



HOW TELENOR HELPS EMPOWER SOCIETIES: SDG IMPACT

Our strategic SDG approach

At Telenor, we continue to believe that addressing the United Nations Sustainable Development Goals (SDGs) is not just the right thing to do, but also a sensible business decision. Our strategic focus remains on reducing inequalities (SDG 10), which is embedded in Telenor's global business strategy and realised through a range of multi-SDG impact initiatives.

Building on our first impact assessment in 2018, this year we have also taken into consideration the risks from our business activities. This has helped us to paint a broader picture of our areas of SDG impact.

Progress towards the SDGs

In 2019, we continued to induce positive impact on societies through our strategic approach that rests on two pillars: providing access to our services; and raising standards across our operations and supply chain.

Providing access to our services includes amongst others providing access to education (SDG 4) striving to ensure women's full participation and equal opportunities (SDG 5), and enabling smart services with potential to cut global carbon emissions (SDG 13).

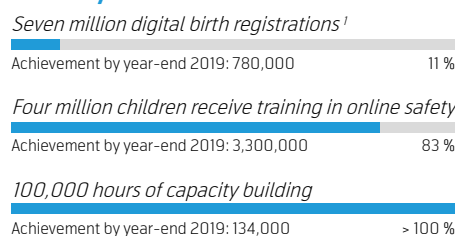
Raising standards across our operations includes, amongst others, improving

working conditions in our supply chain (SDG 8), reducing our emissions (SDG 13), minimising corruption (SDG 16), and promoting gender equality across our workforce (SDG 5).

Telenor continued to leverage partnerships for the goals (SDG 17) in 2019. Collaboration with our partners, including UNICEF and Plan International, elevated our impacts on the SDGs through several initiatives, such as digital birth registration and our efforts to improve children's online safety.

We also continued to support farmers, leverage big data for social good, strengthen gender equality in tech, and promote financial inclusion. Telenor's partnership with industry peers through the Joint Audit Cooperation has also helped elevate impact on improving working conditions in our supply chain.

In 2016, we set ambitions to meet by 2020



¹ It is not likely that Telenor and partners will reach the original ambition of 7 million digital birth registrations by 2020. This is due to challenges including training capacity of users and delays in improved solution rollout. The revised target is to reach 2 million.

Acknowledging our risks

We are also aware that, like any business, there are risks that result from our business activities that could have detrimental impact on the SDGs. Telenor's material risks and mitigating actions to address them are discussed in the respective sections of the Sustainability Report 2019.

Some of our key risks include cyber security and privacy (SDG 9) as well as human rights issues, such as freedom of expression and working conditions in our supply chain (SDG 16). Other key risks are children's online safety (SDG 3), handling of electronic waste (SDG 12), rising energy consumption (SDG 7), and the risks associated with climate change (SDG 13).

Climate change is one of the defining issues of our time, with a role for all actors in society to play in taking action. This is why we have set targets to reduce our emissions by 2030.



Our 2030 climate targets:

Carbon-neutral business operation in the Nordics

50% reduction in emissions from Asian operations



TELENOR'S SDG IMPACT

SDG impact can be seen through two lenses. The first lens describes the positive impact of Telenor's products and services on the SDG targets. The second shows how Telenor's potential and actual risks may

also impact the SDG targets. Together they paint a broad and interconnected picture of which SDGs Telenor has most impact on. In the diagram below, the size of the SDG box reflects Telenor's impact.





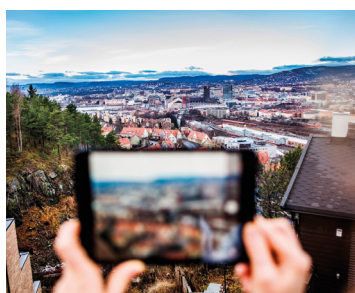
LEVERAGING DIGITAL SERVICES TO EMPOWER SOCIETIES

Digital services can be a powerful enabler of more empowered and inclusive societies all over the world.



DIGITAL BIRTH REGISTRATION

Approximately 1.1 billion people across the globe do not have an official identity — a challenge that can mean reduced access to healthcare, education, or exploitation of vulnerable children. Telenor continued to address this challenge through Digital Birth Registration together with UNICEF and local authorities, using an app to allow children and babies to have their birth formally registered. By the end of 2019, 780,000 children had been registered through the app in Pakistan and Myanmar.



MAKING CITIES SMARTER

Digital tools and services offer opportunities for cities to drastically improve liveability. Telenor Norway's 'Smart Kommune' initiative has been leveraging the benefits of digitalisation and has worked with more than 130 Norwegian municipalities. In 2019 the scope was extended to large cities, with a focus to address climate change, mobility challenges, and smart buildings.



SDGs addressed

The Digital Birth Registration initiative provides an identity to previously unregistered children (16.9), who can then gain improved access to education (4.1), social security (1.4), and protection from trafficking (16.2). Telenor contributes to SDG 17 through partnership with UNICEF and the governments of Pakistan and Myanmar (17.16).



SDGs addressed

With such a diverse range of potential applications, the SDG impact of the Smart Kommune initiative is large and varied. At its core, this initiative centres on engaging public-private partnerships (17.17) and fostering sustainable innovation (9.4) in order to promote inclusive development in towns and cities (10.2).

