

# Nokia Siemens Networks GRI Index 2010

Nokia Siemens Networks Sustainability report 2010 is aligned with Global Reporting Initiative's (GRI) G3 Sustainability Reporting Guidelines. We have self-declared our reporting to be Application Level B+. PricewaterhouseCoopers Oy has checked our reporting and has confirmed it to be Application Level B+.\*

The Nokia Siemens Networks Sustainability report 2010 can be found on our website at:  
[www.nokiasiemensnetworks.com/sustainabilityreporting](http://www.nokiasiemensnetworks.com/sustainabilityreporting)

GRI guideline item		Inclusion	Location
<b>Strategy and analysis</b>			
1.1	Core	Statement from the most senior decision maker, about the relevance of sustainability to the organization and its strategy.	Yes Message from the CEO [report page 4]
1.2	Core	Description of key impacts, risks and opportunities.	Yes Managing sustainability [report page 6]
<b>Profile – most items are available on the corporate website</b>			
2.1		Name of the organization.	Yes Who we are and what we do [report page 5]
2.2		Primary brands, products, and/or services.	Yes Portfolio [company website] Who we are and what we do [report page 5]
2.3		Operational structure of the organization, including main divisions, operating companies, subsidiaries and joint ventures.	Yes Who we are and what we do [report page 5] About Nokia Siemens Networks [company website] Nokia Siemens Networks global presence [company website]
2.4		Location of organization's headquarters.	Yes Nokia Siemens Networks contacts [company website]
2.5		Number of countries where organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Yes Nokia Siemens Networks contacts [company website]
2.6		Nature of ownership and legal form.	Yes Nokia Siemens Networks is a privately held company. Financial results are consolidated into Nokia's accounts. [company website]
2.7		Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries).	Yes About Nokia Siemens Networks [company website] Who we are and what we do [report page 5]
2.8		Scale of the reporting organization including: <ul style="list-style-type: none"> <li>• Number of employees</li> <li>• Net sales</li> <li>• Total capitalisation broken down in terms of debt and equity; and</li> <li>• Quantity of products or services provided</li> </ul>	Yes Who we are and what we do [report page 5] Employees [report page 36] Company financials [company website]
2.9		Significant changes during the reporting period.	Yes About this report [report page 3]
2.10		Awards received in the reporting period.	Yes Awards [company website] Who we are and what we do [report page 5] Environmental impacts of our products and services [report page 10] Environmental impacts of our operations [report page 16] Health safety and labor conditions [report page 33]
<b>Report Parameters</b>			
3.1		Reporting period for information provided.	Yes About this report [report 3] Sustainability/Reporting [company website]
3.2		Date of most recent previous report.	Yes Sustainability/Reporting [company website]
3.3		Reporting cycle.	Yes Sustainability/Reporting [company website]
3.4		Contact point for questions regarding the report or its contents.	Yes <a href="mailto:sustainability.global@nsn.com">sustainability.global@nsn.com</a> About this report [report page 3]

\* Selected indicators have been assured by PricewaterhouseCoopers Oy as part of their assurance of Nokia's and Nokia Siemens Networks' sustainability reporting. These are identified in the [Data summary document](#) with \*.

