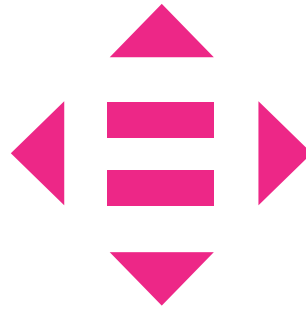


# SUSTAINABILITY REPORT

## 2017-18



# REDUCED INEQUALITIES



We are striving to align our agenda with UN Sustainable Development Goals. Our business already supports all these goals, but yielding greater impact will require us to better focus our priorities. An assessment of our activities reveals one Goal in particular where our contribution delivers the most impact: **SDG #10: Reduced Inequalities**.



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## Secret to enhanced sustainability: 'Connecting you to what matters most' to contribute towards national inclusion goals and UN SDGs

Our belief in the power of communications technology has only grown stronger over the years as we learn to harness it in innovative ways to empower millions of Pakistanis. With a near-saturation teledensity of 75%, a mobile phone in almost every hand is giving us a greater opportunity to proliferate technologies more easily and efficiently to change lives for the better.

As our vision of empowering the people of Pakistan through mobile technologies, sustainability comes naturally embedded to the core of our business. To deliver better on our promise of digital inclusion in Pakistan, we align our direction with the country's national digitalisation goals so they could be realised more swiftly. In our pursuit of a Digital Pakistan, we stay committed to all **UN Sustainable Development Goals**, especially **Goal #10: Reduced Inequalities**.

What makes us successful at championing sustainability while doing what we do is our unique approach to utilising our core competencies for the greater good. It pleases us how our work with a focus on reducing inequalities from society has manifested into successful initiatives in the past year. From education to health, agriculture to administration, and governance to commerce, we continue to disrupt industries with cutting-edge tech based solutions.



Giving us more encouragement and enthusiasm to serve Pakistan better is the realization that the digital transformation we witness today in the country may just be the beginning of a bigger tech-wave that is about to arrive. With the new government's pledge to transform Pakistan into a knowledge economy and making IT the top contributor to Pakistan's exports and job creation, we are hoping for more good things to happen. That is the renewed passion we will be basing our future digital and financial inclusion strategies on to help Pakistan improve its visibility on the global innovation map.

**Irfan Wahab Khan**  
Head of Emerging Asia Cluster  
and CEO Telenor Pakistan

# ABOUT TELENOR PAKISTAN

Telenor Pakistan is 100% owned by the Telenor Group, an international provider of high quality voice, data, content and communication services in 8 markets across Europe and Asia. Telenor Group is among the largest mobile operators in the world with 174 million mobile subscriptions and a workforce of approximately 20,000. Telenor Pakistan acquired the GSM license in 2004 and began commercial operations on March 15, 2005. Today, the company has a network of over 233,000 retailers, franchises and sales & service centers, thus providing means of livelihood to thousands of Pakistanis. Telenor Pakistan's corporate headquarters are in the country's capital city, Islamabad, with regional offices in Karachi, Lahore, Faisalabad, Multan, Hyderabad and Peshawar. Telenor Pakistan has a subscriber base of over 44 million, making it the country's second largest mobile operator with 28.2% of market share.

Telenor is the largest European foreign direct investor in Pakistan with an investment of USD 4 billion and PKR 310 billion in various forms of direct and indirect taxes which have been contributed to the national exchequer by Telenor Pakistan, since the beginning of its operations in 2005.

**USD 4B**  
Investment

**44M+**  
Subscribers

## INTRODUCTION

This report captures a holistic view of the best practices adopted by Telenor Pakistan during 2017-18 and their impact that continues to contribute towards empowering societies. It covers the creation of shared value both for society and businesses over time by various functions and work streams of our company - not as a by-product but as a guiding principle that has given them their professional vision. All information is presented in words, photographs and infographics.









# SUMMARY OF THE YEAR 2017-18

## SUSTAINABILITY AT TELENOR



Sustainability at Telenor is about how we do business. We are committed to all **UN Sustainable Development Goals** but with specific focus on **Goal #10: Reduced Inequalities**. This is where we can deliver the most impact.

## UNIVERSAL SERVICE FUND



Telenor Pakistan has been awarded seven projects by USF out of which four have been delivered and three are in progress providing cellular services to over **four million** people in remote unserved areas.

## DIGITAL BIRTH REGISTRATION



Telenor Pakistan in collaboration with UNICEF and the Pakistani government registered more than 580,000 children in 5 districts of Sindh and Punjab.

## BENAZIR INCOME SUPPORT PROGRAMME



Telenor Pakistan and Telenor Microfinance Bank have partnered with the Benazir Income Support Programme (BISP) to facilitate its beneficiaries across Pakistan in several ways that include creating business opportunities, granting microcredit, and extending social support for education and health in the long run.



## DIVERSITY AND INCLUSION

**Naya Aghaaz:** Since the program's inception, 69 Naya Aghaaz associates have been on-boarded.

**Open Mind Pakistan:** 73 Persons with Disabilities (PWDs) have been a part of this program since 2013.



## SAFE INTERNET & SCHOOL OUTREACH PROGRAM

450,000+ children across Pakistan were educated on use of safe internet through Safe Internet & School outreach Program



## MOBILE AGRICULTURE

A technology driven intervention framework which spans along the agriculture value chain aiming to empower rural communities.



## SUPPLY CHAIN SUSTAINABILITY

In 2017-2018, Telenor Pakistan carried out 919 supplier inspections resulting in 43 major non-conformities. 1,381 training and capacity building sessions were conducted for our suppliers, which involved 14,995 participants over 13,573 training hours.

## ENVIRONMENT & CLIMATE CHANGE

**Energy Use:** Total energy consumption of the company reduced by 4% over the last two years; whereas, per customer consumption decreased by 13%.

**Carbon Footprint:** Total carbon dioxide emissions of the company reduced by 4% over the last two years; whereas, per customer emission reduced by 14%.

**Green Energy Use:** Total number of solar sites increased by 51% over the last two years.







# SECTION ONE

Our  
Approach  
to Sustainability



# SUSTAINABILITY AT TELENOR PAKISTAN

At Telenor Pakistan, we believe that success of business is intertwined with progress of the society. Without sustainable development of the markets we operate in, business cannot prosper.

Driven by our vision to “Empower Societies” and committed to the trust our customers put in us, we exist not just for profitability but equally for the benefit of people, planet and their prosperity. We believe in leveraging on long term partnerships to help create a connected and peaceful world, with a digital future that harnesses transparency and hence, sustainability for our generations to come.

Sustainability is at the foundation of how we conduct our business, and not just a standalone risk management tool or a mix of unrelated philanthropic activities. Our strategy is built around our core i.e., leveraging the power of digital technologies to promote sustainable development and address the challenges our society faces, creating mutually beneficial opportunities all the while mitigating risks. Our mantra for sustainability - **“Digital for Development-D4D”** is the manifestation of creating ‘Shared Value’ that is scalable.

The exponential growth in digitisation and anticipated universal penetration of internet is shaping a connected world like never before. Millions of people, from different places and backgrounds, now have the opportunity to be on the same page - both literally and figuratively, a giant leap towards Reduced Inequalities in the society.



# OUR STRATEGY

Telenor exists to connect its customers to what matters most. This is our purpose. Delivering internet access and connectivity is the foundation of what we do. It enables our customers to connect their digital lives. We seek to personalise this experience based on their needs and preferences. Our strategy towards 2020 is driven by the ambition to transform the customer experience. We create value by becoming even more efficient in how we operate, how we deliver our services, and how customers experience us.

## Connecting customers to what matters most

Customers want help in selecting the right types of offers based on their usage patterns and to better understand their options. Customers want things to be easy, they want to trust us and know that their information is safe with us; and they want to get help when they need it. This is what matters most to customers today, and it serves as the driver for our strategy.

**Growth:** Capture growth opportunities in our markets, driven by serving our customers' increasing need for internet access and connectivity, supported by building digital distribution at scale and identifying areas for long-term growth.

**Simplification & Efficiency:** Improve efficiency within all areas of the operation, by using digital tools, improving spectrum efficiency, optimizing IT & networks, simplifying our processes and the way we work.

**Responsible Business:** Be a trusted partner with strong integrity, reduce inequalities and deliver on safety, security, and privacy roadmaps.

**Winning Teams:** Nurture a learning, agile and collaboration-oriented culture.



# UN SUSTAINABLE DEVELOPMENT GOALS

## SDG #10 REDUCED INEQUALITIES - STRATEGIC FOCUS

Responsible business and sustainability are integral parts of Telenor's business strategy. It is about how we do business. We are committed to all UN Sustainable Development Goals but with specific focus on **Goal #10 Reduced Inequalities**. The way we run our company is based on clear

standards on everything from privacy to anti-corruption, energy efficiency to human rights. We are working to continuously improve everything we do, and working with our suppliers to do the same.



