




Telenor Myanmar



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Business update

- 6.4 million customers
- Available to >50% of population
- Mobile penetration at 42%
- 58% of customers use data

Business environment

- GDP growth 7.7% for fiscal 2014¹
- FDI: soared to >USD 8 bn² fiscal 2014/2015
- Ceasefire: draft signed March 2015
- Election: expected November 2015

¹ Asia Development Bank
² Myanmar Investment Commission



Addressing sustainability risks and uncertainties

Institutional capacity

Corruption

Legal framework

Supply chain sustainability

Ethnic states

Land issues

Legal framework

Telecommunications Law

Lawful intercept

- EU to assist in developing LI framework
- Requests to go via Telecom Regulator (PTD)
- Case by case evaluation as interim solution
- Cases are serious drug offences, terror threats and missing persons

Of **15** formal requests, Telenor has complied and released historical information in **3** cases



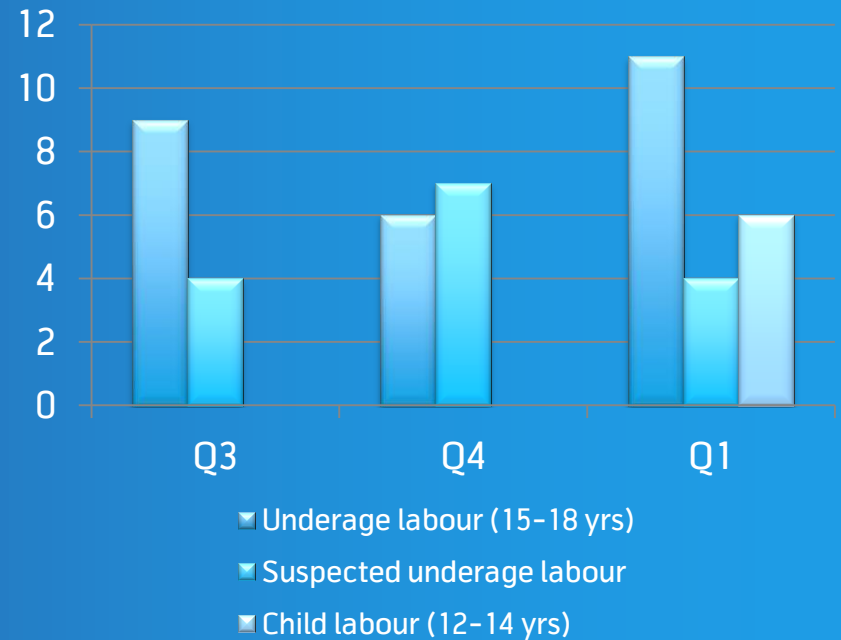
Supply chain sustainability

2481 members of our supply chain have received HSSE training since August*

Since August, our team has carried out **2728** HSSE inspections across the country*

- Local law > right to work from 13
- Poverty
- Social acceptance
- We follow the international ILO convention
- Same standards for Myanmar as in all of Telenor's companies globally

*) from 16 August 2014 – 31 March 2015



Supply chain sustainability

Improvement areas:

- Improved internal processes within supply chain
- Individual accountability
- Anchoring at supplier CEO level
- More resources for site inspections
- Continued capacity building & certification
- Collective industry action



Ethnic states

- 135 ethnic groups
- 30% of our future customers are in ethnic states
- 8 State Liaison Officers (SLOs)



Ethnic states

261 stakeholder engagement meetings*

376 ethnic state relations meetings*

In total they have met more than
16,000 community members*



*) from 16 August 2014 – 31 March 2015

Land issues

Ensure rightful land ownership:

- Contractual obligations - tower companies
- Increased involvement of our SLOs
- 3 steps to identify rightful ownership (ID, ownership documentation, neighbour consent)
- Unannounced site inspections by Telenor's team
- Active dialogue with community
- When in doubt, site will be relocated

818* spot checks conducted

Identified issues:

- Jealousy
- Electromagnetic fields (EMF) concerns



*) unannounced inspections between August 16, 2014 and 31 March 2015 by Supply Chain Sustainability team visiting land owners, neighbours and community members to ascertain that all the due diligence was done before lease was signed

Using core business to impact society

- Telenor Light Houses
- mHealth
- SMS Weather Alert
- Wikimedia Foundation
- Mobile Financial Services



Using core business to impact society

Non-formal education pilot project

- Partnered with Myanmar Mobile Education Project (myME)
- Non-formal education to 13-16 year olds
- Promoting international standards despite local law



Using core business to impact society

117 children enrolled in pilot from Telenor branded teashops*

Contractual agreements:

- No hires under legal age
- Pilot participants: commit to provide access to NFE
- Spot checks



*) Pilot period: 2 Nov 2014 – 31 Jan 2015



Questions?