GRI guideline item		Inclusion	Location
Report scope and boundary			
3.5	Process for defining report content.	Yes	About this report [report page 3] Managing sustainability [report page 6]
3.6	Boundary of the report.	Yes	About this report [report page 3]
3.7	State any specific limitations on the scope or boundary of the report.	Yes	About this report [report page 3]
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.	Yes	No significant changes affecting comparability.
3.9	Data measurement techniques and the bases of calculations.	Yes	Environmental impacts of our operations [report page 16]
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement.	Yes	Environmental impacts of our operations [report page 16]
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.	Yes	About this report [report page 3] Environmental impacts of our operations [report page 16] Health, safety and labor conditions [report page 33]
GRI content index			
3.12	Table identifying the location of the Standard disclosures in the report.	Yes	This GRI Index
Assurance			
3.13	Policy and current practice with regard to seeking external assurance.	Yes	About this report [report page 3]
Governance, Commitments and Engagement			
Governance			
4.1	Governance structure of the organization.	Yes	Executive Management team [ <a href="#">company website</a> ] Board of Directors [ <a href="#">company website</a> ]
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Yes	Board of Directors [ <a href="#">company website</a> ]
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Not applicable (privately held company)	Nokia Siemens Networks Board of Directors consists of Nokia and Siemens representatives. The highest governance body is considered to be Nokia Board, see Nokia's governance practices [ <a href="#">Nokia Form 20-F</a> ].
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Yes	Sustainability/Our approach/ Stakeholder engagement [ <a href="#">website</a> ] Managing sustainability [report page 6] Sustainability/Employees/ Stakeholder engagement [ <a href="#">website</a> ] Employees [report page 33]
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements) and the organisation's performance (including social & environmental performance.)	Yes	The highest governance body is considered to be Nokia Board, see Nokia's governance practices [ <a href="#">Nokia Form 20-F</a> ].
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Yes	Code of Conduct applies to all NSN board members as well. Sustainability/Our approach/Code of Conduct [ <a href="#">website</a> ] [ <a href="#">Nokia Form 20-F</a> ].
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental and social topics.	Yes	The highest governance body is considered to be Nokia Board, see Nokia's governance practices, [ <a href="#">Nokia Form 20-F</a> ]. Board Of Directors has not appointed a member specifically assigned to Sustainability issues, but look to the NSN Sustainability Steering Group for related expertise. Managing sustainability [report page 6]
4.8	Internally developed statements of mission or values, codes of conduct, and principles.	Yes	Our approach [ <a href="#">website</a> ]
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental and social performance.	Yes	Managing sustainability [report page 6] [ <a href="#">Nokia Form 20-F</a> ].
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Yes	[ <a href="#">Nokia Form 20-F</a> ].

GRI guideline item			Inclusion	Location
<b>Commitments to external initiatives</b>				
4.11		Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Yes	In the area of sustainability, we follow the precautionary principle, especially in the areas involving environmental risks.  Environmental impact of our products and services [report page 10]  Sustainability/Environment/Minimizing product impacts [website]  Safety, health and labor conditions [Report page 33]  Sustainability/Safety, health and labor conditions [website]  Suppliers [Report page 26]  Sustainability/Suppliers [website]
4.12		Externally developed economic, environmental, and social charters, principles or other initiatives to which the organization subscribes or endorses.	Yes	Who we are and what we do [report page 5]  Ethics and human rights [Website]  Health, safety and labor conditions/Labor conditions [Website]
4.13		Members in associations and/or national/international advocacy organizations.	Yes	Nokia Siemens Networks is a member of:  <ul style="list-style-type: none"> <li>Digital Europe's ICT for Energy Efficiency Working Group</li> <li>Mobile Manufacturers Forum</li> <li>European Telecommunications Network Operators' Association Sustainability Working Group</li> <li>Global e-Sustainability Initiative</li> <li>WWF Climate Savers program</li> </ul>
<b>Stakeholder engagement</b>				
4.14		List of stakeholder groups engaged by the organization.	Yes	Managing sustainability [report page 6]  Approach/Stakeholder engagement [website]
4.15		Basis for identification and selection of stakeholders with whom to engage.	Yes	Managing sustainability [report page 6]  Approach/Stakeholder engagement [website]
4.16		Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Yes	Managing sustainability [report page 6]  Employees [report page 36]  Suppliers [report page 26]  Approach/Stakeholder engagement [website]
4.17		Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded.	Yes	Managing sustainability [report page 6]  Ethics and human rights [report page 21]
<b>Performance: Economic</b>				
<b>Disclosure on Management approach</b>				
		Organization-wide goals.	Yes	Our approach [website]  Connectivity and development [report page 8]
		Brief, organization-wide policy (or policies) that defines the organization's overall commitment.	Yes	Connectivity and development [report page 8]
		Additional relevant information.	Yes	Connectivity and development [report page 8]
<b>Economic Performance indicators</b>				
<b>Economic Performance</b>				
EC1	Core	Direct economic value generated and distributed.	Partial	Nokia Siemens Networks is fully consolidated by Nokia Corporation in its financial statements. [Nokia Form 20-F.]
EC2	Core	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Yes	Environmental impact of our product and services [report page 10]  Sustainability/Environment/ Maximizing positive impacts [website]  Sustainability/Environment/Minimizing product impacts [website]
EC3	Core	Coverage of the organization's defined benefit plan obligations.	No	
EC4	Core	Significant financial assistance received from government.	No	
<b>Market Presence</b>				
EC5	Additional	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	No	