# AWARDS & RECOGNITION

Telenor Pakistan bagged two diversity awards coming in at **1st place** at the Employer of Choice for Gender Balance Awards 2018, co-hosted by the Pakistan Business Council and the International Finance Corporation, and **2nd place** at the OICCI Women Empowerment Awards



Telenor Pakistan received Diversity & Inclusion Best Practice Award in the 'Flexibility, Work-Life Integration and Benefits' category from HR Metrics

Telenor Pakistan received an award from HR Metrics for 'Best Practices in Diversity & Inclusion'



Telenor Pakistan won Shaukat Khanum Social Responsibility Award

Telenor Pakistan has been certified to the ISO 14001:2015 Environment Management System through SGS Pakistan (Pvt). Ltd. since 2017, on its entire scope including all corporate, core, and TP owned network locations







# SECTION TWO

Economic Impact

# INVESTMENT IN PAKISTAN

**USD 305M**

Average Annual  
Investment  
2014-2017

**USD 4B**

(Since Inception)  
in 2005

**32%**

CAPEX as  
Percentage  
of Revenues

**PKR 310B**

Fiscal  
Contribution

## EMPLOYMENT CREATION

- 1,600 direct jobs
- 32,000 Indirect jobs with 1,800 Supplier employees
- 220,000 Indirect & Induced Jobs

Telenor Pakistan proudly serves more than 44+ million mobile customers while delivering products and services that matter in their daily lives. With a network of over 11,000+ sites, Telenor Pakistan covers over 85% of Pakistan's population. Our purpose is to connect Pakistanis to what matters most.

We are a Pakistani company that has consistently demonstrated our long-term commitments to the country, such as the recent completion of our new USD 80 million Islamabad headquarters named '345'.



**1600**  
Direct Jobs



**44M+** Mobile  
Customers



**11,000+**  
Sites



**Covering 85%**  
Population



**PKR 310B+**  
Fiscal Contribution

## CONTRIBUTION TO THE EXCHEQUER

Telenor Pakistan is a responsible taxpayer and we base our tax reporting on responsibility, openness and transparency in all aspects of tax related reporting and compliance(s). We are committed to working with relevant stakeholders to drive transparency and the development of efficient tax systems and aim to follow recommendations of Good Governance on tax affairs. We aim to be direct and transparent about our views, and base our opinions on evidence while communicating

with the tax authorities and ensuring adherence of our Code of Conduct.

It is our ambition and responsibility to contribute to the economic, environmental, and social development of Pakistan. Acting with accountability and transparency, since our inception, we have contributed over PKR 310 billion to the Pakistani exchequer in lieu of direct and indirect taxes.



# DIGITAL TRANSFORMATION

Pakistan, with its new leadership, has steep digitisation targets which it aims to achieve in close collaboration with the tech industry. Aiming for a 'knowledge economy' with IT as a top contributor towards the country's exports and job creation, the new vision creates greater avenues and opportunities for growth in digital services sector.

Since our inception, Telenor Pakistan has worked with a vision to empower the Pakistani society by capitalising on its core competencies. Besides connecting the unconnected, Telenor Pakistan forays into critical areas of business and life, continuing to disrupt industries and bringing the

long-awaited change. From financial services (Easypaisa) to mAgri (Khushaal Zamindar, Khushaal Aangan, and Connected Punjab Agricultural Platform), and administration/governance (Digital Birth Registrations), Telenor Pakistan has showed the world the innovative ways communications technology can be leveraged to transform lives. We remain committed to bolstering the digital ecosystem that has been developed through cutting-edge solutions while enhancing our nation's reach to digital services by continuously upgrading our service and products portfolio.



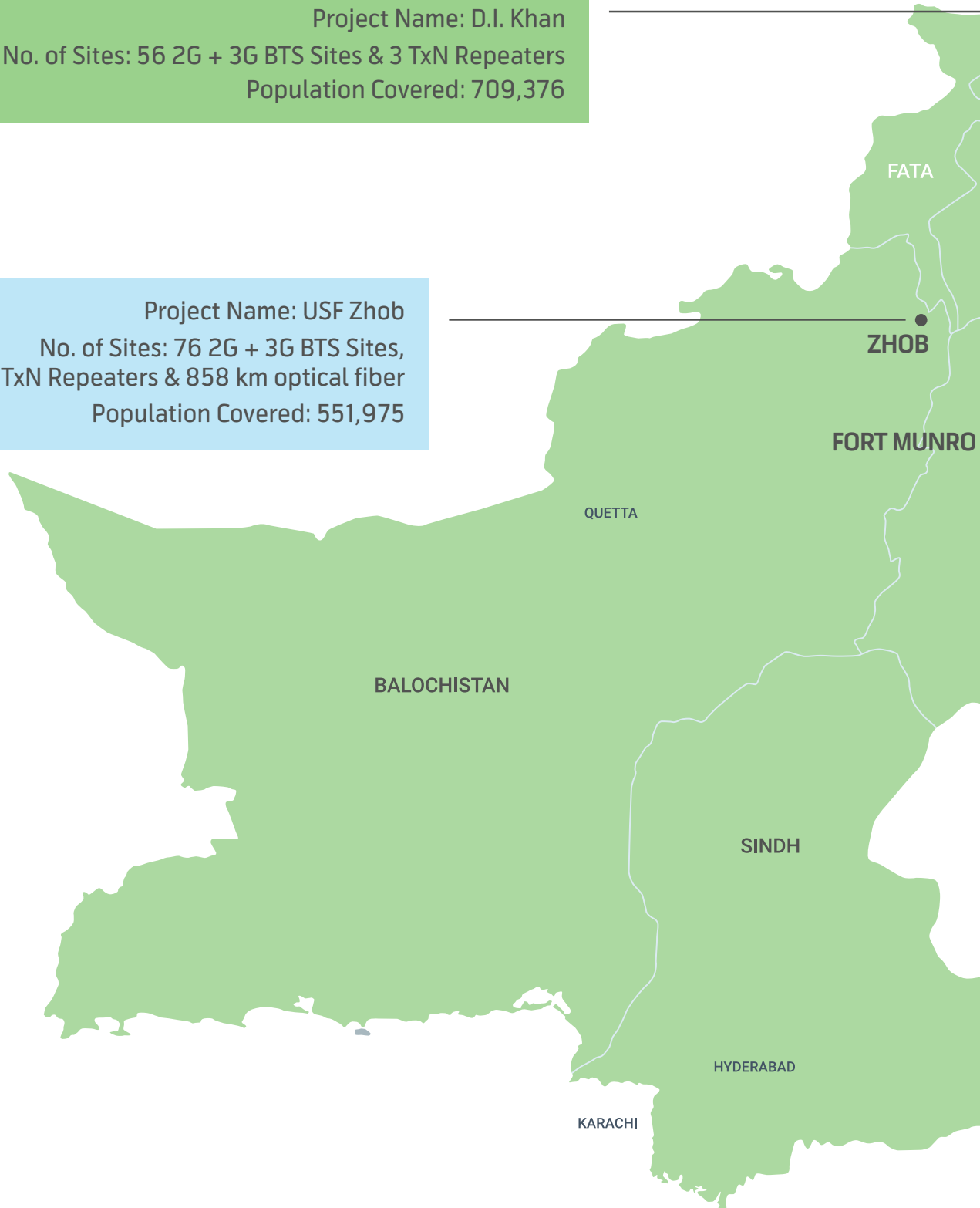
## UNIVERSAL SERVICES FUND

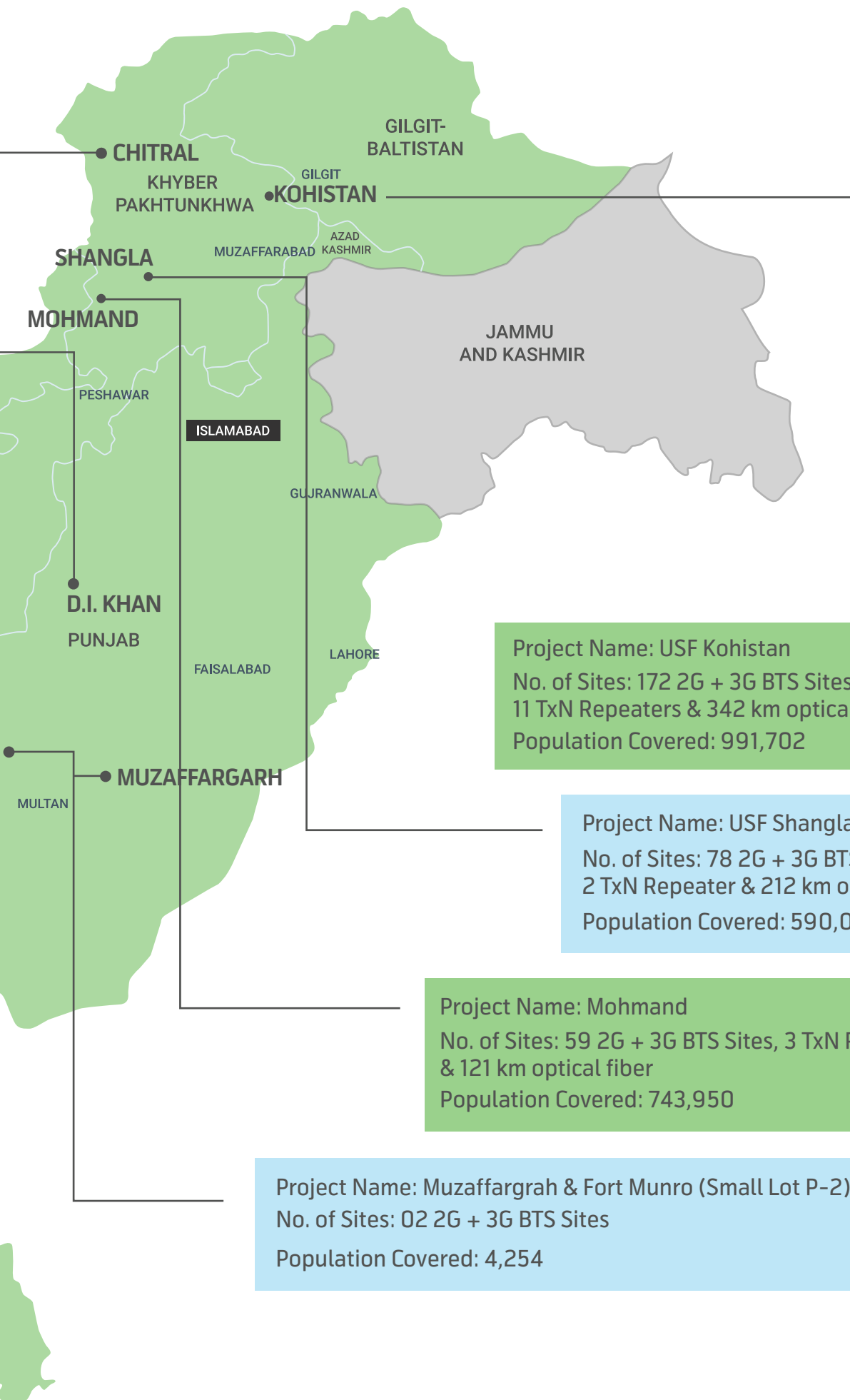
Universal Services Fund (USF) promotes development of telecom service in un-served and under-served areas. It aims to increase the level of telecom and broadband penetration both in urban and rural areas of the country to bring significant advances towards enhancement of e-services. Telenor Pakistan has been awarded seven projects by USF out of which four have been delivered and three are in progress providing cellular services to over four million people in remote, unserved areas.

