

# Independent review of Telenor's reporting to the Industry Dialogue 2015

## Introduction

DNV GL AS (DNV GL) has been engaged by Telenor ASA (Telenor) to carry out a claims check of Telenor's reporting to the Industry Dialogue (ID-report), 2015.

Telenor is responsible for the collection, analysis, aggregation and presentation of information contained in the ID-report. The review is based on the assumption that the data and information are complete and provided in good faith. The management of Telenor is the intended recipients of this statement.

## Scope of work

— All claims presented in the report to the Industry Dialogue, as well as the claims in the three case studies, were included in the review. Relevant data and activities between January 2015 and December 2015 were sampled to check for consistency between claims and actual performance.

The review was carried out between March 1<sup>st</sup> and April 6<sup>th</sup> 2016. Any claims relating to financial information contained within the Report are excluded from the scope of this review.

## Methodology, approach and limitations

Our review is limited to assessing the evidence to support the aggregated data which underpins claims made and information provided at group level within the report to the Industry Dialogue. Our review is an 'agreed upon procedures' engagement, meaning that we were contracted to review and check specific claims within the Report, without giving an overall opinion on the information based on the work performed. The objective of our engagement was to carry out the review procedures of a nature to which DNVGL and Telenor have agreed and to report on factual findings.

For the assignment, the following has been agreed between DNVGL and Telenor:

- The statements contained in the Industry Dialogue Report have been the exclusive basis for our review. This includes the three case studies presented. Areas not covered within those statements have been out of scope.
- Our activities were performed within the legal boundary as defined by Telenor. In the review process, we have identified and involved relevant functions and personnel within this boundary.
- The purpose of the review has not been to verify the accuracy of specific items, components, data, or information derived from the Industry Dialogue Report but to review the claims included in the Report, using evidence made available to DNVGL during the review activities.

This review has been completely dependent upon the answers and evidence that Telenor has made available to us for clarifying our questions at its own discretion. Because of the selective nature (sampling) and other inherent limitations of procedures and of any system of internal control, there remains the unavoidable risk that errors or irregularities, possibly significant, may not be detected.

A detailed program for this assignment has been built together with Telenor and mutually agreed, in order to define what the engagement should cover and how the agreed procedures should be implemented.

Our assignment has been performed through five main stages:

1. Kick-off meeting with Telenor to decide final scope of review.
2. All claims in the Industry Dialogue Report analyzed against existing evidence and/or review of policies, guidelines, management systems, management interviews and sampling of data.
3. For the three case studies presented in the report, we then interviewed a Telenor Group resource in Asia, conducted a site visit to Telenor in Pakistan as well as having additional group interviews with Telenor's authority request team at Fornebu, Norway, to review the claims made.
4. DNV GL identifies where additional evidence is required or where the claim should be changed.
5. DNV GL reviews final Report against validated claims to ensure claims are in accordance with any changes.

Following the completion of our review procedures, Telenor can now support the claims in the Industry Dialogue Report with evidence that has been subject to our independent review. Nothing has come to our attention through conducting the agreed upon procedures, to suggest the claims made are not as described.

### **Limitations**

The evaluation of the "reporting principles" used for producing a sustainability report, (i.e.: Materiality, Completeness, Reliability, Neutrality, Responsiveness, Inclusiveness) has not been conducted, having based our activity only on selected and agreed information and data. DNV GL did not interview external stakeholders as part of this assignment. Users of the report can assess for themselves the procedures and findings reported by the auditor and draw their own conclusions from the auditor's work.

### **DNV GL's Independence**

DNV GL was not involved in the preparation of any statements or data included in the Report except for this Statement.

DNV GL expressly disclaims any liability or co-responsibility for any decision a person or an entity may make based on this Statement.

Høvik, 2016-04-14

For and on behalf of DNV GL Business Assurance Norway AS



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