GRI guideline item			Inclusion	Location
EC6	Core	Policy, practices, and proportion of spending on locally based suppliers at significant locations of operation.	No	
EC7	Core	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	No	
Indirect Economic Impacts				
EC8	Core	Development and impact of infrastructure investments and services.	Yes	Connectivity and development [Report page 8]
EC9	Additional	Understanding and describing significant indirect economic impacts.	Yes	Connectivity and development [Report page 8]
Performance: Environmental				
Disclosure on Management approach				
		Organization-wide goals regarding environmental performance.	Yes	Our approach [ <a href="#">website</a> ] Sustainability/Environmental impact of our product and services [report page 10] Environmental impact of our operations [report page 16] Sustainability/Environment [ <a href="#">website</a> ]
		Brief, organization-wide policy (or policies) that defines the organization's overall environmental commitment.	Yes	Sustainability/Our approach/Policies [ <a href="#">website</a> ] Sustainability/Environment/Minimizing impacts of our operations/Environmental management [ <a href="#">website</a> ]
		The most senior position with operational responsibility for environmental aspects.	Yes	Managing sustainability [report page 6]
		Procedures related to training and raising awareness.	Yes	Environmental impacts of our operations [report page 16] Sustainability/Environment/Minimizing impacts of our operations [ <a href="#">website</a> ]
		Procedures related to monitoring and corrective and preventive actions, including those related to the supply chain.	Yes	Sustainability/Environmental management [ <a href="#">website</a> ] Suppliers [report page 26] Sustainability/Suppliers [ <a href="#">website</a> ]
		Additional relevant information.	Yes	Environmental impacts of our operations [report page 16] Sustainability/Environment [ <a href="#">website</a> ]
<b>Environmental Performance indicators</b>				
Materials				
EN1	Core	Materials used by weight or volume.	No	
EN2	Core	Percentage of materials used that are recycled input materials.	No	
Energy				
EN3	Core	Direct energy consumption by primary energy source.	Partial	Environmental impacts of our operations [report page 16]
EN4	Core	Indirect energy consumption by primary source.	Partial	Environment impacts of our operations [report page 16]
EN5	Additional	Energy saved due to conservation and efficiency improvements.	Yes	Environment impacts of our operations [report page 16]
EN6	Additional	Initiatives to provide energy-efficient or renewable-based products and services, and reductions in energy requirements.	Yes	Environmental impact of our products and services [report page 10]
EN7	Additional	Initiatives to reduce indirect energy consumption and reductions achieved.	Yes	Environmental impacts of our operations [report page 16]
Water				
EN8	Core	Total water withdrawal by source.	Yes	Environmental impacts of our operations [report page 16]
EN9		Water sources significantly affected by withdrawal of water.	No	Not material
EN10		Percentage and total water volume of water recycled and reused.	No	Not material
Biodiversity				
EN11	Core	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity outside protected areas.	No	Not material
EN12	Core	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	No	Not material