Project Name: USF Chitral  
No. of Sites: 124 2G BTS Sites & 3 TxN Repeaters  
Population Covered: 780,000

Project Name: D.I. Khan  
No. of Sites: 56 2G + 3G BTS Sites & 3 TxN Repeaters  
Population Covered: 709,376

Project Name: USF Zhob  
No. of Sites: 76 2G + 3G BTS Sites,  
13 TxN Repeaters & 858 km optical fiber  
Population Covered: 551,975





**Project Name:** USF Kohistan  
**No. of Sites:** 172 2G + 3G BTS Sites, 11 TxN Repeaters & 342 km optical fiber  
**Population Covered:** 991,702

**Project Name:** USF Shangla  
**No. of Sites:** 78 2G + 3G BTS Sites, 2 TxN Repeater & 212 km optical fiber  
**Population Covered:** 590,000

**Project Name:** Mohmand  
**No. of Sites:** 59 2G + 3G BTS Sites, 3 TxN Repeaters & 121 km optical fiber  
**Population Covered:** 743,950

**Project Name:** Muzaffargarh & Fort Munro (Small Lot P-2)  
**No. of Sites:** 02 2G + 3G BTS Sites  
**Population Covered:** 4,254



## REHABILITATION OF ROADS & BRIDGES

During floods and heavy rains that devastated Chitral and Upper Dir regions, rehabilitation was a tough task. In this hour of need, people contributed in whatever capacity they could, while team Telenor also participated actively in restoring and rebuilding roads and bridges, along with local community and local contractors, worked day and night to get the roads and bridges in a functional condition. After the roads and bridges were opened for traffic we were able to access our sites and this helped in meeting the timelines for delivery of targets.

We take pride in serving the people of Chitral and Upper Dir in the hour of need.







## NETWORK RESILIENCE & BUSINESS CONTINUITY

Telenor Pakistan's robust network infrastructure is designed to withstand most disasters and unforeseen events to continue delivering customers its best-in-class services.

We have deployed state-of-the-art Cloud based Core Network which is geographically distributed across two main data centers & one "Edge" data centre. Sufficient redundancy has been embedded within the core/signalling/user data functionalities to ensure adequate resilience in case any disaster impacts a part of the network so that required functionalities are carried out by distributed nodes working from other part of the network.

Similarly, for Access Network we have deployed high rating battery backup units alongside generators on most of our sites to keep the cellular network up and running for extended periods of time in case of any event resulting in grid-power failure. Thanks to our active infrastructure backup setup, in case of an equipment damage or malfunction, we can shift network through microwave links, fiber or through lease media within minimum possible time. Our fiber network is deployed nationwide with third degree protection. So in case of any disaster resulting in equipment damage, the vital communication links are shifted through backup microwave link, fiber, or through lease media maintain connectivity.



# SECTION THREE

Social Impact



# Human Rights, Ethics & Compliance

## CODE OF CONDUCT

Being a high performing company is not only about performance, goals and achievements. It is also about how we behave towards each other and the world around us. We want to be a trusted partner – to our customers, shareholders and colleagues, and to our business partners and the communities where we operate. Our business depends on this trust and we are committed to conducting our business in a responsible, ethical and lawful manner. The Code of Conduct is the foundation of our corporate culture and sets out high standards of integrity on how we do business.

This is our commitment to integrity. It's our foundation and it sets the requirements for how we conduct ourselves as employees of Telenor.

## AWARENESS & TRAINING

- Integrity Day was celebrated all across Telenor Pakistan to introduce the launch of the new Code of Conduct. Top management led the initiative and employees participated in various activities for nationwide engagement.
- Re-signing of the new Code of Conduct and completion of mandatory code training was extensively communicated throughout the organization resulting in 100% completion.



Transparency



Responsibility



Creativity



Growth



Core Values



Ethics



Passion



Innovation



Goal

# COMPLIANCE

Compliance is a function within Telenor carrying the responsibility of ensuring that our employees live by the Code of Conduct and partner with the leadership to have a culture of integrity, respect and compliance within the organisation.



## AWARENESS & TRAINING

- A thorough dilemma based compliance training called the "Integrity Awareness Roadshow" was conducted in 2018 for all Telenor Pakistan employees, in order to enhance and improve employee understanding of issues pertaining to the Code of Conduct. Under the campaign, 42 sessions, each 90 minutes long, were conducted, in 8 regional offices to create awareness amongst employees across the country.
- The compliance team, along with Telenor Group Internal Audit & Investigations, conducted another awareness drive across all Telenor Pakistan offices in January 2019. The purpose of the sessions was defining and elaborating the scope of the Compliance Function along with GIA&I, reinforcing a 'speak up' culture and explaining the case handling to the employees with respect to investigation and resolution of a case. A total of 9 sessions were conducted in this regard.

# ANTI-CORRUPTION

Telenor is firmly opposed to corruption in all forms and is committed to doing business in accordance with the highest ethical standards.

At Telenor we are all responsible for understanding the important legal and ethical issues that affect our business and for acting with integrity at all times. Integrity means complying with both the spirit and the letter of the laws and regulations that govern our industry.

## AWARENESS & TRAINING

- Anti-corruption awareness was conducted all over the organization which was clubbed with the 'Integrity Awareness Roadshow'. A total of 42 sessions were conducted all over Pakistan in 8 different locations.
- An extensive Anti-Corruption Risk Assessment was conducted by the Compliance team which involved liaising with all stakeholders in the organization to understand their scope of work and identifying possible corruption issues in their domains and then devising a mitigation plan.
- Intensive anti-corruption training was conducted for all franchises/agents of Telenor Pakistan. A total of 10, 90-minute sessions of live training, in 10 different locations across Pakistan, were conducted for the business partners with respect to possible corruption issues and their prevention.
- Ethics & Compliance in collaboration with Supply Chain & Sustainability conducted anti-corruption training for some of Telenor's major vendors. A total of 7 sessions were conducted in 7 different locations across Pakistan and approximately covered 137 vendors.



# HUMAN RIGHTS DUE DILIGENCE

Telenor Pakistan respects internationally recognised human rights as set forth in the UN Universal Declaration of Human Rights. Telenor Pakistan seeks, in accordance with the UN Guiding Principles on Business and Human Rights, to avoid human rights abuses and ensure effective remedies in case any of these rights are being violated.

In pursuit of the same, Telenor Pakistan regularly conducts human rights due diligence exercise for identification and mitigation of human rights related risks, opportunities, and impacts resulting from its activities.

- Human Rights Due Diligence is conducted perpetually by Sustainability and Corporate Responsibility teams and iterations are performed every two years.
- Human Rights risks and opportunities, both actual and potential are mapped and reported.
- Management and mitigation plans are devised and implemented.

Status: 2nd iteration is in progress

## PRIVACY

As a provider of mobile and internet connectivity, respect for the rights to privacy and freedom of expression is central to Telenor Pakistan. The company approaches these issues from a privacy point of view as well as a security angle, with policies and manuals that set out mandatory requirements applied across all operations.

Telenor Pakistan has had a clear privacy position; being open and transparent about how personal data is collected and used, committed to using personal data to provide better and more relevant services, and thorough in keeping personal data safe.

Telenor Pakistan strives to be transparent about how personal data is handled. Telenor Pakistan believes that this is the best approach to ensure and build the trust of customers and employees. Building a strong privacy culture is integral for Telenor.

Telenor has further strengthened its privacy function as a designated Data Protection Officer has been appointed to implement the Privacy Policy in the company. Data Protection Officer is involved in projects where data processing is done to ensure that the privacy of customers is catered for in such projects. Besides, there is a focus on Privacy awareness sessions with relevant employees controlling and/or processing personal information. Telenor Pakistan has also produced new internal guidelines and tools to assist privacy among commercial professionals in their daily work related to privacy matters.



# CYBERSECURITY

Information security is emerging as a global challenge, as the world is progressing towards the digitalisation. The complex infrastructure due to advanced communication networks, enhanced bandwidth availability, and handheld devices, makes telecommunication networks vulnerable to external and internal cybersecurity threats.

With the level of technological advancements and spread of services, the criminals and hackers are getting more advanced in the use of sophisticated malwares and social engineering techniques to disrupt the services and compromise the privacy of the customers increasing the cybersecurity risk by folds.

