

# Annual Sustainability Report

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**Better  
connected  
living**



## CEO message

Dear Reader,

Once again, I have the pleasure of addressing you from the pages of Telia Lietuva Sustainability Report 2021. Detailed goals that we have put for ourselves and steps that we took to meet them follow shortly, but first a couple of things I'd like to share with you before you dive into reading.

Here at Telia Lietuva we've come a long way from the first time sustainability was introduced as one of our key corporate values. Yet, we always question ourselves, what meaning we attach to it today? What form will it take tomorrow? Where we will go from being carbon neutral, gender equality aware and conscious of minority rights? These questions and goals to be attained are the inseparable companions of our everyday life. And not only at Telia. Indeed, sustainability is important for our employees, for our private and business customers, for our partners and suppliers. In my opinion, this is a huge leap while being on this important journey – that we come closer and move together for shared goals.

I guess that it is within our human nature to question the meaning we attach to the sustainability. It illustrates that awareness is on the march, understanding becomes widespread. However, certain points must be made. Sustainability is not only about environment, about reducing our carbon footprints and making our planet greener.

Sustainability is about our society as well. COVID-19 pandemic has taught us how important is digital inclusion. We at Telia view it is a necessity for more humane, more advanced and more harmonious society. Without ensuring that nobody's left behind during our digital journey we risk ending up with two parallel societies.

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There are things I could mention here that Telia has done during the last year to minimize this risk to the extent of our capabilities. We introduced first platform of this kind – Telia Smart Family, took part again at the Fifth Season of Women Go Tech, number of Lithuanian schoolchildren attending Telia Safe Internet lessons reached almost 87 thousand.

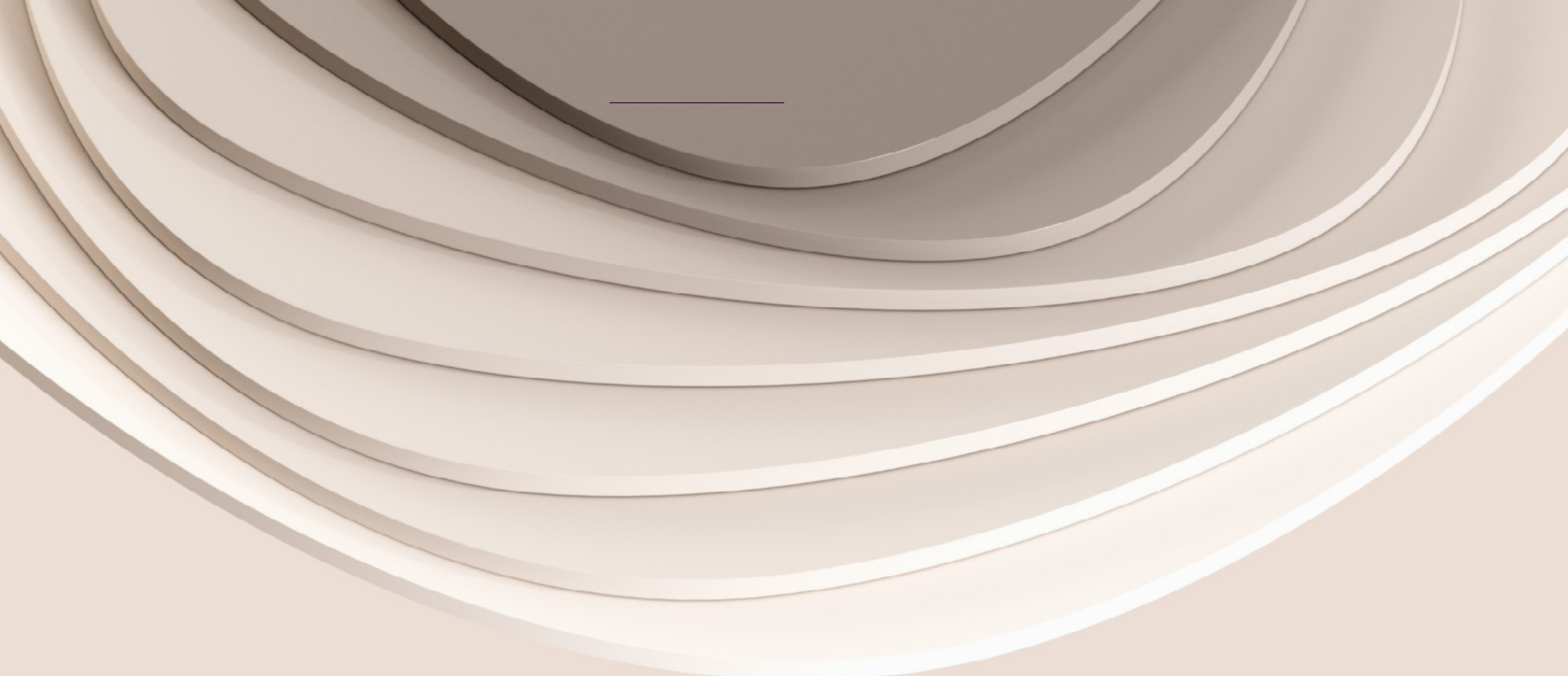
And, still, there is always more to be done. While we should be happy that sustainability is becoming more and more of a byword among our teammates, our clients and our partners, we should always ask ourselves – what about beyond them? Is it a byword only among sustainability believers in Vilnius and other major Lithuania cities? And how we could engage parts of the society which have not yet involved itself into the topic? How we can reach out to them, preoccupied with other pressing issues, and bring them onboard to our sustainability journey?

**At the end of the day, we are all on the same ship. And the ship sails towards the ultimate goal of our service to the people and the planet – better connected living.**

How to do it? As Peter Drucker once said, the best way to predict the future is to create it. This is what I wish us all – to create the grand picture from innumerable small pieces. Created by all, shared by all, enjoyed by all.

**Dan Stromberg,**  
CEO of Telia Lietuva





# **Our activities & sustainability**

# What is Telia Lietuva?

We are Telia Lietuva, the largest telecommunications company in Lithuania. By combining fixed and mobile connection, we provide people and businesses with the most advanced telecommunications, TV and IT services and solutions.