GRI guideline item			Inclusion	Location
EN13	Additional	Habitats protected or restored.	No	Not material
EN14	Additional	Strategies, current actions and future plans for managing impacts on biodiversity.	No	Not material
EN15	Additional	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	No	Not material
Emissions, effluents and waste				
EN16	Core	Total direct and indirect greenhouse gas emissions by weight.	Yes	Environmental impacts of our operations [report page 16]
EN17	Core	Other relevant indirect greenhouse gas emissions by weight.	Yes	Environmental impacts of our operations [report page 16]
EN18	Additional	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Yes	Environmental impacts of our operations [report page 16]
EN19	Core	Emissions of ozone-depleting substances by weight.	Yes	Environmental impacts of our operations [report page 16]
EN20	Core	NO <sub>x</sub> , SO <sub>x</sub> and other significant air emissions by type and weight.	Partial	Global warming impact of CH <sub>4</sub> and N <sub>2</sub> O emissions are reported as part of the total CO <sub>2</sub> emissions. [report page 16]
EN21	Core	Total water discharged by quality and destination.	No	Not material
EN22	Core	Total weight of waste by type and disposal method.	Yes	Environmental impacts of our operations [report page 16]
EN23	Core	Total number and volume of significant spills.	Yes	No significant spills to report in 2010.
EN24	Additional	Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	No	
EN25	Additional	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected but the reporting organisation's discharges of water and runoff.	No	Not material
Products and services				
EN26	Core	Initiatives to mitigate environmental impacts of products and services.	Yes	Environmental impact of our products and services [report page 10] Sustainability/Environment/Minimizing product impacts [website]
EN27	Core	Percentage of products sold and their packaging materials that are reclaimed by category.	Partial	Environmental impact of our products and services [report page 10]
Compliance				
EN28	Core	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Yes	No significant fines to report.
Transport				
EN29	Additional	Significant environmental impacts of transport.	Yes	Environmental impacts of our operations [report page 16]
Overall				
EN30	Additional	Total environmental protection expenditures and investments by type.	No	
Performance: Labour Practices and Decent work				
Disclosure on management approach				
		Organization-wide goals.	Yes	Health, safety and labor conditions [report page 33] Sustainability/Health, safety and labor conditions [website]
		Brief, organization-wide policy (or policies).	Yes	Sustainability/Our approach/Policies [website]
		Training and raising awareness in relation to the labor aspects.	Yes	Suppliers [report page 26] Ethics and human rights [report page 21] Health, safety and labor conditions [report page 33] Sustainability/Health, safety and labor conditions [website]
		Procedures related to monitoring and corrective and preventive actions.	Yes	Health, safety and labor conditions [report page 33] Sustainability/ Health, safety and labor conditions [website] Suppliers [report page 26] Sustainability/suppliers [website]
		Additional relevant information.	Yes	Health, safety and labor conditions [report page 33] Sustainability/suppliers [website]

GRI guideline item			Inclusion	Location
<b>Labour Practices and Decent Work Performance Indicators</b>				
Employment				
LA1	Core	Total workforce by employment type, employment contract and region.	Yes	Employees [report page 36]
LA2	Core	Total number and rate of employee turnover by age group, gender and region.	Partial	Employees [report page 36]
LA3	Additional	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	No	
Labour/management relations				
LA4	Core	Percentage of employees covered by collective bargaining agreements.	Partial	<p>Nokia Siemens Networks has production facilities in four countries - Finland, Germany, India and China. We respect employees' right to assembly and collective bargaining, and recognize local works councils in the countries where they exist.</p> <p>In Finland and Germany all employees are covered by country-wide collective bargaining agreements, signed between employee unions and employer associations.</p> <p>In India, 10% of our employees in our Kolkata factory are covered by collective bargaining agreements. Both our Kolkata and Chennai factories have operational workers committees in place who meet monthly with management to address employee welfare issues.</p> <p>In China, employees in our Shanghai production factory are covered by collective bargaining agreements. There are also trade unions in our factories in Shanghai, Beijing and Suzhou.</p>
LA5	Core	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	No	These are country-specific.
Occupational health and safety				
LA6	Additional	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes.	No	
LA7	Core	Rates of injury, occupational diseases, lost days, absenteeism, and number of work related fatalities by region.	Yes	<p>Health, safety and labor conditions [Report page 33]</p> <p>Our illness and injury rates are the material indicators of our Health and Safety performance in areas of risk.</p>
LA8	Core	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases.	No	
LA9	Additional	Health and safety topics covered in formal agreements with trade unions.	No	
Training and education				
LA10	Core	Average hours of training per year per employee by employee category.	Partial	Employees [Report page 36]
LA11	Additional	Programmes for skills management and lifelong learning.	Yes	Employees [Report page 36]
LA12	Additional	Percentage of employees receiving regular performance and career development reviews.	Yes	Employees [Report page 36]
Diversity and equal opportunity				
LA13	Core	Composition of governance bodies and breakdown of employees per category.	Partial	Employees [Report page 36]
LA14	Core	Ratio of basic salary of men to women by employee category.	No	We are committed to equal pay for equal skill and level of responsibility irrespective of e.g. the employee's gender and nationality. We monitor compensation as normal business practice within business units and functions in order to ascertain fair compensation throughout the entire organization. Furthermore, in line with gender balance focus for 2011, we have guided line managers to pay added attention to fair compensation between genders.
<b>Performance: Human rights</b>				
Disclosure on management approach				
		Organization-wide goals relevant to human rights aspects.	Yes	<p>Ethics and human rights [report page 21]</p> <p>Ethics and human rights [website]</p>
		Brief, organization-wide policy (or policies).	Yes	<p>Sustainability/Our approach/Policies [website]</p> <p>Ethics and human rights [report page 21]</p>
		The most senior position with operational responsibility for human rights.	Yes	Managing sustainability [report page 6]

