



# MATERIAL ISSUES

SUSTAINABILITY REPORT

**Stakeholder feedback is reviewed and addressed by relevant functional personnel. Issues that are strategically important to our business are subsequently integrated into our corporate strategy, and form the basis for our Sustainability focus areas and related initiatives.**

These material issues are monitored closely and regularly reported to the senior management team and Board of Directors.

Our materiality assessment is conducted based on a methodology developed by the Global Reporting Initiative (GRI). This methodology is also closely linked to the AA1000 Accountability Principles (2008) developed by AccountAbility. The process of identifying our most material sustainability issues has been structured into three main stages, namely

- I. Identification (Interviews with internal and external stakeholders),
- II. Prioritisation (Evaluate the importance of sustainability issues) and
- III. Validation (Ensure a common understanding of material issues).

Our material issues are aligned with materiality of Telenor Group. Issues identified at Group level is assessed and prioritised according to our operational contexts, corporate strategy and stakeholders. In 2014, new and emerging material issues have been identified following our assessment. These topics have been discussed in previous reports but not identified as a stand-alone material issue.

## DiGi Materiality

IMPORTANCE TO EXTERNAL STAKEHOLDERS	High	Digital responsibility Enabling services	Corporate governance Service reliability and quality Ethics and anti-corruption Sustainable supply chain	
	Medium	EMF Waste management Diversity in workforce	Internet for all Our employees Energy efficiency Innovation Licences Data security and privacy Human Rights	
	Low	Tax		
		Low	Medium	High
		IMPORTANCE TO DiGi		

### New and emerging material issues

Human rights	Operations respect human rights in line with the United Nations Principles of Business and Human Rights.
Data Security and Privacy	Personal information and data of our subscribers are protected and not abused.
Ethics and anti-corruption*	Alignment and compliance with values of Telenor Way and increased focus following a case of attempted bribery by a supplier.
Innovation	Development of innovative processes and affordable product bundling through partnerships that Internet for all.
Sustainable supply chain*	Increased focus on health and safety compliance in our supply chain following one fatality in third tier supplier.

\*Increased in importance in materiality matrix

STAKEHOLDER EXPECTATIONS	POLICY MAKERS	CUSTOMERS	EMPLOYEES	INVESTORS	BUSINESS PARTNERS	MEDIA	COMMUNITY AND NGOS	LINK TO CORPORATE STRATEGY	FOCUS AREAS
Digital Inclusion	●	●	●	●	●	●	●	Internet For All mission	Empowerment Through Connectivity
Network Coverage	●	●	●	●	●	●	●	Loved by customers	
Industry Development	●			●		●		Drive & set industry standards	
Community Development	●		●			●	●	Most engaged corporate citizen	
Quality of Service	●	●	●	●	●	●	●	Loved by customers	
Climate Change					●		●	Smartest use of network & IT assets	Climate Change and Environment
Green ICT					●		●		
People Management	●		●	●				Passionate Employees	Passionate Employees
Health, Safety, Security & Environment			●	●	●				
Code of Conduct			●	●					
DiGi Values			●						
Corporate Governance	●		●	●	●	●	●		
Supply Chain Governance				●	●	●	●		
Consumer Interests (RF, Privacy, Customer Service)	●	●	●	●		●	●	Loved by customers	



**GOVERNANCE**



**STAKEHOLDER ENGAGEMENT**



**MATERIAL ISSUES**



VISION, MISSION AND VALUES



CEO'S MESSAGE



APPROACH



STRATEGY



FOCUS AREAS



PERFORMANCE



ACCOLADES



ABOUT THIS REPORT

- ▶ Governance
- ▶ Stakeholder Engagement
- ▶ Material Issues

- ▶ Empowerment Through Connectivity
- ▶ Ethical and Responsible Business
- ▶ Passionate Employees
- ▶ Climate Change and Environment

- ▶ Performance Indicators
  - Empowerment Through Connectivity
  - Ethical and Responsible Business
  - Passionate Employees
  - Climate Change and Environment
- ▶ Progress vs Targets

- ▶ GRI
- ▶ UNGC
- ▶ Glossary
- ▶ Assurance Statement