We provide services to residents, businesses, the public sector and other organizations and institutions throughout Lithuania. We are also a service provider to other local and international telecommunications operators.

**The company's market share by revenue was 38.4% in Q4 of 2021.**

We are a part of the international [Telia Company Group](#), operating in the Nordic and Baltic countries. By working together, sharing experiences and ideas, we provide millions of customers in seven countries with more opportunities and quality.

Telia Lietuva shares have been traded on the [Nasdaq Vilnius](#) (symbol – TEL1L).

The Communications Regulatory Authority (RRT) has declared Telia Lietuva and its related legal entities as an operator having a significant impact in six markets.

Together with other operators Bitė Lietuva and Tele2, we have established the not for profit organisation VšĮ Numerio Perkėlimas in Lithuania, which administers a central database for ensuring telephone number portability in Lithuania (50% of which is owned by Telia and 25% - by other founders).

Our head office is located at Saltoniškių str. 7A, Vilnius, and our other offices are in Kaunas and Šiauliai.



# What is Telia Company?

Telia Company is one of the largest developers and providers of integrated telecommunications services in Northern European countries. Its companies provide services in 7 markets, including Sweden, Denmark, Norway, Finland, Estonia, Latvia and Lithuania.

Telia Company has

> 20 000 employees

Its sales revenue in 2021 was

€ 8.35 billion

Service recipients

25 million

We provide



Mobile voice and data



Fixed voice and data



TV and streaming



ICT services



Media advertising

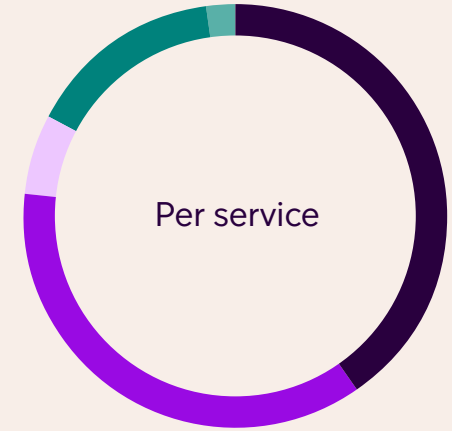
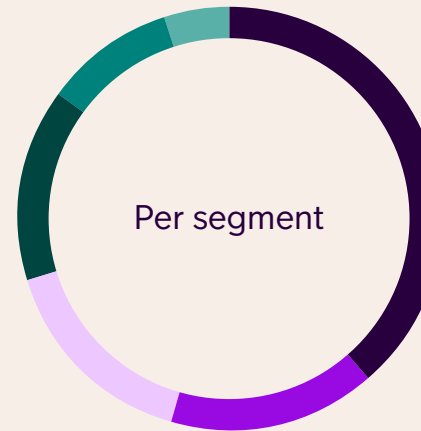


Devices



Value added services

Net sales 2021: EUR 8.35 billion



Sweden 39%
  LED 15%
  Mobile 40%
  TV and Media 10%
  Fixed 36%
  Equipment 15%
  Norway 16%
  Other 4%
  Advertising 6%
  Other 3%

Market	Position			Brands
	Mobile	Fixed	TV	
Sweden	#1	#1	#2	Telia, C MORE, halebop, fello
Finland	#2	#2	#3	Telia, C MORE, me
Norway	#2	#2	#2	Telia, phonero, C MORE, neCall, EMI
Denmark	#3	#5	#4	Telia, CALL ME, C MORE, MMT
Lithuania	#2	#1	#1	Telia, ezy
Estonia	#1	#1	#2	Telia, diil, star
Latvia	#1	n/a	n/a	Telia, lmi



# Our values

All Telia employees follow the 3 core values in their work:



## DARE – we dare

**to create innovation:** we share ideas, dare to take risks and are constantly learning.

**to lead:** we are committed to our customers and demanding of ourselves.

**to be open:** we express our opinions and talk about things we care.

## CARE – we care

**about our customers:** we offer solutions that meet their needs.

**about each other:** we respect, support each other and are honest.

**about our world:** we work and act responsibly, in accordance with standards of ethics.

## SIMPLIFY – we simplify

**implementation:** we make results-oriented decisions and implement them quickly.

**teamwork:** we communicate openly, collaborate actively and share knowledge.

**our activities:** we are responsible for more efficient processes.

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# Membership in organizations

We participate in the activities of the following Lithuanian and international organizations:

● Association Investors' Forum

● Swedish Chamber of Commerce in Lithuania

● Association Baltic Institute of Corporation Governance

● Association Infobalt

● GSM Association

● "Baltoji banga" (eng. "Clear Wave") Initiative  
(Telia is also one of the initiators of the initiative)

● ISACA

● Sustainable Business Association of Lithuania

● Association of Data Protection Officers of Lithuania

● Lithuanian Marketing Association

● Association of Mažeikiai Entrepreneurs

● Panevėžys Chamber of Commerce, Industry and Crafts

● Association of Personnel Management Professionals

● Šiauliai Chamber of Commerce, Industry and Crafts

● Association of Entrepreneurs of Tauragė County

● Association of Internal Auditors

● Vilnius Chamber of Commerce, Industry and Crafts

# What did the year 2021 bring us?

Revenue –



**€ 420.8 million**

Investments –



**~ € 94 million**

which is 74% more than in 2020

The company's market capitalization was above

**€ 1 billion**

all year round

The share price increased by

**11.8 %**

per year

Mobile network upgrade – Ericsson equipment was installed on more than 450 base stations



Internet speed record: mobile Internet speed in Telia's network –

**104.5 Mb/s**

**5G** testing + 5G is available to Telia's customers in Scandinavia and Estonia

Telia Lietuva mobile network is

**No. 8 in Europe**

We were the first in the market to introduce refurbished phones



Women and men account for equal share of 50%



Every second call in Telia network is VoLTE



We joined the international initiative Eco Rating



All contracts are digital only



Renovation of the 30 largest outlets, which took two years, was completed



# Awards

- ▶ Most environmentally friendly company in the large enterprise category (National Responsible Business Awards in 2021)
- ▶ Most sustainable telecommunications company in Lithuania (Sustainable Brand Index™ in 2021)