Being a leading provider for telecommunication and digital services, it is essential for Telenor Pakistan to maintain the quality and availability of all services. These networks are vulnerable to damage or service interruptions, including interruptions caused by cybersecurity attacks resulting in prolonged or complex network or IT system failures which could damage our services and consequently the trust our customers and partners place in us as a reliable communications provider.

In continuation of its cybersecurity improvement efforts, Telenor Pakistan's Business Security team has conducted the following activities to strengthen our information security-oriented culture and address the cybersecurity related risks:

- Deployment of defendable architecture and taking lead in this information security initiative; Telenor Pakistan won the prestigious '**Telenor Security Award 2018**' by Telenor Global Business Security.
- We believe that humans are the most important factor in maintaining the security culture of any organization. Hence, for the continuous security awareness of employees, vendors and partners, the first ever Cybersecurity Day was successfully organised throughout the organisation with the slogan of 'Security is Not Complete without U'. All Telenor Pakistan employees participated through walk-in sessions, interviews and multimedia awareness messages.
- Local security policy manuals along with baseline security documents and guidelines were updated with the objective of strengthening business security in strategic operational decisions across the business units.
- Improvement in Business Security testing and risk assessment to ensure that security is an integrated part, and that security and business objectives are aligned. Through this, Telenor Pakistan is strengthening security protocols and controls at the initial level of the projects in order to manage the cybersecurity related risks.
- Enhancement of local incident management and monitoring capabilities to effectively monitor and mitigate the cyber risks.

## LOOKING AHEAD

The current involvement of cybersecurity in our day-to-day personal and professional life is expected to increase by folds with the improvement in mobile data penetration, enhanced bandwidth, cloud platforms and digitalisation of our daily workflows.

For Telenor Pakistan, this means a great opportunity to further develop our skill set to contribute effectively in maintaining and enhancing our critical security capabilities, a number of key actions are prioritised to meet the current and future challenges in the cybersecurity domain:

- Strengthened monitoring capabilities for the effective management and response of cyber attacks.
- Capability upgrade to manage and maintain the Defendable Security Architecture.
- Further capability upgrade within the area of security operations, vulnerability management, security architecture, security culture, security intelligence and physical security.
- Special security awareness sessions for our first line of customer support partners, the outsource service providers to help them understand the Telenor Pakistan's Information Security requirements and expectations to maintain the customer information.
- Vendor Security forums for suppliers to ensure effective security in our supply chain cycle in order to prevent loss, misuse or unauthorised disclosure of confidential information. This includes placing high security requirements on suppliers, who must ensure adequate levels of privacy and security to stay in business. Telenor conducts a high degree of network monitoring and carries out regular ad hoc inspections of the work performed by third parties.
- Capability enhancement in advanced technologies like IoT and 5G.

## CORPORATE SECURITY

Telenor Pakistan takes pride in being the market leader as an organization which supports diversity to its fullest. Carrying forward the same spirit, our Corporate Security department conducts training for all new differently-abled employees during their onboarding sessions at Telenor Pakistan.

The training includes the following:

- Building evacuation techniques during different emergencies and for people with varying disabilities.
- Highlighting building's primary and secondary assembly areas and emergency evacuation routes.
- Familiarising the new PWD employees with their "Buddies" - Buddies are employees who have

been assigned to assist them during evacuations. Buddies are also trained on their roles and responsibilities during evacuations.

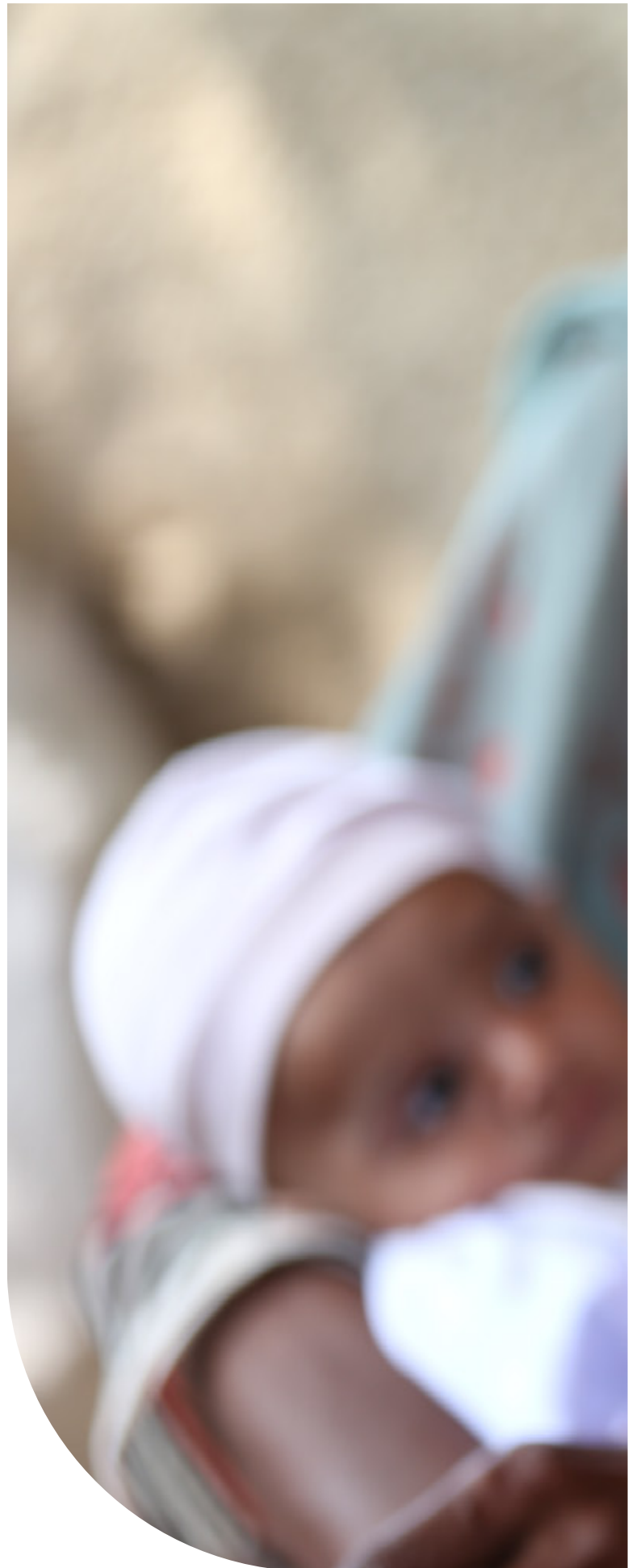
- Introducing Building Wardens to these new employees for any safety or security related information, assistance or general feedback etc.
- Q&A session to respond to any queries.

This responsible way of conducting business and providing safe working environment for all its workforce is an essential part of how we conduct our business. Our Corporate Security teams thrive to learn new ways to make our workplace more comfortable and secure for PWD employees.

# Digital for Development

## DIGITAL BIRTH REGISTRATION (DBR)

Pakistan has a birth registration rate of only 33.6 percent; approximately 2 out of 3 children are unregistered. This is due to multiple social and economic factors, including insufficient resources, governance challenges, and high costs in time and money required for birth registration. These factors are then exacerbated by a general lack of awareness regarding the benefits of birth registration.







Telenor Pakistan in collaboration with UNICEF, the government and a range of other stakeholders aims to provide an identity to every child in Pakistan. The goal may be cumbersome but our diligent team has made the impossible possible by registering 580,000+ children in 5 districts of Sindh and Punjab. Two potential registration models were identified:

- **Telenor Facilitator:** Telenor Franchise was used as a touchpoint where the parents could walk in and get their children registered.
- **Government Facilitators:** Nikah (marriage) registrars and Lady Health Workers were chosen as facilitators who would walk door to door in order to collect data of unregistered children. These facilitators are equipped with smart phones and a customised mobile application, which digitises the standard birth registration form with necessary documents being photographed. These smart phones have mobile banking accounts enabled for transparent and timely allowance disbursements to the facilitators.

A web-based dashboard provides real-time data on reported and registered births and also monitors the performance of concerned government officials. The authorised government officials, after reviewing the submissions online, address any queries and process the registration accordingly. The system also has the capacity to extract information from the data collected and disseminates mother and child's health related advisories along with immunization alerts to the beneficiaries in the future. This project is an ideal example of leveraging technology for development through a public private partnership.

Birth registration camps are also set up in these districts in different schools, Union Council offices etc., which act as a one stop shop for birth registration. In order to increase the demand of birth registration, a comprehensive C4D plan was developed. Going forward, the project will be scaled to 8 geographies including Urban centers of Lahore & Karachi. The data center is deployed at Local Government Department (LGD) Secretariats at the provincial capitals Lahore and Karachi.

Innovation at Telenor is empowering the Pakistani society in the truest sense of the word and our Digital Birth Registration Project is an example of one such project. It is transforming lives of the children and addressing one of the core challenges of the country through integration of useful technology.

2 out of 3

Children are  
Unregistered

580,000

Children Registered  
by Telenor

5 Districts

Sindh & Punjab

# SAFE INTERNET & SCHOOL OUTREACH PROGRAM

Telenor is a strong advocate of doing business with responsibility. Safe Internet & School Outreach Program is a testament of our commitment towards empowering millions of Pakistanis around the country. Our focus is to ameliorate internet literacy amongst the masses and eradicate the threat of cyberbullying. Through our comprehensive capacity building and awareness sessions, children are able to understand the online risks involved and equip themselves in a better manner. These sessions also enhance the capacity of project staff, teachers, School Management Council members and parents on child protection. Telenor Pakistan engages with broader stakeholders including relevant government departments, civil society and media to sensitise them on the importance and effective use of online safety guidelines.