Challenges With increasing demand for digital services comes an increasing expectation for securely stored, private data. Cyber security and data privacy are taken seriously by Telenor. Read more about Telenor's efforts in these areas in the [2019 Sustainability Report](#).

REDUCING INEQUALITIES BY RAISING STANDARDS

One of the most direct ways we can reduce inequalities is by raising standards within our own workplace.



BUILDING A DIVERSE AND INCLUSIVE CULTURE

We are striving to create diversity and inclusion in our own workforce as well as outside. In order to better understand our current performance in this area we conducted our first global pay-gap analysis in 2019. We also continued to implement initiatives to promote diversity and inclusivity such as the Women Inspiration Network (WIN) and Open Mind — a programme that continues to provide meaningful employment opportunities for persons with disability.



SDGs addressed

Our efforts to monitor and improve diversity and inclusion help to increase women's participation in the workforce and create equal opportunities for leadership (5.5) with fuller, more productive employment and equal pay for work of equal value (8.5), which ultimately promotes social and economic inclusion (10.2).



RAISING STANDARDS IN THE SUPPLY CHAIN

We work on raising standards in our supply chain on topics such as working conditions, health and safety, and labour rights through awareness raising and capacity building. Through our global e-learning module 'People First: Raising Standards' we continued to build awareness and capacity in 2019. We complemented our supply chain efforts with regular and risk-based supplier monitoring processes, having carried out over 3,600 supplier inspections in 2019.



SDGs addressed

The educational content of People First helps to boost the relevant skills for employment and decent jobs (4.4) and protect workers throughout the supply chain (8.8). Together our efforts empower all workers (10.2) irrespective of gender or other status.

Challenges In 2019, our greatest risk area continued to be road transportation. Four fatalities were reported in our Pakistan and Bangladesh operations. More details can be found in the [2019 Sustainability Report](#).



SKILLS FOR A DIGITAL FUTURE

Telenor is equipping children and adults with skills and knowledge to manage the benefits and risks that come with being online.



CHILDREN'S ONLINE SAFETY

Telenor continued to implement a number of child online safety initiatives across our countries of operation in 2019. In Norway, Bruk Hue has now helped to educate 388,000 children and parents since 2009 about digital bullying and staying safe online. In Malaysia, since 2011 Digi CyberSAFE has engaged more than 800,000 school children, teachers, and parents through awareness talks, training programmes and educational resources. And in Bangladesh our child online safety initiatives have reached over one million students.



SDGs addressed

Our online safety initiatives help to make the internet a more safe and inclusive environment (10.2), through educational material creating the right skills and knowledge to navigate the digital world (4.7). These measures also help to combat digital abuse and online violence against children (16.2).



DIGITAL LITERACY

Telenor has a number of initiatives that provide smartphone and computer-based literacy training and online education in 2019. In Thailand for example, our NET Arsa programme has resulted in over one million trainers teaching others in digital literacy skills. In Myanmar, our 60 online hubs called Lighthouses have continued to train rural communities — over 162,000 students in Myanmar have now received training in digital literacy and online safety through the programme.



SDGs addressed

Together with public sector partners including governments (17.17), we continue to extend access to the internet (9.C) and help young people and adults to achieve digital literacy (4.6) in order to reduce inequalities within society (10.2).

Challenges Equipping all communities with skills for a digital future continues to require specifically adapted approaches. Children are particularly vulnerable, which is why we have specific initiatives to protect them. Read more in the [2019 Sustainability Report](#).

SOCIAL AND FINANCIAL INCLUSION

Telenor is helping to increase social and financial inclusion through a range of digital tools and services.



FINANCIAL INCLUSION

In 2019, Telenor continued to provide different digital financial services in our countries of operation, in order to connect people to secure and accessible banking and support underprivileged communities. For example, Wave Money in Myanmar facilitated humanitarian aid disbursements for the World Food Program (WFP) and aided with settlement of pensions via mobile money together with Myanmar Economic Bank.



SDGs addressed

Telenor's financial inclusion initiatives improve access to convenient and secure financial services (1.4, 8.10, 10.5) and facilitate secure transfers of migrant remittances (10.C), enabled by partnerships with public and private actors (17.16).



VALUE ADDED SERVICES FOR FARMERS

Telenor is continuing to support rural farmers in some of our Asian markets through mobile services. Telenor Pakistan's Khushaal Zamindar is a free-of-charge mobile-based service providing localised, contextualised, and customised weather forecasts and actionable agricultural advice to farmers. There is also a separate service for Pakistan's female farmers called Khushaal Aangan which additionally provides guidance on improving family health through nutrition and hygiene.



SDGs addressed

Our smart farming initiatives help to make small scale farming practices more resilient (2.4), especially in the light of climate change (13.1) by promoting the adoption of ICT in less developed countries (9.C) in a manner that encourages more sustainable production and consumption (12.A).

Challenges As connectivity continues to increase, improving digital literacy remains a priority to ensure access to financially and socially inclusive services. Read more about how we are extending support to underserved communities in the [2019 Sustainability Report](#).