## TOP5

equal payer (Baltic Surveys)



## Key indicators of Telia Lietuva

(in EUR million, unless indicated otherwise)	2021	2020	Change (%)
Revenue	420.8	398.1	+5.7
EBITDA, excluding non-recurring items	139.1	136.2	+2.1
EBITDA, excluding non-recurring items, margin (%)	33.0	34.2	
Profit of the period	56.8	55.9	+1.7
Market capitalization	1,188.5	1,062.3	+11.8
Mobile subscriptions (thousands)	1,518	1,398	+8.6
Broadband Internet connections (thousands)	421	417	+1.0
Fixed telephone lines in service (thousands)	230	261	-11.9
TV subscriptions (thousands)	255	253	+0.8
Number of employees	2,095	2,161	-3.1

## Revenue structure (in EUR million)

	2021	2020	Change (%)
Mobile services	136.3	128.5	+6.0
Equipment sales	97.4	91.8	+6.1
Voice telephony services	41.5	44.4	-6.5
Internet services	64.4	57.9	+11.2
TV services	39.0	36.0	+8.5
Data communication and network capacity services	17.5	18.0	-2.8
IT services	17.7	14.2	+24.3
Other services	7.0	7.2	-3.3
<b>Total</b>	<b>420.8</b>	<b>398.1</b>	<b>+5.7</b>

# Taxonomy regulation

In recent years, the European Commission has been working closely with business, academia and representatives of the public to develop a common language and definitions for sustainability – the EU Taxonomy. This is particularly important in implementing the climate commitments assumed by the European Union as a whole.

Given the scope of taxonomy regulation, in their reports for 2021, companies need to report on economic activities that contribute to climate change mitigation. In its report, Telia provides a limited percentage of activities that meet taxonomy requirements, as the network infrastructure has not been included in the planned regulatory scope. Together with other companies in the telecommunications industry, we have drawn the European Commission's attention to this problem and emphasized that networks should be included as an economic activity in the future.

Telia Company has independently assessed all economic activities of the Group to determine which activities should be appropriate and included in the Taxonomy definitions.

Economic activities that do not generate direct external income were not included. To this day, the suitability of activities related to television and media (8:3 and 13:3 as provided for in the taxonomy regulation) is considered insignificant Telia Company Group-wide.

In 2021, Telia Lietuva included **8:1 Data processing, hosting and related activities** in accordance with the current taxonomy regulation definitions.

## 8:1 Data processing, hosting and related activities

In the context of taxonomy, we are currently focused on data centres. We understand them as locations for centralized storage, management or processing of data with all the necessary infrastructure and equipment. Having assessed all the circumstances, key findings are:

- ▶ Data centre equipment is owned or operated by the company.
- ▶ Non-revenue-generating data centre activities have not been included (i.e. data centres that do not generate direct external revenue).
- ▶ Technological locations that are below the technical energy consumption threshold have not been included either.

Taxonomy KPIs	Total in 2021 (EUR)	Share of economic activities in line with taxonomy	Share of economic activities that is not in line with taxonomy
Revenue	3,001,855	0.7%	99.3%
Operating expenses (OPEX)	22,400	0.0%	100%
Long-term investments (CAPEX)	1,822,144	1.9%	98.1%

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# Applied principles of accounting

The key performance indicators and definitions of taxonomy - operating expenses (OPEX) and long-term investments (CAPEX) - are not fully consistent with the indicators provided by Telia Lietuva in the financial statements prepared in accordance with International Financial Reporting Standards. The definitions of key performance indicators used in Telia's taxonomy reports are based on the guidelines set forth in taxonomy interpretation publications, and those developed in cooperation with external sustainability experts. Telia has taken a conservative approach to both determining and estimating eligible operating expenses and long-term investment indicators that relate to activities within the scope of taxonomy.

Interpretations and definitions may change in the future as taxonomy reporting practices change and are complemented with new interpretative taxonomy reporting guidelines.

## Key definitions:

- ▶ **Revenue** – external revenue in accordance with International Financial Reporting Standards, which corresponds to external net sales in the statement of comprehensive income of Telia Lietuva.
- ▶ **Non-current investments (CAPEX)** – increase in tangible assets, plant and equipment, intangible assets and depreciation, amortization and impairment of used assets during the previous financial year.
- ▶ **Operating expenses (OPEX)** – direct non-capitalized costs related to research and development, building renovations, short-term lease agreements, maintenance and repairs, as well as any other direct costs related to the day-to-day maintenance of real estate, plant and equipment done by the company or a third party.



# Our business strategy

## 1. Inspiring customers

Our activities empower and inspire our customers. We want their satisfaction with Telia's services to be an experience that enriches their daily lives.

## 2. Connecting everyone

Our activities connect people and businesses. We will continue to foster sustainable partnerships that help to expand our network and infrastructure, and we will invest wisely to maintain our leadership and high value of our services.

## 3. Transforming to digital

We will continue our started internal transformation and digitization. These changes will help us to ensure more efficient, simpler processes in line with the best agile practices in the telecommunications market.

## 4. Delivering sustainably

It is important for us that both our conducted activities, their processes and the results achieved are sustainable - for our customers, employees, shareholders, and the society as a whole. From technology-enabled skills development, innovation in the service field, to steady growth in share value, resource development and other actions that help save the planet for future generations.

### Sustainability is reflected in all areas of the strategy:

- ▶ We inspire customers by setting **ambitious environmental goals**.
- ▶ We bring everyone together by developing **digital inclusion projects**, ensuring the highest level of privacy and security requirements.
- ▶ We consider **sustainability aspects** in our digitization processes.
- ▶ We act sustainably, because we base all our activities on **fundamental principles** of accountability, ethics, diversity and human rights.

We have set a goal for ourselves –  
**„Reinvent better  
connected living“.**



Every day, we try to find new ways to become even better - to our colleagues, our customers, ourselves and the environment. We search for solutions that help connect people and businesses even stronger and with a greater meaning - solutions that empower. Because quality communication for us means not only technically advanced digital services, but also inspiring content, sustainable solutions and the courage to innovate. Therefore, we see the world of the future even more, even better and in an even higher quality connection that enriches lives of every one of us.