In 2017, 355,664 children across Pakistan were educated on safe internet use through Safe Internet & School Outreach Program in Nowshera, Thatta, Vehari & Muzaffargarh and also through -



nationwide iChamp program in around 1,800 secondary schools in 76 districts of 4 provinces, Gilgit Baltistan and Azad Kashmir.

Through the program, Telenor Pakistan reached out to 100,000 children nationwide in 2018 where the training module also included digital tools for capacity building and online easy to use interactive game (Digiworld) was introduced to enhance cyber resilience among children.

However, this is just the beginning and in the coming years we expect to further expand our scope and empower children in every corner of Pakistan.



# TELENOR INTERNET CHAMPION (iCHAMP)

iChamp 2 – Digital Awareness Training Program Covered 1800 Schools Across Pakistan.



Telenor Pakistan first launched the iChamp program back in 2014 to deliver on its long-term pledge to foster a more connected generation. It aims to equip Pakistani students with basic knowledge of mobile and data technology to help them advance and educate themselves for better future prospects.

In the 2nd iteration of the program which ran in 2017, Telenor collaborated with Free Basics by Facebook, to provide students free access to an online information portal featuring 17 educational websites through Telenor 4G data connection. In addition, the program trains children on staying safe against instances of cyber bullying, online abuse, and harassment through internet.

The iChamp 2 program has trained over 630,000

students across 1800 schools nationwide, teaching and training them on how they can make effective use of mobile technology to advance their learning skills. It has covered schools from Gilgit to Karachi.

Over 80 percent of the participating schools were under privileged that usually lack access to the latest modes of technology.

Through rigorous city, district and provincial level competitions, 12 finalists were involved in a studio based competition show that aired across 13 national channels creating a new vibe in Pakistan's media landscape and attaining 50.8 million unique impressions with a 72.5% reach.





# MOBILE AGRICULTURE

Telenor Pakistan realises the crucial contribution agriculture makes to the overall GDP as well as the number of problems which plague the ecosystem. Keeping in mind the role of agriculture and how digital solutions can help, Telenor launched the mAgri initiative which is a technology driven intervention framework spanning along the agriculture value chain with an aim to empower rural communities and provide solutions to their problems. A mobile based solution purports great potential as it has rural reach coupled with the power of digital audio.



# KHUSHAAL ZAMINDAR

Khushaal Zamindar is the flagship product of the mAgri portfolio which was launched in December, 2015. It is a digital audio platform providing hyper localised weather forecasts and actionable agronomic advisory to 6 million farmers. This service is currently available in local languages across Punjab, Gilgit Baltistan, Chitral and Sindh. Khushaal Zamindar is designed as an integrated platform for farmers providing them with a suite of services ranging from weather and crop advisories to livestock and pest information as well as nutrition and hygiene based advisories.

## PRODUCT DESCRIPTION

The service is localised, customised and contextualised according to the farmer needs. Weather is localized to the level of the tehsil and each farmer can personalise this service to suit his own needs, for instance, each farmer can select an individual crop advisory and listen to information related to the selected crop cycle. Additionally, livestock advisories along with pest mitigation advisories are also available on the service. The farmer can also choose the mode of communication (either Push or Pull) through which they want to receive the information.

The farmer simply needs to dial 7272 to subscribe to the service free of cost. The service is designed as a user friendly Robocall, IVR and SMS content based service.

Khushaal Zamindar's outbound calls and messages are stylised to replicate conversations in a typical Pakistani rural household, with discussions focused on agriculture, nutrition, and livestock. Similar to radio soap operas (widely used to communicate key messages and influence behaviour change in rural communities), the mobile messages replicate a scene from a typical Punjab community, including background noise and traditional music.

Other than these pull & push based services, farmers can also contact Agri-Experts every Wednesday evening through a live show titled "Zarai Bhetak" where local experts answer farmers' questions live on the IVR. The live show is also considered as one of the key ways farmers can engage with each other and discuss their common problems.

Around 20% of the users on the Khushaal Zamindar platform base are females. Keeping in mind that more than 70% of women in Pakistan are associated with agriculture, there is a need to cater to their unique information requirements; hence an auxiliary service for female farmers titled Khushaal Angan was launched in December 2017. In emerging markets, women working in agriculture and livestock remain an untapped market. Mobile based solutions have great potential to enhance the socio-economic status of women. By utilising mobile technology there is a social opportunity to enhance women's access to reliable information through which they can be counseled on best practices on a variety of issues relevant to their unique needs.

Khushaal Angan provides nutrition, hygiene related advisories and information related to maternal and neonatal health to its users. Appreciating the cultural sensitivities in the rural setting of Pakistan, this service engages audience only through females whether that is content stylised in female characters or experts on the weekly live shows.

Phone surveys and field work to understand the benefits of Khushaal Zamindar for users were conducted in January and February 2017. This study was performed only 12 months after service launch, so changes to farming behaviour (as indicators of possible future benefits) are tracked alongside improvements to on-farm production. Khushaal Zamindar users see the mobile phone as a key source of information. Power users cited their phone or 7272 as one of their two most important information sources, more often than non-users (85% versus 56%).

Power users were almost twice as likely to report increased income in the last season compared to the previous season than non-users. After controlling for key independent variables (age, income source, and farm size), the likelihood that power users report an increase in income (as compared to a decrease or no change in income) is 1.91 times greater than for non-users. Users interviewed in the field spoke more about higher yields than increased income.

## KHUSHAAL SEHAT

Building upon this need to be a one stop service in the agricultural landscape, Telenor's mAgri team has recently launched Khushaal Sehat, an online health helpline. Rural communities have limited access to good quality healthcare and Khushaal Sehat is a 24-hour helpline with PMDC qualified doctors on board to answer all health related queries. Anyone with a Telenor connection can simply dial 727233 and avail this service. Doctors also give a prescription via SMS to the users and this is especially useful for rural users who might sometimes have to travel great distances to consult a doctor. This service was launched in December 2018 and at the moment 100,000 users are benefiting from this service.

This service has a weekly charge of PKR 6.

## KHUSHAAL MAWESHI

For rural communities their livestock is important as it is not only an expensive resource but a means to generate income for the entire family. Usually farmers do not have access to qualified veterinary doctors and Telenor mAgri team has identified this need in the market and has just recently launched Khushaal Maweshi.

To get access to a qualified veterinary doctor for all livestock related queries users simply need to dial 727244 and start availing the benefits of this service. This service has a daily charge of PKR 1. There are no usage charges as the calls are free and users can get advice from the doctors in detail without being charged for their call. They can discuss their issue in detail and can receive immediate advice. Doctors will also send the prescription via SMS to the user. Currently this service is available only in Urdu and Punjabi, daily from 9AM to 5PM except on Sundays but there are plans to extend the timings as well as expand the languages in near future.



# Diversity & Inclusion

## NAYA AGHAZ

With the goal of empowering women at the workplace and harness gender diversity within Telenor Pakistan's workforce, Naya Aghaaz provides work opportunities for women who have been on a career break to support their families or for some other personal reasons.

The six-month 'Naya Aghaaz Associate' program enables Telenor to create a future talent pool of potential female employees and future female leaders for the organization, while allowing them the quintessential 'Telenor Learning Experience' supported by our novel GoBeyond work model and relatable work & employee convenient office environment. This program benefits Telenor by bringing in inclusion of women from diverse backgrounds into our organization, which in return brings diversity of thoughts and ideas as well.

Telenor Pakistan truly believes that this program leads the establishment of new ways of attracting and acquiring a talent pool, while provisioning women with flexible working opportunities for them to manage their work life balance.

The program is a regular annual recruitment feature of Telenor Pakistan's culture and recruitment.



### SUCCESS STORY

Since the program's inception, we have on-boarded 69 Naya Aghaaz associates, with successful internal placement rate of 45% collectively on different positions in Telenor Pakistan. Most of the remaining associates are working in different corporate sector organizations.