GRI guideline item			Inclusion	Location
		Procedures related to training and raising awareness.	Yes	Ethics and human rights [report page 21]
		Monitoring and corrective and preventive actions.	Yes	Ethics and human rights [report page 21] Suppliers [report page 26]
<b>Human rights indicators</b>				
Investment and procurement activities				
HR1	Core	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Yes	No significant investments.
HR2	Core	Percentage of significant suppliers and contractors that have undergone screening on human rights.	Partial	Suppliers [report page 26]
HR3	Additional	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees that are trained.	Partial	Ethics and human rights [report page 21]
Non-discrimination				
HR4	Core	Total number of incidents of discrimination and actions taken.	Yes	2 of the 147 investigations by our Ethics & Compliance Office related to discrimination. Cases were resolved satisfactorily and in accordance to the Code of Conduct. Ethics and human rights [report page 21] Suppliers [report page 26]
Freedom of Association and Collective Bargaining				
HR5	Core	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	Yes	Suppliers [report page 26]
Child Labour				
HR6	Core	Operations identified as having a significant risk for incidents of child labour, and measures taken to contribute to the elimination of forced or compulsory labour.	Yes	Suppliers [report page 26]
Forced and Compulsory Labour				
HR7	Core	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour.	Yes	Suppliers [report page 26]
HR8	Additional	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	No	
Indigenous rights				
HR9	Additional	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not applicable	
<b>Performance: Society</b>				
Disclosure on management approach				
		Organization-wide goals relevant to the society aspects.	Yes	Connectivity and development [report page 8] Community [report page 41]
		Brief, organization-wide policy (or policies) relating to the society aspects.	Yes	Sustainability/Connectivity and development [ <a href="#">website</a> ] Community [report page 41]
		The most senior position with operational responsibility for society aspects.	Yes	Managing sustainability [report page 6]
		Procedures related to training and raising awareness in relation to the society aspects.	Partial	Connectivity and development [report page 8]
		Additional relevant information.	Partial	Connectivity and development [report page 8]
<b>Society performance indicators</b>				
Community				
SO1	Core	Nature, scope and effectiveness of any programs and practices that assess and manage the impacts of operations on communities.	Partial	Connectivity and development [report page 8]
Corruption				
SO2	Core	Percentage and total number of business units analysed for risks related to corruption.	No	
SO3	Core	Percentage of employees trained in organization's anti-corruption policies and procedures.	Yes	Ethics and human rights [report page 21]
SO4	Core	Actions taken in response to incidents of corruption.	Yes	Ethics and human rights [report page 21]



GRI guideline item			Inclusion	Location
Public policy				
SO5	Core	Public policy positions and participation in public policy development and lobbying.	Yes	Connectivity and development [report page 8] Sustainability/ Connectivity and development [ <a href="#">website</a> ] Sustainability/Our approach/Stakeholder engagement [ <a href="#">website</a> ]
SO6	Additional	Total value of financial and in-kind contributions to political parties, politicians and related institutions by country.	Yes	Nokia Siemens Networks does not provide financial support to political parties or other political groups.
Anti-competitive behaviour				
SO7	Additional	Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes.	No	
Compliance				
SO8	Core	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Yes	No significant fines to report.
Performance: Product responsibility				
Disclosure on management approach				
		Organization-wide goals regarding product responsibility aspects.	Yes	Sustainability/Radio waves and health [ <a href="#">website</a> ] Environmental impacts of our products and services [report page 10] Sustainability/Environment/Maximizing product impacts [ <a href="#">website</a> ] Sustainability/Environment/Minimizing products impacts [ <a href="#">website</a> ] Ethics and human rights [report page 21]
		Brief, organization-wide policy (or policies) relating to the product responsibility aspects.	Yes	Ethics and human rights [report page 21] Approach/policies [ <a href="#">website</a> ]
		The most senior position with operational responsibility for product responsibility aspects.	Yes	Managing sustainability [report page 6]
		Additional relevant information.	Yes	Sustainability/Environment [ <a href="#">website</a> ] Sustainability/Radio waves and health [ <a href="#">website</a> ] Ethics and human rights [report page 21]
<b>Product responsibility Performance indicators</b>				
Customer Health and Safety				
PR1	Core	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Partial	Sustainability/Radio waves and health [ <a href="#">website</a> ]
PR2	Additional	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and service during their life cycle, by type of outcomes.	No	
Product and service labelling				
PR3	Core	Type of product and service information required by procedures, and percentage of significant products and service subject to such information requirements.	No	
PR4	Additional	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	No	
PR5	Additional	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	No	
Marketing Communications				
PR6	Core	Programmes for adherence to laws, standards and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship.	Not applicable	
PR7	Additional	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Not applicable	
Customer Privacy				
PR8	Additional	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	No	
Compliance				
PR9	Core	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Yes	No significant fines to report.