# How do we understand sustainability?

Both connectivity and digital solutions are important catalysts for innovation, competitiveness and, in some areas, sustainability. The use of technology allows us to reduce the digital divide, inequality, improve technological literacy, educate and to even use natural resources more sustainably. We therefore consistently contribute to the United Nations (UN) Sustainable Development Goals and pursue what creates value for both our business and the society in which we operate.

At the beginning of 2021, we conducted an additional sustainability **materiality assessment**. During the assessment, we identified 10 areas of impact that create (or preserve) value which is important both to us as a business and to our stakeholders. We chose **3 key areas of impact** that best reflect our core activities:

- ▶ climate and circular economy
- ▶ digital inclusion
- ▶ privacy and security

Of course, the remaining 7 areas of impact are inseparable from responsible business operations, thus we have also integrated them into Telia's business strategy.

**Sustainable activities are impossible without the following key elements:**

- ▶ support and commitment of the Company's Board and management in pursuit of creation of the long-term sustainable value for shareholders, actively heading the agenda of our sustainable activities;
- ▶ employee involvement and creation of appropriate conditions for all employees to contribute to the positive impact of digital technologies;
- ▶ implementation of high business ethics and compliance requirements.

## Our key directions of strategic sustainability:



Climate and circularity



Digital inclusion



Privacy and security

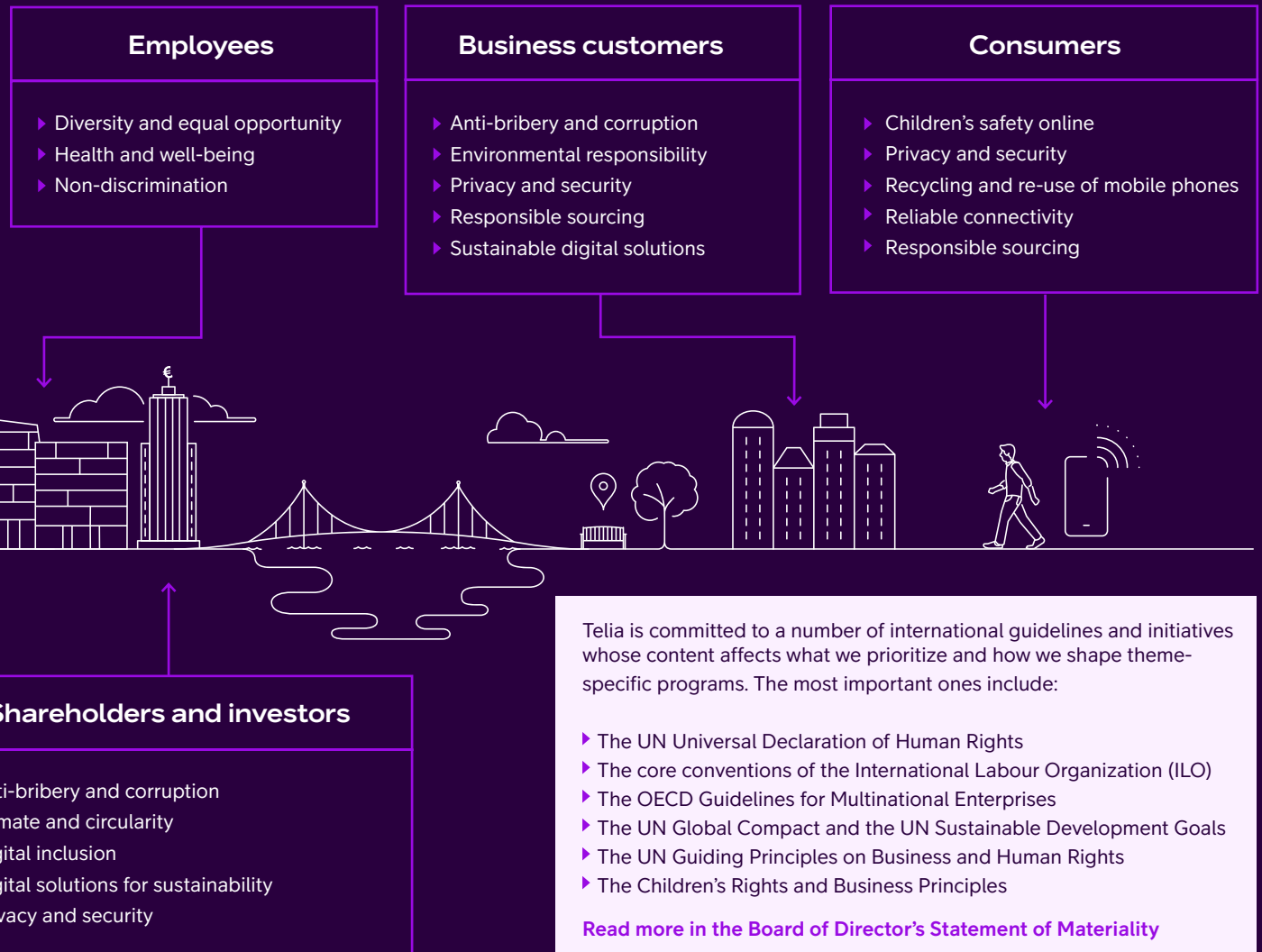
## Other key areas of sustainability:

- ▶ Human rights
- ▶ Health and well-being
- ▶ Diversity, inclusion and equal opportunities
- ▶ Responsible sourcing
- ▶ Children's rights
- ▶ Anti-bribery and corruption
- ▶ Freedom of expression and surveillance privacy

# What matters to our stakeholders?

Transparency, reflection of expectations of our shareholders, customers, investors or partners, honesty and sustainability are important to us. By analysing the experiences of our stakeholders, we try to understand, assess, manage and communicate the possible positive and negative social factors. Moreover, we strive to be fully transparent and accountable, not only when we succeed, but also when we face challenges.

We have singled out these key topics of interest to Telia's stakeholder groups and worked to reflect and incorporate them all into our day-to-day operations.