# OPEN MIND PAKISTAN

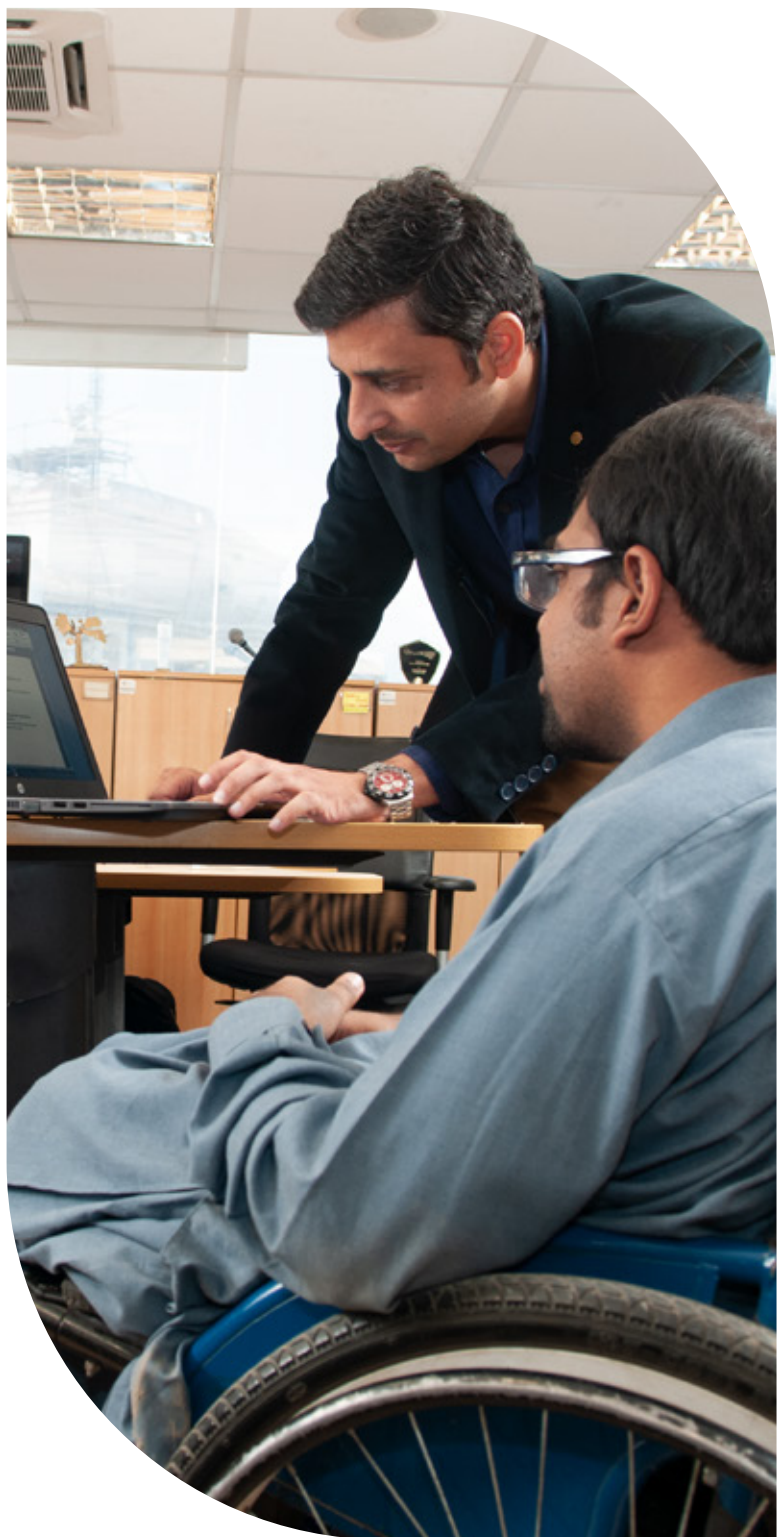
Being an equal opportunity employer, Telenor Pakistan has focused on mainstreaming disability by forging strategic partnerships, raising awareness through advocacy, trainings and volunteerism, ensuring building accessibility and enabling inclusion in the work force. Telenor Pakistan is among the first companies to encourage employment opportunities for Persons with Disabilities (PWDs) and facilitate the process through accessible technologies. Telenor is opening new avenues for people with disabilities as per ILO conventions.

Telenor Pakistan is also the first of Telenor's global business units outside the Nordics to strategically take up the initiative and demonstrate promising results. We have successfully concluded 5 annual iterations so far where 73 talented and inspiring PWDs have gone through the program, learning as well as contributing immensely in their respective roles. So far 2 out of 3 graduates are successfully working in Telenor Pakistan and in other likeminded organizations which makes 75% success rate of Open Mind Pakistan. This is a great ratio keeping in mind the prevalent job conditions in Pakistan.

In 2013, Telenor Pakistan proudly announced the launch of Open Mind Pakistan, an exclusive management trainee program for Persons with Disabilities (PWDs). In the absence of any precedence or governing framework in the country, the program is widely acclaimed and termed as an exemplary success story that can be adopted and replicated in public and private sectors to any scale.

At Telenor Pakistan, we give them the opportunity to become a skilled professional in their chosen field of interest. Being rated as the top employer of the country, we enable persons with disabilities to realise their dreams in an environment of diversity and openness to new mind sets.

Batch 6 of OMP commenced in Feb 2019; 18 Persons with Disabilities (PWDs) were on-boarded as trainees to go through comprehensive on job training.



# BENAZIR INCOME SUPPORT PROGRAMME (BISP)

## BISP OVERVIEW

The Government of Pakistan launched the Benazir Income Support Programme (BISP) – the National Cash Transfer Program (NCTP) – in July 2008, as the premier safety net institution in Pakistan. BISP originally came into existence in the face of rapid food price inflation, which saw food, grain and fuel prices reaching a 30-year high in 2008 and the global economic downturn in 2009 which further decreased the welfare of already vulnerable households. The Benazir Income Support Programme (BISP), a targeted unconditional cash transfer program in Pakistan was implemented by focusing on poor women with an immediate objective of household consumption smoothing and cushioning the negative effects of slow economic growth.

According to World Bank (2015), social safety net programs help reduce the poverty gap by 15% around the world. In this backdrop, the program was designed with the core objective of consumption smoothing for the poor families and providing them cushion against negative economic shocks which include global financial crisis, and rising food prices. Its long term objectives include meeting the targets of Sustainable Development Goals (SDGs) to eradicate extreme and chronic poverty and empowerment of women.

## Telenor Microfinance Bank & Telenor Pakistan

Through a partnership, Telenor Microfinance Bank & Telenor Pakistan are supporting quarterly disbursements of PKR 5000/- each for more than 1.2 million identified women in almost 34 districts across Pakistan. Through state of the art technology interventions and innovations we have successfully launched the biometric cash withdrawal system through which these beneficiaries can now receive their disbursed amounts easily, efficiently and securely reducing the risk of potential embezzlement.

# Emergency Relief & Community Service

## HUM QADAM

To kindle social awareness and responsibility in our people, Telenor Pakistan is conducting a flagship Employee Voluntarism Program called Hum Qadam, for the past 9 years.

More than 75,000+ working hours have been clocked till date by employees towards community service in areas of inclusion, education, health, environment, and emergency response. The program won the National CSR Award 2016 for employee engagement in sustainable activities.



41

No. of Activities  
(2017-2018)



75,000+

No. of Hours Volunteered  
(Since inception of the program)



8

ICT Labs with EOL Equipment  
(2017-2018)



# HUM QADAM ACTIVITIES



A day with  
Senior Citizens



Regular blood  
donation camps



Health kiosk on  
International  
Women's Day



ICT girls  
takeover



Resolution  
day with kids



Art and cultural  
activity with kids



Hepatitis  
awareness  
session



Sports days  
with kids



Inclusive  
workshop



Breast cancer  
awareness session



Tree  
plantations



Safe Internet  
Sessions



First Aid  
Mobility assistance  
trainings



# SHARE YOUR MEAL

## Telenor feeds thousands with #ShareYourMeal campaign

Telenor Pakistan launched an online campaign #ShareYourMeal in order to instigate a sense of responsibility in the digital audiences of Pakistan. The campaign used the right macro moment, that is Ramadan to launch a conversational-centric campaign which resulted in a momentous movement not just on social media but also on-ground. Through the help of data, the digital audience was enabled to share pictures of their food with the hashtag #ShareYourMeal and donate a meal to the needy. #ShareYourMeal with its 4 years of legacy has become a sustained platform for Telenor which is in line with our pledge and commitment to the **United Nation's Sustainable Development Goal #10** Reducing Inequalities. Therefore, #ShareYourMeal is a humble contribution to fighting these challenges and bringing food to the deserving in the holy month of Ramadan.

In 2018, the digital campaign was formulated on the creative expression - '**Iss Ramzan Koi Plate Khali Na Reh Jaye**'. The campaign had a consistent call to action, asking the user to #ShareYourMeal to make a meaningful contribution to the needy. The campaign resulted in mass awareness through which a staggering 275.5 million impressions were achieved out of which 95 million were earned impressions.

The digital campaign was linked with an on-ground drive in five cities (Karachi, Lahore, Islamabad, Peshawar, and Quetta) thus providing transparent fulfillment to more than 3,000 beneficiaries with the partnership of Pakistan Red Crescent Society. Overall, #ShareYourMeal 2018 reinforced Telenor Pakistan's commitment towards empowering societies and rallying everyone towards a meaningful positive contribution.







# Supply Chain Sustainability

Telenor's Supplier Conduct Principles (SCP) are based on internationally recognised standards, including requirements on human rights, health and safety, labor rights, environment, and anti-corruption. It is mandatory for all Telenor contracting parties to agree to these principles. Suppliers are legally obliged to uphold responsible business practice, monitor compliance to Telenor's requirements, and build capacity among suppliers.

In 2017-18, the supply chain responsibility focus remained on mitigation of supply chain risk, capacity building and monitoring compliance with Telenor's requirements on responsible business conduct and an emphasis on all SCP areas.

## Mitigating Supply Chain Risk:

An agreement on Responsible Business Conduct (ABC) legally obliges the supplier, having a direct contractual relationship with Telenor Pakistan, to comply with the SCP and requirements set out in the ABC Agreement. By year end 2018, a total number of 1800 Agreements on Responsible Business Conduct were signed.

