

Sustainability Report

GRI Content Index

Standard Disclosures Part I: Profile Disclosures

1. Strategy and analysis

Profile disclosure	Description	Page
1.1	Statement from the most senior decision-maker of the organisation.	12-13

2. Organisational profile

Profile disclosure	Description	Page
2.1	Name of the organisation.	89
2.2	Primary brands, products, and/or services.	14-19
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries, and joint ventures.	14-19, 113
2.4	Location of organisation's headquarters.	133
2.5	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	14-19
2.6	Nature of ownership and legal form.	89, 134-135
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	14-19
2.8	Scale of the reporting organisation.	1,8-9, 14-19, 65
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	14-19
2.10	Awards received in the reporting period.	11, 18

3. Report parameters

Profile disclosure	Description	Page
3.1	Reporting period.	55
3.2	Date of most recent previous report.	55
3.3	Reporting cycle.	55
3.4	Contact point for questions regarding the report or its contents.	55
3.5	Process for defining report content.	55
3.6	Boundary of the report.	55
3.7	State any specific limitations on the scope or boundary of the report.	55
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations.	55
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	55
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.	55
3.12	Table identifying the location of the Standard Disclosures in the report.	72-75

4. Governance, commitments, and engagement

Profile disclosure	Description	Page
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight.	36-51
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	36
4.3	For organisations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	36
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	49-53, 62-67
4.14	List of stakeholder groups engaged by the organisation.	56-57
4.15	Basis for identification and selection of stakeholders with whom to engage.	55-57

Standard Disclosures Part III: Performance Indicators

Economic

Performance indicator	Description	Page
Economic performance		
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	58

Environmental

Performance indicator	Description	Page
Energy		
EN3	Direct energy consumption by primary energy source.	70-71
EN4	Indirect energy consumption by primary source.	70-71
EN5	Energy saved due to conservation and efficiency improvements.	70-71
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	70-71
Water		
EN8	Total water withdrawal by source.	70-71
Products and services		
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	70-71
Compliance		
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	70

Social: Labour practices and decent work

Performance indicator	Description	Page
Employment		
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	62-67
Labour/management relations		
LA4	Percentage of employees covered by collective bargaining agreements.	66
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	66
Training and education		
LA10	Average hours of training per year per employee by gender, and by employee category.	66
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	62

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Standard Disclosures Part III: Performance Indicators (cont'd)

Social: Labour practices and decent work (cont'd)

Performance indicator	Description	Page
Diversity and equal opportunity		
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	24-27, 62-67

Social: Human rights

Performance indicator	Description	Page
Non-discrimination		
HR4	Total number of incidents of discrimination and actions taken.	62
Freedom of association and collective bargaining		
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	66
Child labour		
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour.	66

Forced and compulsory labour

HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour.	66
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Social: Society

Performance indicator	Description	Page
Anti-competitive behavior		
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.	59

Compliance

SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	59
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Social: Product responsibility

Performance indicator	Description	Page
Product and service labelling		
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	60
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	60

Marketing communications

PR6	Programmes for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	59-60
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Standard Disclosures Part III: Performance indicators (cont'd)

Social: Product responsibility (cont'd)

Performance indicator	Description	Page
Customer privacy		
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	60
Compliance		
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	59

Telecom Sector Indicators

Internal operations

Performance indicator	Description	Page
Investment		
IO1	Capital investment in telecommunication network infrastructure broken down by country/region.	58

Health and safety

IO3	Practices to ensure health and safety of field personnel involved in the installation, operation and maintenance of masts, base stations, laying cables and other outside plant. Related health and safety issues include working at heights, electric shock, exposure to electro-magnetic fields and radio frequency fields, and exposure to hazardous chemicals.	60
IO5	Compliance with ICNIRP (International Commission on Non-Ionising Radiation Protection) guidelines on exposure to radiofrequency (RF) emissions from base stations.	60

Providing access

Performance indicator	Description	Page
Access to telecommunication products and services: Bridging the digital divide		
PA2	Policies and practices to overcome barriers for access and use of telecommunications products and services including: language, culture, illiteracy, and lack of education, income, disabilities, and age. Include an explanation of business models applied.	59
PA3	Policies and practices to ensure availability and reliability of telecommunications products and services and quantify, where possible, for specified time periods and locations of down time.	11, 19, 58-59
PA4	Quantify the level of availability of telecommunications products and services in areas where the organisation operates.	14-19