# We apply a double materiality assessment

We have strategically identified three areas of sustainability where we can make a significant impact, thus we are paying extra attention to them. We do this through materiality assessments, using surveys, media research, direct dialogues with certain stakeholder groups, etc. therefor. This way we can also closely monitor the changes in business and the society that are taking place around us.

## Key sources that allow to determine materiality:

- ▶ Telia's materiality assessment conducted in 2020 was based on direct research, the results of which have been confirmed by internal and external stakeholder interviews.
- ▶ An additional artificial intelligence-based materiality check was conducted in 2021.
- ▶ A consistent study of significance of telecommunications conducted by Yale University at the order of the GSMA Association.
- ▶ Consumer trend surveys conducted by SB Insight that identify consumer opinions and positions about the telecommunications market and services.
- ▶ ESG ratings distinguish key topics.
- ▶ Cooperation with partners.
- ▶ Problematic topics raised by stakeholders.
- ▶ Ongoing legislative monitoring.

# UN Sustainable Development Goals

We have followed the United Nations (UN) Sustainable Development Goals since their publication in 2015 and official presentation in 2016. We aim to contribute to those goals where we can make the greatest positive change and reduce our negative impact on the areas of our activities.



# What did Telia Company Group do in 2021 as a whole?

Strategic direction	Area of impact	DVT	Achievements in 2021 (Telia Company-wide)
Inspiring customers	Climate and circularity	7, 9, 11, 12, 13	<ul style="list-style-type: none"> <li>▶ We have reduced our greenhouse gas (GHG) emissions by 78% in our activities (compared to 2018).</li> <li>▶ Suppliers whose emissions account for 27 % in the total supply chain emissions have set science-based sustainability targets (SBTi).</li> <li>▶ We reuse or recycle 74 % of waste of our activities and activities of our network.</li> </ul>
Connecting everyone	Digital inclusion	5, 9, 10	<ul style="list-style-type: none"> <li>▶ Digital skills development initiatives for seniors, children, small and medium-sized enterprises, etc. have reached 608 000 people</li> </ul>
Transform to digital	Privacy and security	16	<ul style="list-style-type: none"> <li>▶ We have achieved the highest level of privacy in 5 out of 6 markets where Telia operates</li> </ul>
Delivering sustainably	Human rights	3-5, 8, 10-12, 16	<ul style="list-style-type: none"> <li>▶ We have carried out an impact assessment on human rights related to special smart watches for children.</li> <li>▶ Impact of the COVID-19 pandemic on employees and 5G assessment (continued).</li> </ul>
	Children's rights	4, 16	<ul style="list-style-type: none"> <li>▶ Cooperation with about 5,000 children – we conducted a special survey “Children’s Advisory Group” aimed at finding out children’s experiences of dealing with misinformation online</li> </ul>
	Freedom of expression and privacy surveillance	16	<ul style="list-style-type: none"> <li>▶ We have taken steps to ensure consumer rights in relation to high-risk inquiries from governments or local authorities</li> </ul>
	Diversity, inclusion and equal opportunities	5, 8, 10	<ul style="list-style-type: none"> <li>▶ Lithuania and Estonia became the first countries in Telia Group, where women and men account for the same share (50%) of all employees.</li> <li>▶ Women make up 37% of Telia Company’s extended management team.</li> <li>▶ Telia has been included in the Bloomberg Gender Equality Index.</li> </ul>
	Health and well-being	3, 8	<ul style="list-style-type: none"> <li>▶ We have made significant efforts to combat the impact of COVID-19 on employees.</li> </ul>
	Responsible sourcing	8, 12, 16	<ul style="list-style-type: none"> <li>▶ All identified discrepancies in supply were rectified within the set time limit.</li> <li>▶ We have taken action to assess the risks of forced labour in China.</li> </ul>
	Anti-bribery and corruption	16	<ul style="list-style-type: none"> <li>▶ Anti-bribery and corruption risk assessments and maturity assessments have been performed in all Telia markets.</li> </ul>




# Environmental protection


The largest and most important United Nations Climate Change Conference (COP26) was held in the fall of 2021. National and international commitments to ensure that global warming does not rise by more than 1.5 degrees by the end of the century have been set at the Conference.


In the run-up to the COP26, Telia and its other “We Mean Business” coalition partners addressed G20 leaders in their public letter calling for more ambitious targets – to cut emissions by at least a half by 2030 and to commit to achieving the level of neutrality by 2050 at the latest.

# Telia's environmental targets

We have broken down the targets into 3 main groups:

 targets related to our own activities

 targets involving customers

 targets related to the supply chain

Since 2019, we have pursued the following science-based (SBTi) environmental targets:

## 2022

To increase scope of customer end-use equipment reuse by **4%** compered

To involve **100%** technology infrastructure contractors for fuel and waste reporting

## 2025

To reduce CO<sub>2</sub> emissions from our activities by **50%**

To reduce CO<sub>2</sub> emissions related to the use of the good we sell by **29%**

To obliged the suppliers whose CO<sub>2</sub> emissions account for as many as **72%** of emissions of all the suppliers to have science-based environmental goals approved

**84%** all network waste has to be reused or recycled

## 2030

**Zero** CO<sub>2</sub> throughout the value chain

**Zero** waste left at work or in the network by using circular economy model

To invovle all employees in these activities – **100%** action

# Results of Telia's environmental projects

Having purposefully worked so far, we have already achieved important results and laid a solid foundation for future steps.



## 2020

Activities of Telia companies operating in the Baltic and Nordic countries since the end of 2020 had become climate-neutral. Special carbon dioxide (CO<sub>2</sub>) compensation mechanisms and 100% use of green energy have been used for this purpose.



## 2021

Our suppliers, whose CO<sub>2</sub> emissions account for 27% of the total supply chain emissions, have set science-based environmental targets.

The entire infrastructure network which we dismantle has been reused or sold.

All Telia's technology infrastructure contractors are committed to reporting fuel and waste.

The packaging of the new prepaid service Ežys cards has been produced using FSC-certified paper.



## 2022

What are the following Telia's environmental steps?

To increase the scope of reuse of customer's terminal equipment by 4% (compared to 2020).

To reduce the amount of energy per customer in our supply chain by 5%.