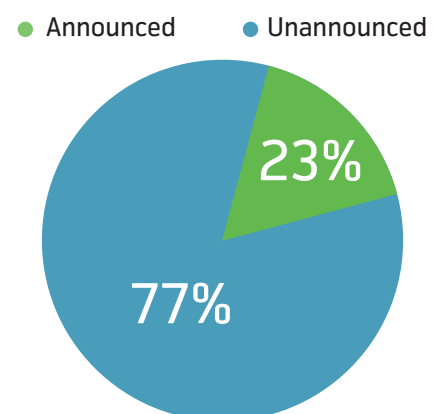
## Monitoring Compliance:

- In 2017-2018, Telenor Pakistan carried out 919 supplier inspections including simplified inspections, detailed inspections, and audits
- 77% of the inspections were carried out unannounced
- Approximately 43 major non-conformities were identified during the inspections
- All major non-conformities were followed up with mitigation plans and processes

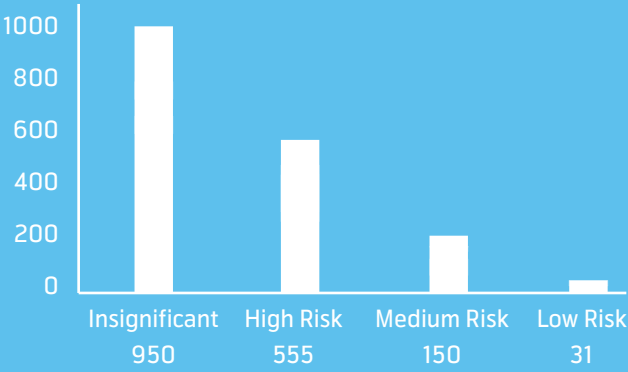
## Annual Supply Chain SCP Risk Assessment:

This risk assessment of the entire supply chain is carried out annually for all suppliers and high-risk sub-suppliers; based on the potential SCP risk that they pose.

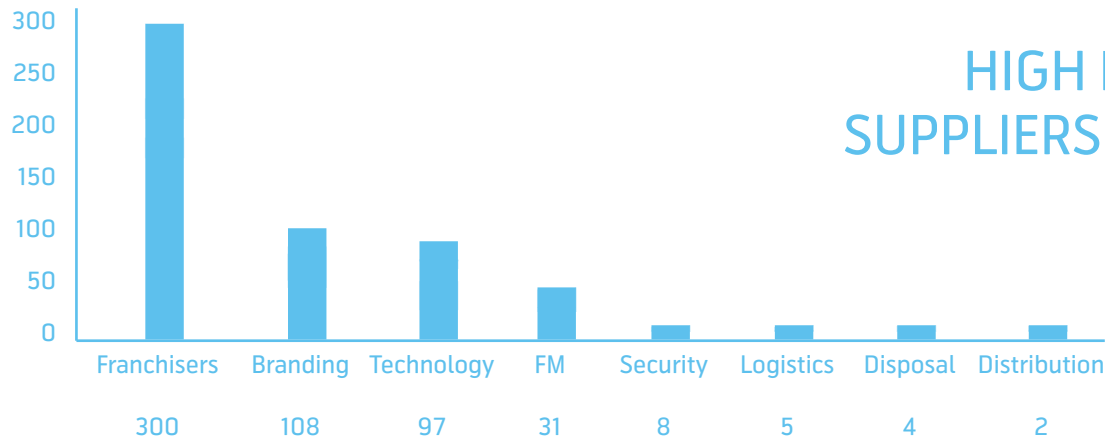
In 2017, Telenor Pakistan conducted SCP risk assessment of 1,686 suppliers and sub-suppliers. Consequently, 33% suppliers were identified as high risk, and mitigation measures, covering the monitoring and capacity building, were planned accordingly. In 2018, Telenor Pakistan conducted SCP risk assessment of 1,789 suppliers and sub-suppliers. Consequently, 32% suppliers were identified as high risk, and mitigation measures, covering the monitoring and capacity building, were planned accordingly.



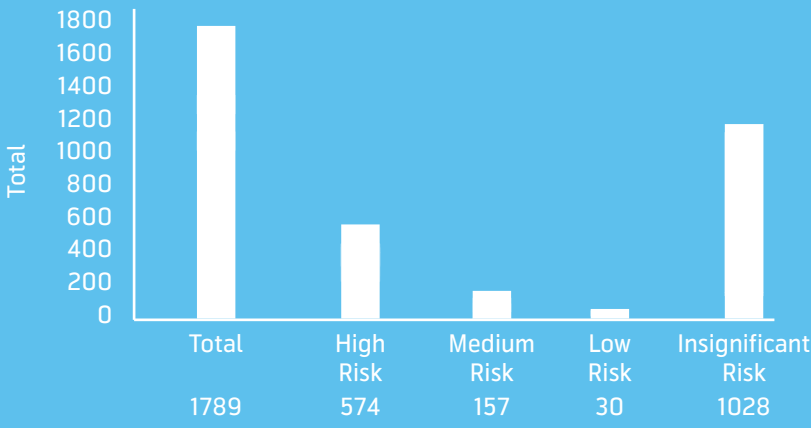
# SUPPLIER RISK ASSESSMENT 2017



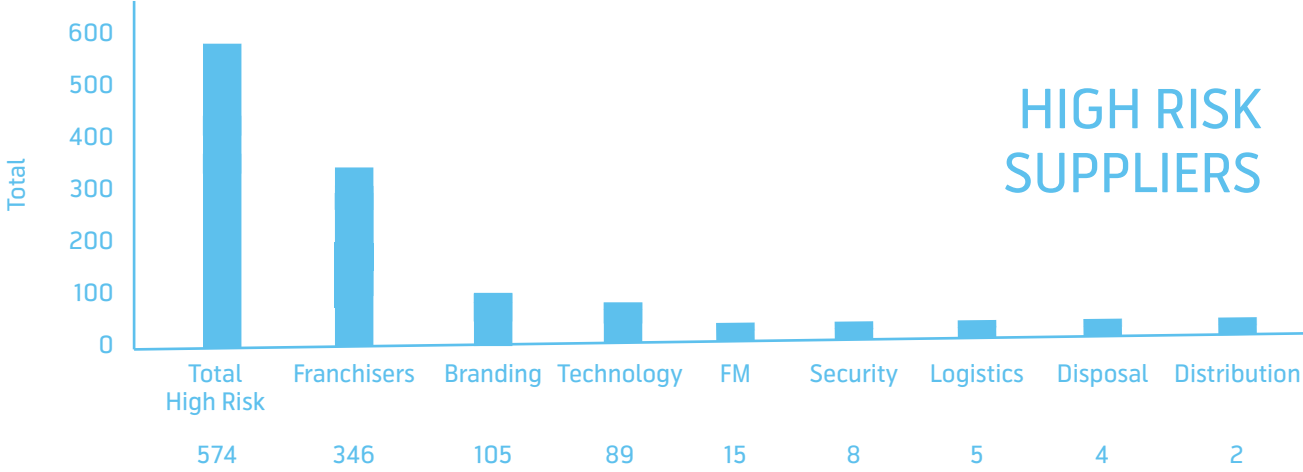
# HIGH RISK SUPPLIERS 555



# SUPPLIER RISK ASSESSMENT 2018



# HIGH RISK SUPPLIERS





### Capacity Building 2017-2018:

Several capacity building initiatives were undertaken in 2017-2018; some of them were in collaboration with external stakeholders. In addition to class room awareness sessions and trainings, Toolbox Talks, suppliers focused group and one to one consultation programs were carried out. The objectives were frequent refreshers for in-house contractors, regular information sharing with a larger pool of suppliers, and focused consultation on HSE matters or labor laws.

The total number of training and capacity building sessions conducted in 2017-18 was 1,383, which involved 14,995 participants over 13,573 training hours.



### First Ever Supplier Summit in Telenor Pakistan - 2018

Telenor Pakistan conducted the first ever Supplier Summit to emphasise the new sustainability direction, reinforce Supplier Conduct Principles, highlight the importance of various aspects of occupational health, safety & environment through open dialogue.

# SUPPLY CHAIN ANTI-CORRUPTION PROGRAM

Telenor believes that a sustainable business means having a transparent route, firm values and a clear vision for choosing suppliers, partners and shareholders. This is the Telenor Way and is based on our Code of Conduct, our Supplier Conduct Principles (SCP) and the Telenor Values.

To ensure sustainability in our value chain we have the Agreement on responsible Business Conduct (ABC) with our suppliers. This specifies how Telenor and the suppliers shall work together to promote responsible business conduct in the supply chain.

Telenor Pakistan Supply Chain Anti-Corruption Program included;

- 35 anti-corruption focused inspections of suppliers
- Anti-corruption handbook development and distribution in Urdu & English languages
- Localized training content development for contractors and their sub-suppliers

In the last two years, 44 awareness sessions have been delivered in Telenor Pakistan Supply Chain, in which, approximately 700 suppliers were trained and around 800 training hours were spent.



# Health, Safety & Environment

## ENVIRONMENT AND CLIMATE CHANGE

Telenor Pakistan persistently evaluates its environmental footprint in order to plan and implement measures to reduce its adverse impacts on the environment. The company maintains an Environment Management System based on the ISO 14001:2015. In 2017, Telenor Pakistan acquired a third party certification on this standard via SGS Pakistan (Private) Limited. This was followed by its first surveillance audit in 2018, whereby Telenor Pakistan maintained its

number marks a 4% decrease in energy consumption over the last two years, despite the expansion of network by 4%. The energy consumption per end customer in 2018 has decreased by 13% as compared to 2016.

### Carbon Footprint

The total carbon dioxide emissions of the company's operations related to buildings, network, transportation, and use of refrigerants

**4% decrease in carbon emissions as compared to 2016.  
The carbon dioxide emissions per end customer in 2018 have reduced  
by 14% in comparison to 2016.**

certification status. This certification covers the entire scope of Telenor Pakistan comprising all corporate (buildings), core (media gateways and switching centers), network locations (BTS sites), and data center owned/operated by the company. Telenor Pakistan, in addition to being conscious of its own eco-footprint, also contributes towards cutting global carbon emissions through the telecom services and products it offers.

