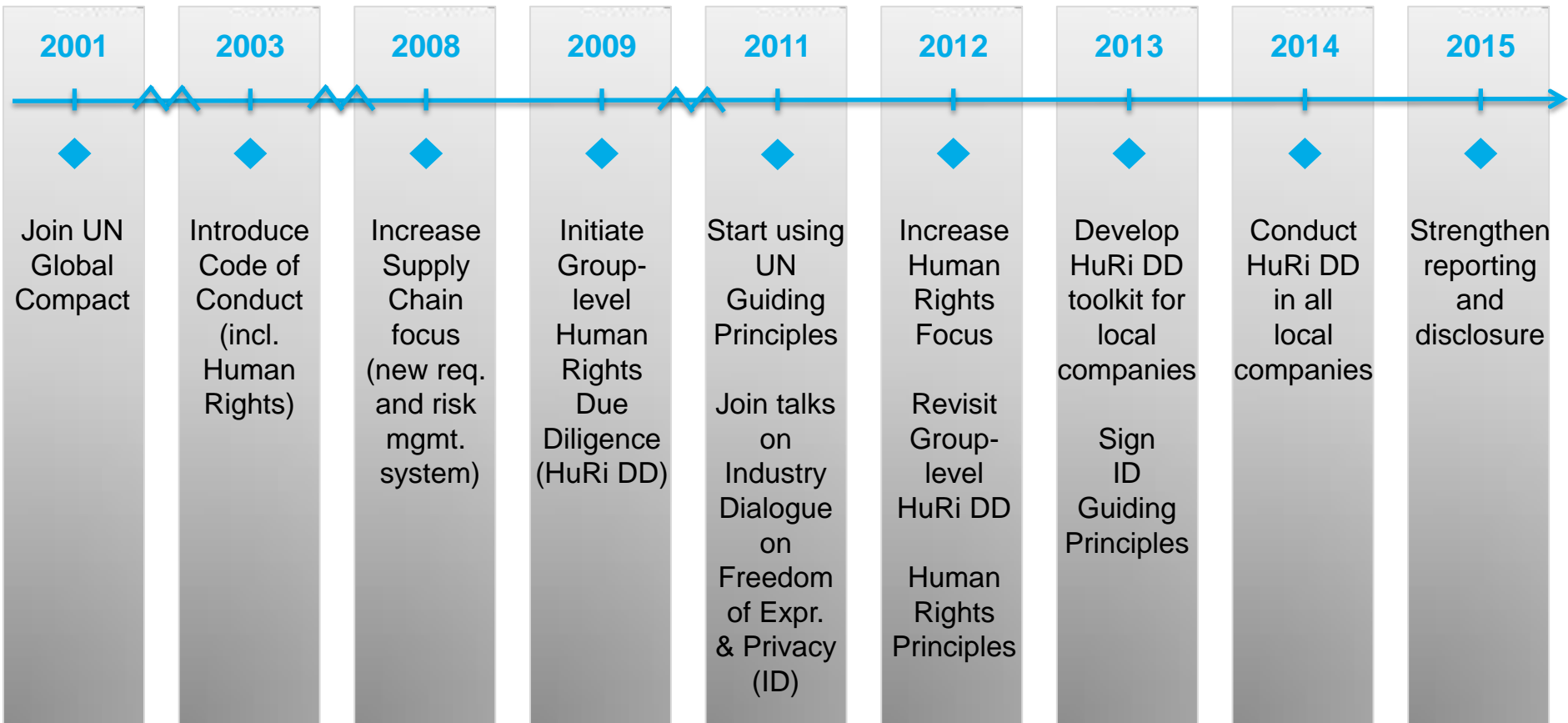


Mai Oldgard, Head of Sustainability, Telenor Group

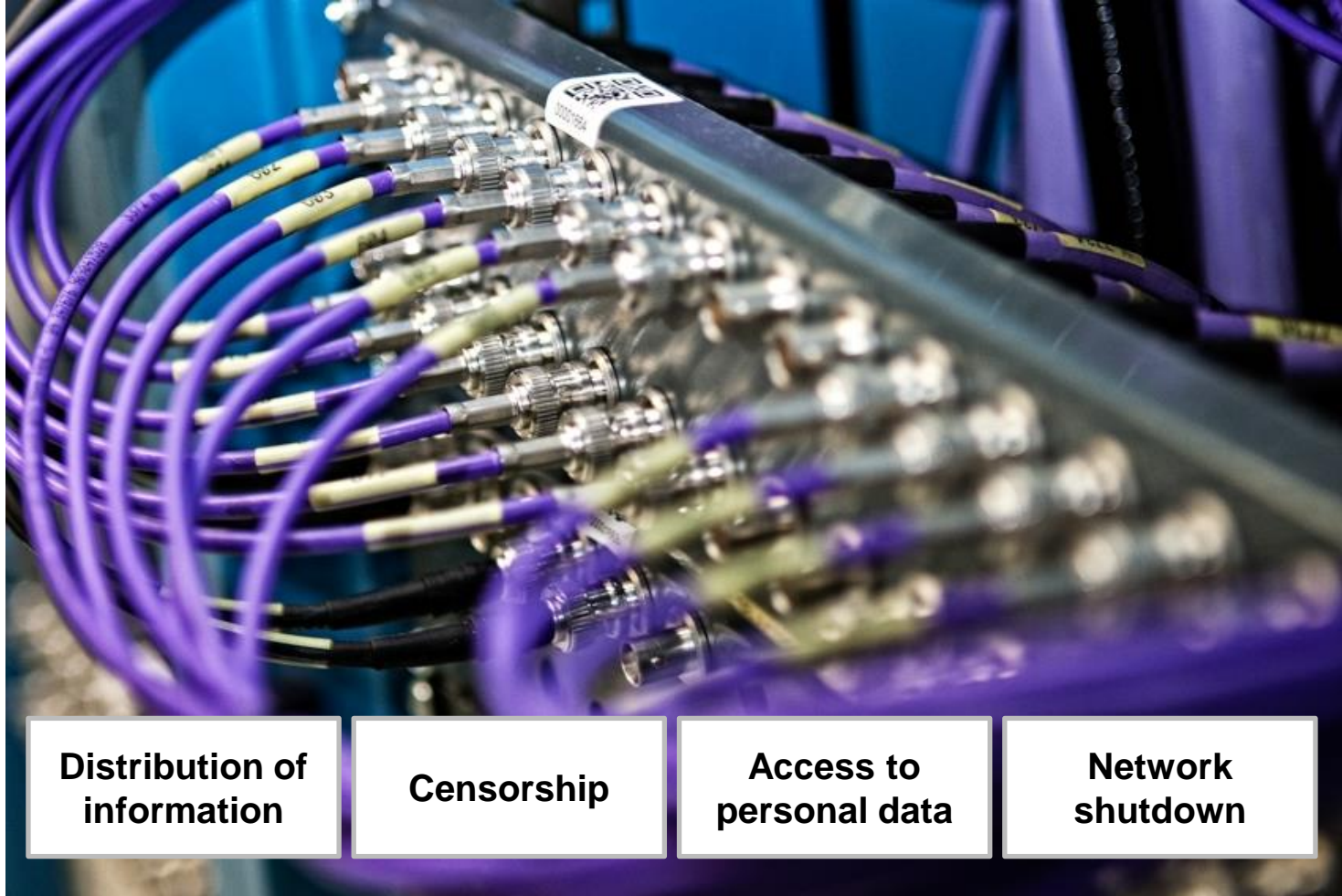
London 12 May 2015



The Telenor human rights journey



Privacy & freedom of expression in a telecom context – requests from authorities



Few black

OR

white

answers...

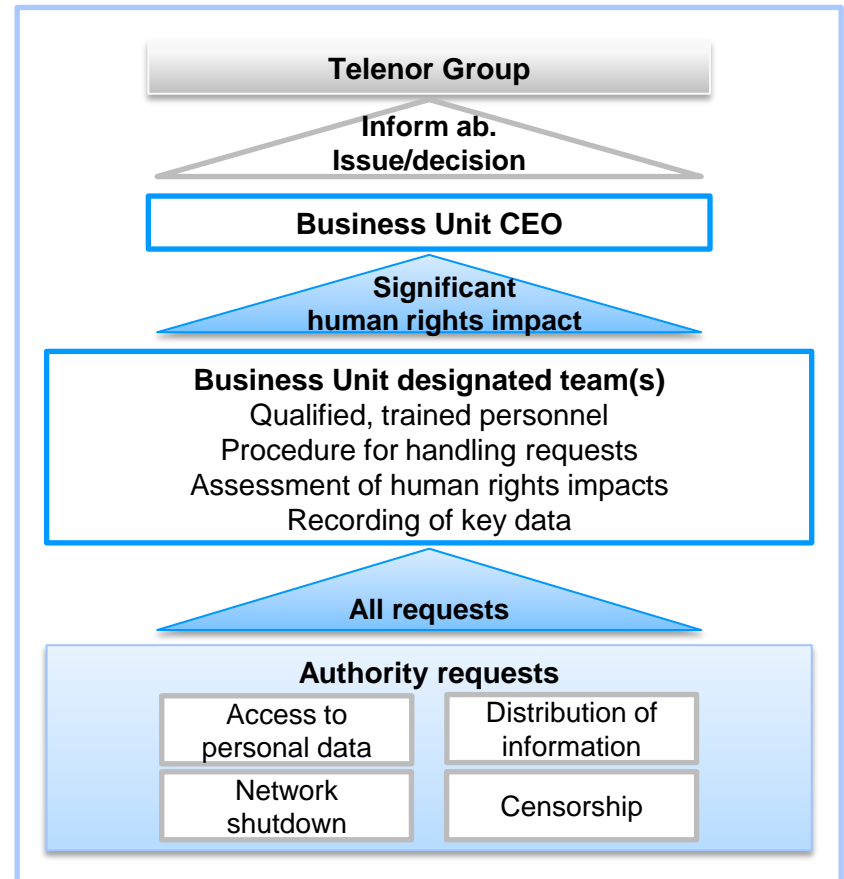
Clear requirements and guidance on how to handle requests from law enforcement agencies and authorities

Respect for human rights integrated across Telenor Group governing documents

- Code of Conduct and Supplier Conduct Principles
- Due diligence requirement in Sustainability Policy
- Issue specific requirements in several manuals
- Informed by international frameworks

Privacy & freedom of expression – group-wide requirements for handling authority requests

- Group Manual Authority Requests, includes requirements on organisation, processes, logging, escalation
- Aligned with the Guiding Principles of the Telecommunications Industry Dialogue on Freedom of Expression and Privacy (ID)



Telenor Group reporting & transparency

Annual report

- In line with Norwegian Accounting Act requirements
- BoD approval, external verification

Industry Dialogue alignment report

- ID membership requirement
- External verification (new)

Legal frameworks

- Overview of Telenor Group markets (10 new reports complementing existing publications)

Authority requests disclosure

- Per country disclosure (new)
- Figures for historical data & lawful intercept where possible (new)



Joining forces for privacy & freedom of expression





Thank you