# Internal environmental rules

Telia's environmental impact is defined by the following key documents:

**Environmental policy** (updated and supplemented in line with Telia's ambitious environmental goals by 2030)

**Code of Responsible Business**, which distinguishes separate sections, namely, the „Environment“ and the „Environmental Policy“

**Guidelines for cars of the group** (focusing on a sustainable car fleet)

**ISO 14001 environmental management standard**

We have started conducting environmental assessments of projects, thus ensuring that our projects or innovations contribute to increasing the positive impact and reducing the negative environmental impact.

**Significant environmental aspects where we seek positive change:**

- ▶ Energy used by IT and telecommunications networks
- ▶ Exhaust emissions from internal combustion engines

- ▶ Used terminal electricity and electronic equipment
- ▶ Waste network equipment
- ▶ Generation of construction waste

Telia Lietuva was conferred “Prime” status at the specialized ISS-oekom corporate rating, which indicates that the company's shares are considered a sustainable investment.

# Reducing carbon dioxide

Back since 2018, we have monitored and calculated our CO<sub>2</sub> footprint. This is one of Telia's most important steps to reach zero CO<sub>2</sub> by 2030 in its entire business chain.

In 2020, we have become climate neutral in our operations (scopes 1 and 2) and business travel (a part of scope 3).

\* Scope 1: direct emissions from sources owned or controlled by Telia Lietuva;

\* Scope 2: indirect emissions from, for example, production of energy which we buy (district heating);

\* Scope 3: indirect emissions covering the entire value chain.

Telia Lietuva CO <sub>2</sub> footprint:	Direct company's emissions (scope 1*) - tCO <sub>2</sub> e	Indirect company's market-based emissions (scope 2*) - tCO <sub>2</sub> e	Indirect company's location-based emissions - tCO <sub>2</sub> e	Indirect company's emissions (scope 3*) - tCO <sub>2</sub> e
2020	0	0	12,000	70,000
2021	0	0	5,200	88,000**
2030	0	0	0	0

\*\*The increase is due to improved measurement coverage and updated emission factors for Scope 3



# From renewable energy to smart solutions



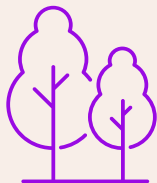
## We use 100% green electricity:

- ▶ in 2021, we saved 18,296 tCO<sub>2</sub> / kwh of electricity in terms of the amount of electricity consumed.
- ▶ such level of CO<sub>2</sub> savings would be achieved if 36,500 residents became vegetarians for a year, or if 629,250 trees were planted.



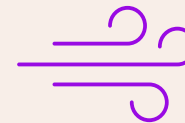
## We use a smart mobile base station “hibernation” programme:

- ▶ during the periods of low load, Telia's base stations are switched off, thus saving up to 10% of electricity.



## 9 out of 10 of our cars comply with Euro6 emissions standard:

- ▶ in 2021, we used 335,734 tonnes of diesel – 30% less than in 2020.
- ▶ in 2021, we used 70,021 tonnes of petrol (which is by a third more than in 2020, because we have chosen more environmentally friendly petrol cars).



## Innovative cooling technology has been used in Telia's data centers for cooling:

- ▶ this allows us to save 575 t CO<sub>2</sub> annually, which is equivalent to CO<sub>2</sub> emissions of around 130 cars per year.
- ▶ in 2021, we expanded and modernized our S2 data centre located at Parko g., Vilnius.



## We have applied free-cooling solutions using outdoor air in Telia's technical premises:

- ▶ this allows us to save up to 45% of electricity consumed by compressors.



## We encourage our employees to use car-sharing services (a significant part of our cars are electric) and bicycles and scooters during the warm season.

# Waste reduction

It is important for us to know how much waste is generated throughout Telia's supply chain and its activities, thus we monitor, collect and analyse not only our own data, but also data of our partners. Since 2021, we have started to obtain detailed information from our contractors about the waste they generate in conducting works related to Telia. \*This has resulted in an increase in waste generated in 2021 compared to 2020. However, having detailed information, we will be able to take yet more effective steps to reduce waste.

Waste generated in Telia's activities:

Amount (in tonnes)



# Application of the circular economy model

Every time we search for the most effective ways to apply the circular economy model to achieve tangible results and create real value for both our customers and the market.

## Refurbished handsets

Telia was the first in Lithuania to introduce refurbished handsets. These are used devices, which Telia's experts thoroughly inspect, upgrade and prepare for re-use. Refurbished handsets are a more sustainable and wallet-friendly alternative to new phones: choosing such a device allows saving ~ 55 kg of CO<sub>2</sub> that would be emitted in the production of a handset.

Telia offers refurbished phones both to residents and businesses. They come with a 12-month warranty.

## Eco Rating

In June 2021, Telia together with Deutsche Telekom, Orange, Telefónica (with O2 and Movistar brands) and Vodafone introduced a unique solution in the market – the rating of environmental friendliness of handsets called [Eco rating](#).

It provides consumers with detailed information on the environmental impact of pushbutton and smartphones – from their production to use or recycling.

The rating (score) of a specific handset is based on a common methodology evaluating as many as 19 different criteria (according to information provided by manufacturers). An objectively determined rating (maximum 100 points) shows the environmental friendliness of the device throughout its life cycle.

## The Eco Rating also separately assesses 5 key factors reflecting sustainability of handsets:

- ▶ **Durability** – solidity of the device, battery life, and the warranty for the phone and its parts.
- ▶ **Repairability** – defines how easily a faulty device can be repaired, how its design and support determine the life of a handset, the duration of its reuse, and a possibility to upgrade it.
- ▶ **Recyclability** – whether a handset can be easily dismantled, separating its components, considering the materials used in its production and whether they are recyclable.

▶ **Climate efficiency** – the amount of greenhouse gas emissions generated by the device during its lifecycle.

▶ **Resource efficiency** – rare raw materials used in the production of the device (e.g. amount of gold used in electronic components).

The Eco Rating methodology is based on many years of market experience and best practices from other environmental impact assessment initiatives. It was developed in collaboration with IHOBE (the public agency specializing in economic development, sustainability and the environment) and equipment suppliers using the latest European Union, ITU-T, ETSI and ISO standards and guidelines.