GRI guideline item		Inclusion	Location
<b>Telecommunications Sector Specific Indicators</b>			
<b>Internal Operations</b>			
<b>Investment</b>			
IO1	Capital investment in telecommunication network infrastructure broken down by country/region.	Not applicable	
IO2	Costs for service providers when extending service to geographic locations/ low-income groups.	Not applicable	
<b>Health and Safety</b>			
IO3	Practices to ensure health and safety of field personnel.	Yes	Health, Safety and Labor conditions [report page 33]
IO4	Compliance with ICNIRP guidelines on exposure to RF emissions from handsets.	Not applicable	
IO5	Compliance with ICNIRP standards on exposure to RF emissions from base stations.	Yes	Sustainability/Radio waves and health [website]
IO6	Policies and practices with respect to Specific Absorption Rate (SAR) of handsets.	Not applicable	
<b>Infrastructure</b>			
IO7	Policies and practices on the siting of masts and transmission sites including stakeholder consultation, site sharing, and initiatives to reduce visual impacts. Describe approach to evaluate consultations and quantify where possible.	Not applicable	
IO8	Number and percentage of stand-alone sites, shared sites, and sites on existing structures.	Not applicable	
<b>Providing Access</b>			
<b>Access to Telecommunication Products and Services: Bridging the Digital Divide</b>			
PA1	Policies and practices to enable the deployment of telecommunications infrastructure.	Partial	Connectivity and development [report page 8]
PA2	Policies and practices to overcome barriers for access and use of telecommunication products and services.	Yes	Connectivity and development [report page 8]
PA3	Policies and practices to ensure availability and reliability of telecommunication products and services.	Yes	Connectivity and development [report page 8]
PA5	Number/type of telecommunication products and services used by low or no income sectors.	Partial	Connectivity and development [report page 8]
PA6	Programs to provide/maintain telecommunication products and services in emergency/disaster.	Yes	Community [report page 41]
<b>Access to Content</b>			
PA7	Manage human rights issues relating to access and use of telecommunications products and services.	Yes	Ethics and human rights [report page 21]
<b>Customer Relations</b>			
PA8	Policies/practices to publicly communicate on EMF related issues.	Yes	Sustainability/Radio waves and health [website]
PA9	Total amount invested in programmes and activities in electromagnetic field research.	Partial	We invest in research and communications on EMF through our membership of the Mobile Manufacturers Forum.
PA10	Initiatives to ensure clarity of charges and tariffs.	Not applicable	
PA11	Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost effective, and environmentally preferable use.	Yes	Environmental impact of our products and services [report page 10]
<b>Technology Applications</b>			
<b>Resource efficiency</b>			
TA1	Examples of resource efficiency of telecommunication products and services.	Yes	Environmental impact of our products and services [report page 10] Sustainability/Environment/Minimizing product impacts [website]
TA2	Examples of telecommunication products, services and applications with potential to replace physical objects.	Yes	Environmental impact of products and services [report page 10]
TA3	Transport and resource change of use of TA2 examples.	Partial	Environmental impact of products and services [report page 10]
TA4	Disclose any estimates of the rebound effect (indirect consequences) of customer use of the products and services listed above, and lessons learned for future development.	Not applicable	
TA5	Description of practices relating to intellectual property rights and open source technologies.	No	