Speaking of the company's own impact, Telenor Pakistan prioritises energy efficiency in its corporate and network operations. Here is a glimpse of the pro-environment side of Telenor Pakistan over 2017-18:

### Energy Conservation

In 2018, the total energy consumption related to the company's buildings, network, and transportation came out to be 537 GWh. This

turned out to be 171,084 tons by the end of 2018. This indicates a 4% decrease as compared to the carbon emissions in 2016. The carbon dioxide emissions per end customer in 2018 have reduced by 14% in comparison to 2016.





## MEASURES IMPLEMENTED TO REDUCE ENERGY AND CARBON FOOTPRINT



Installed Remote Monitoring System (RMS) for ensuring efficient use of energy in network



Controlled fuel pouring at BTS Sites



Enhanced battery backup systems at BTS sites



Vacated buildings where possible, for operational excellence



Reduced unnecessary official travel where online meetings suffice



Reduced number of fleet vehicles



Right sizing of generators as per requirement in corporate locations

### Green Energy Use

Telenor Pakistan increasingly utilises solar energy for the production of green electricity on its BTS sites. The total number of sites where solar panels produce electricity was 866 in 2018. This marks a **51% increase in solar sites over the last 2 years**. The Telenor Pakistan headquarters also produces a part of its electricity from solar energy.

### Responsible Waste Management

Ensuring safe waste disposal is a challenge in the current market. Telenor Pakistan has implemented a company-wide waste management mechanism for reducing its environmental impact. **100% of the obsolete electrical and electronic equipment and around 80% of the municipal waste generated by Telenor Pakistan is reused, recycled, or safely disposed of.**

### Sustainable Procurement

Telenor Pakistan, in its effort to procure pro-environmentally, has set up a sustainability criterion for evaluating suppliers for significant procurements. The purpose is to encourage eco-efficient businesses and ensure assessment of product life cycle. **During 2017-18, 87 procurements with a contract value greater than USD 250,000 were evaluated on the sustainability criteria.**

### Promoting Greenery

In addition to minimising the adverse impacts of its operations, Telenor Pakistan also makes an effort

to create a positive impact on the natural environment. It continuously sensitises the employees towards environmental causes and concerns, and organises activities to engage its workforce. Over the last two years, among the various green initiatives, a lot of effort was invested in spreading greenery. In this regard, tree plantation activities were organised at different locations nationwide. In some regional offices, tree saplings were distributed among employees for plantation in their homes or neighborhoods. **A total of 2,750 trees and saplings were planted and distributed, respectively, over a period of 2017 to 2018.**





# OCCUPATIONAL HEALTH & SAFETY

Occupational health and safety (OH&S) unit at Telenor Pakistan has a strong focus on primary health and safety hazard prevention and control. The goals of occupational health and safety programs include fostering a safe and healthy work environment. OH&S implementation in workplace may also protect co-workers, family members, employers and many others who might be affected by the workplace environment.

Telenor Pakistan has recently transformed its OH&S management system from OHSAS 18001:2007 to ISO 45001:2018 for continual improvement in occupational health and safety management system to meet the most recent international standards as a policy commitment. This is also an effort in the direction to obtain certification to this standard through accredited third party. This will cover all the corporate, core and network locations. Telenor Pakistan is committed to systematically working to ensure and secure a good and compliant working environment for its personnel.



Annual Risk Assessments activities on the occupational health & safety scope resulted in 375 improvements in the year 2017. In 2018, the number was raised to 425 improvements. Most of these improvements were in the major risk areas of work including fire safety, office safety, electrical safety, housekeeping safety etc. In addition, 181 building inspections were conducted on occupational health and safety scope on quarterly basis for reviewing the situation and for identifying health and safety related risks. Moreover, in order to maintain food hygiene standard kitchen 102 inspections were conducted on monthly basis where live kitchens are in operation.

## EMPLOYEE ENGAGEMENT, AWARENESS, AND TRAININGS























Employees' behavior is integral in making workplace environment healthier and safer. During 2017-2018 primary focus was on employees' awareness and engagement to flourish the behavior change in the employees. The awareness and engagement programs included:

- Consistent communication with employees on HSE related topics on our HSE Portal and internal channels; focusing on creating awareness, realising importance and understanding benefits of safe work practices
- Rolling out weekly HSE tips to all employees
- Nationwide safety patrolling was initiated at core and corporate locations via security officers
- Celebration of international days in accordance with the United Nations themes
- Weekly campaigns like HSE week and road safety week are conducted to engage employees in different occupational health related activities
- Development and launch of E-learning module on Fire Safety (2017) & Ergonomics/Office Safety (2018) for employees
- HSE quizzes for engaging employees and gauging HSE awareness
- HSE survey for employees' feedback on HSE related matters
- Training feedback conducted by employees on HSE related trainings



# HSE WEEK

HSE Week was celebrated nationwide in Sep 2018 as per the below plan:

Day 1	Day 2	Day 3	Day 4	Day 5
<b>HEALTH</b>	<b>ROAD SAFETY</b>	<b>ENVIRONMENT</b>	<b>SAFETY/ERP</b>	<b>WELLBEING/ FITNESS</b>
				
Risk Identifying Activity	Defensive Driving Sessions	Tree Plantation	Demonstration of FE Usage	E-Learning on Office Safety
				
Spine Screening Camp	Bike Safety Sessions for RSOs	Sapling Distribution	Floor Warden Revamp	Prize Distribution to Winners
				
Lecture from Al-Shifa Doctor	Medical Camp	Awareness Session on Environment	Training on BLS	Intl. Certification - IOSH MS
				
Sports	Sports	Awareness Videos	Evacuation Drills	Sports
				
		Waste Recycling	Sports	

All the activities were planned and executed nationwide focusing on employees' engagement and participation. These activities not only encircle the awareness on top risks but also cover the minute safety issues in our day to day operations which can help in nurturing a safe and healthy working environment.



## ROAD SAFETY WEEK

- Road Safety Week was celebrated in August 2017 and September 2018 in collaboration with National Highways & Motorway Police (NH&MP).
- In 2017-18, 18 training sessions on Road Safety were conducted in all the major cities through NH&MP benefitting 283 employees.
- Driving Safety and Motorbike Safety Handbook was developed, published, and distributed in collaboration with Motorway Police to minimise risks related to driving and road safety.
- 4x4 vehicle trainings were carried out for drivers of USF projects in 2017 & 2018.





# INTERNATIONAL DAYS CELEBRATION

During 2017-2018, Telenor Pakistan organised activities on International HSE related days, including the following:



World  
Water Day  
22nd March



World  
Forest Day  
21st March



World  
Earth Day  
22nd April



World Day for  
Safety & Health  
at Work  
28th April



Anti-Child  
Labour Day  
12th June



International Day  
for the Preservation  
of the Ozone Layer  
16th September



World No  
Tobacco Day  
31st May



Human  
Rights Day  
10th December



World  
Environment Day  
5th June



Labour Day  
1st May

## IN-HOUSE CONTRACTORS AND EMPLOYEES CAPACITY BUILDING STATISTICS

### Toolbox Talks

Starting from the three major cities, the Toolbox Talks program is now expanded to all Telenor offices in the major cities of Pakistan. Topics of the trainings are derived from the training need analysis. Currently these competence building sessions are scheduled on bi-monthly basis.

During 2017- 18, 906 TBT sessions were conducted in which 7,803 in-house contractors participated in over 3,901 training hours

<b>2017-2018</b>	<b>906 TBT</b> Sessions Conducted	<b>7803</b> In-House Contractors	<b>3901</b> Training Hours
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## TRAINING & AWARENESS SESSIONS

Overall 165 sessions were conducted in which 1,906 employees and in-house contractors were trained in 2017. Also, 48 Fire Drills were conducted in which more than 3,691 people participated.

<b>2017</b>	<b>165</b> Sessions Conducted	<b>1906</b> Employees	<b>48</b> Fire Drills	<b>3691</b> People Participated
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In order to achieve constant capacity building and development, wide-ranging training sessions were held in 2018. After training need analysis, multiple new topics were introduced including importance of PPE, safety patrolling, spill prevention & control, HSE awareness etc.

For 2018, overall 149 sessions were conducted in which 1,485 employees and in-house contractors were trained. Also, 66 Fire Drills were conducted in which more than 5,711 people participated.

<b>2018</b>	<b>149</b> Sessions Conducted	<b>1485</b> Employees	<b>66</b> Fire Drills	<b>5711</b> People Participated
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Overall, 5,856 man-hours were invested in training and awareness of employees and in-house contractors during 2017-18.

# REPORTING AND STAKEHOLDER ENGAGEMENT

Telenor Pakistan reports its non-financial numbers to the Telenor Group annually on Climate and Environment, and quarterly on Occupational Health & Safety, and Supply Chain. The Telenor Group shares this information to different external organizations such as UN Global Compact, the international reporting standard GRI, and the Carbon Disclosure Project (CDP).

In 2018, Telenor Pakistan participated in the International Labor Organization's (ILO) Business Roundtable on Promoting Decent Work in Value Chains.

## LABOR RIGHTS AND STANDARDS

The total Lost Time Injury Frequency (LTIF) for Telenor Pakistan was zero injuries per million worked hours in 2017-18.

There were no work-related employee or in-house contractor fatalities reported in Telenor Pakistan for 2017-18

In 2017, 3 work related fatalities reported for 1st tier suppliers, 2 work related fatalities reported for 2nd tier suppliers and 1 child labor case & 2 underage labor cases reported in supply chain

In 2018, 1 work related fatality reported for 1st tier supplier, 1 work related fatality reported for 2nd tier supplier and 2 underage labor cases reported in supply chain

All the reported incidents were thoroughly investigated and as an outcome of the findings appropriate, corrective and preventive actions were implemented to avoid recurrence in the future.

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