In 2021, 4 out of 10 best-selling smartphones in Lithuania (sold by Telia) were from the Eco Rating list.

# Other examples of the circular economy model

## **We collect and sort old customer equipment.**

Customers can always bring their old devices to Telia's stores.

In 2021, we collected more than 1 100 mobile handsets, laptops and other devices: 70% of them were reused and 30% were sorted.

**This has saved more than 62 tonnes of CO<sub>2</sub> emissions.**

In 2021, we reused as many as 42,400 pieces of other equipment, including routers and set-top boxes. We already offer mobile phone cases in our assortment that have been made of easily degradable materials, i. e. other than plastic.

## **We are giving up paper.**

We have implemented the electronic contract signing project "Paperless". Having switched to electronic contracts, we now save more than 7 million sheets of paper or 35 tonnes of paper every year. This is equivalent to a forest of 850 trees.

In 2021, we reduced the amount of paper invoices sent to our customers from 116,000 to 101,000.

We continue to reduce the amount of paper used in the office, cutting down the purchase of paper packages by a fifth (4 455 packages) in 2021.

We have updated the packaging of the prepaid service Ežys card, using FSC-certified paper in its production, which ensures strict, sustainable and reliable control of the origin of wood products.

# Environmental ambassadors – our employees

We are a large organization of more than 2,000 people. They are the greatest ambassadors of our work, thus we are constantly talking to them about the environment, sustainability and responsible behaviour, providing them with useful information and involving them in various activities and initiatives.

## **How do we do that?**

- ▶ Colleagues who have just joined the Telia team are immediately introduced to our sustainability strategy, activities and the achieved results.
- ▶ All employees are acquainted with the company's internal policies and instructions relating to sustainable operations, and the environment in particular.
- ▶ We hold e-trainings for employees on environmental protection and eco-design.
- ▶ We have an information section on the environment and sustainability on the company's intranet, listing contact details of the responsible employees so that everyone knows whom to refer to in case of questions, suggestions or ideas.

## **We also involve suppliers in environmental protection**

We have estimated that as many as 86% of emissions in our value chain are in our supply chain. Therefore, we have closely cooperated with our suppliers in pursuit of our target of zero CO<sub>2</sub> by 2030.

## **When working with its partners and suppliers, Telia relies on the three key aspects:**

- ▶ **Impact which we can make directly:** we work with partners and companies in other sectors to reduce carbon emissions from both manufacturing and other activities.
- ▶ **Science-Based Targets (SBTI):** we call on our suppliers to set science-based or equivalent environmental targets and to take all measures to reduce their absolute greenhouse gas emissions by at least 50% by 2030.

**At the end of 2021, 27% of our supply chain partners had set environmental science-based targets.**

- ▶ **Inclusion and support:** we cooperate with our suppliers, sharing information and best practices to encourage them to develop environmental plans and to be able to achieve climate-neutral performance throughout the value chain by 2030 (involving our sub-contractors therein).

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# Practices used to achieve a breakthrough

▶ All suppliers working with Telia sign the **Suppliers' Code of Conduct** that sets out specific environmental requirements, such as the materials that suppliers must avoid or refuse altogether in the products supplied to us.

▶ Some new suppliers complete an **Environmental Questionnaire**, which also contains questions related to CO2 emissions, assessing the current environmental impact of their suppliers' CO2, as well as a list of measures to be taken to reduce this impact. This questionnaire is used as one of the criteria for the selection of suppliers.

We ask our suppliers to follow Telia's requirements responsibly and periodically hold the related inspections to consult and advise organizations on how they could improve.

▶ We have created a special **Environmental and Occupational Safety and Health Memorandum** that we share with all our contractors.

▶ We ask contractors to provide **information on waste amounts** and their treatment methods in conducting the works ordered by Telia.

▶ When holding **public procurement procedures**, we **lay down clear environmental requirements** to be met by service providers and the products they offer.

## International level

Understanding that global change is only possible through cooperation with others, Telia joins and initiates global initiatives that can encourage other businesses and organizations to choose a more sustainable path.

**International initiatives joined by Telia:**

1.5°C pathway, the Exponential Roadmap

[SME Climate HUB](#)

1.5°C [Supply Chain Leaders](#)

1.5°C [Business Playbook](#)

# Awards

► **Telia was elected the most environmentally friendly company** in the category of large companies in the National Responsible Business Awards in 2021.

► **Telia was declared the most sustainable telecommunications company** in Lithuania in the "Sustainable Brand Index™" in 2021.



The background features a series of curved, parallel lines in shades of beige and light brown, creating a sense of depth and movement. The lines are more densely packed on the right side and become more sparse towards the left. The overall color palette is warm and neutral.

# Digital inclusion

Today, a reliable connection and digital skills are very important to each of us, regardless of age, education, place of residence, activity or other circumstances. That is why we are launching various digital inclusion initiatives to reach 1 million people in all of Telia's markets by 2025 – to help them gain valuable knowledge, skills, educational information, to include them in the technology market, etc.

**Telia's digital inclusion priority project groups:**

- ▶ Children and young people
- ▶ Elderly residents
- ▶ Most vulnerable groups of the society, such as migrants

**In 2021, digital inclusion programmes reached 608,000 people at the scale of Telia Company.**

**In 2021, digital inclusion programmes implemented by Telia in Lithuania reached more than 16,000 people.**

At the end of 2021, the World Benchmarking Alliance presented the [Digital Inclusion Benchmark](#). This index monitors and evaluates how companies are contributing to and promoting a wider digital inclusion, and what effective action they take.



**Telia Company ranked 11th out of 150 international organizations in the global Digital Inclusion Benchmark and 4th among European companies.**

# Inclusion and education of the Society

In 2021, we continued the digital inclusion initiatives we had already started and got involved in new projects. It is important to us that all these activities are meaningful and create real benefits - here we share the works we have done.



## A safe society

In 2021, we received almost 100 requests from state authorities to block websites or individual actions on the Internet. During the year, we blocked a total of:

- ▶ 5,379 domains
- ▶ 5 IP addresses



## Initiative “Augu internete” (“Growing Online”)

We have been talking about the Internet and safe time on it with children, youth, teachers and parents for seven years now. A team of almost 50 Telia's employees has been involved in this project, going (live and remotely) to Lithuanian schools and meeting students in special lessons on safe Internet.

### Results of the project “Augu internete” achieved in 2021:

- ▶ Safe Internet lessons were held in 9 Lithuanian schools.
- ▶ More than 460 children attended the lessons.

**A total of nearly 87,000 Lithuanian pupils attended Telia's secure Internet lessons during the seven years.**



## Safer Internet Week

Every year we celebrate the Safer Internet Week – the occasion has been celebrated in more than 150 countries of the world for the 19th consecutive year.

During the Safer Internet Week of 2021, Telia organized a special information campaign targeted at parents, guardians and teachers. Its aim was to share up-to-date knowledge on safe behaviour of children online, information and advice on how to work safely at home in the face of the pandemic, how to create a safe digital space and identify cyber threats.

We also had an internal event for our employees and their children focusing on the topic of particular importance – fake news and how to identify them. Educational sessions at the event were held by mentors of our initiatives “Augu internete” and “EduCare” (the Telia Global Services Lithuania Competence Centre). Nearly 200 participants attended the event.



# Inclusion and education of the Society



CHILDHOOD

WORLD CHILDHOOD FOUNDATION

## Children's Advisory Panel (CAP)

Just like every year, in 2021, Telia Company conducted a survey of the Children's Advisory Panel (CAP). This time, we delved into whether children are able to identify fake news online, whether they check information sources, how they deal with incorrect information, etc. The survey was conducted in 5 countries - Lithuania, Estonia, Latvia, Finland and Sweden. More than 5,000 11-17-year-olds were surveyed, and more than 500 12-15-year-old children took part in the special creative workshop.

### Results of the survey in Lithuania:

- ▶ As many as 8 out of 10 school-age children of Lithuania (11-17-years-olds) encounter false or incorrect information on the Internet.
- ▶ A mere 1 out of 4 children check the reliability of information before sharing it with others.
- ▶ 27 percent of Lithuanian children say they know or usually know how to identify false information and 41 percent state that they are able to do that sometimes.
- ▶ 15 percent of the surveyed schoolchildren admit that this is a real challenge for them, and they have difficulties with distinguishing between reliable and unreliable information.

## Telia Smart Family smart app

In 2021, we introduced the first smart family communication platform in Lithuania - Telia Smart Family. This free app available to customers of all operators is aimed for secure correspondence, it allows seeing the whereabouts of family members and receiving related reminders.

We developed the app together with Telia's colleagues in Sweden. It was first tested by 700 Telia employees and their families. Taking into account the feedback and advice, we have improved the app, and now it is available to all residents of Lithuania.

**The Telia Smart Family app launched in the fall was downloaded more than 2,000 times in the first four months.**

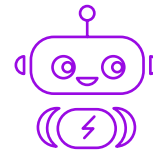
## Learning Course 'Children's rights – what is our responsibility?'

We find it important that our employees have a better understanding of children's rights, as well as the risks that children face online. Therefore, we prepared an internal learning course "Children's rights - what is our responsibility?". Telia Company developed the course in cooperation with the World Childhood Foundation. Such course is primarily useful in practice – our colleagues raising children. Moreover, such knowledge strengthens our commitment as an organization to protect and empower children in their daily activities.

## Children's Corner

We have been developing a safe environment on Telia TV created especially for children for many years now. Parents themselves can control the settings of Children's Corner, while the offered contents have been tailored and specifically selected for children. The platform has a built-in content filtering option and time limits, thus parents can be calm. Almost 9,000 Telia's customers used this service in Lithuania in 2021.

# Inclusion and education of the Society



## Women Go Tech

For the sixth season, Telia has joined the largest women's mentoring and consulting programme in Lithuania "Women Go Tech". The programme is aimed for women pursuing a career in the technology sector. This programme has contributed to more than 100 successful career stories throughout its lifetime.

### Achievements of the 5th season of the Women Go Tech programme in 2021:

- ▶ the programme involved 191 mentors
- ▶ 60 experts
- ▶ 260 mentees

Telia's mentors and experts of different fields have also been involved in the activities of "Women Go Tech". Moreover, we held an independent event "Technology Day" in 2021 for both the participants in this mentoring programme and our employees. The 'Technology Day' received a lot of attention and was attended by more than 540 participants.

In 2021, Women Go Tech also held the distance learning cycle "Atrask Technologijas" (English: Discover Technology). A cycle of fourteen lectures spoke about a career in technology. 3,263 participants participated in the lectures.

## Silver Line

We contribute to the reduction of social and digital exclusion of older people in cooperation with the "Sidabrinė linija" (English: Silver Line) project. This is a free friendship, communication and emotional help line for the elderly available throughout Lithuania. Our friendship dates back to 2019, and Telia's contribution is to spread the word about the activities of the "Sidabrinė linija" and to encourage lonely seniors living in remote areas to use it. Since the beginning of our cooperation, Telia's engineers have distributed more than 600 Silver Line leaflets with an invitation to take advantage of its provided opportunities.

## Smartwatch

Parents decide for themselves when and how to introduce their children to technology. However, when children start going to a kindergarten or school, it is important for parents to know where their children are and to have a possibility to contact them. Here a children's watch with a GPS signal comes in handy. More than 1,600 parents purchased this watch for their children in 2021.

## Red Noses – Doctors Clowns

In 2021, we continued our cooperation with the project "Raudonos nosys – gydytojai klounai" (English: "Red Noses - Doctors Clowns"), which is an organization providing emotional support to children in hospitals. We have donated 10 tablets with unlimited mobile Internet for this project, which allowed doctors clowns to continue the activities during the quarantine.

**During the COVID-19 pandemic, doctors clowns talked to and provided emotional assistance to 991 children using the technologies provided by Telia.**

Another initiative of this organization called the "Intensive Smile", which also uses technology, was launched at the end of 2021. Its purpose is to emotionally prepare young patients for complicated surgeries or treatment procedures, to calm them down and to encourage them. This is done wittily and with humour, showing videos where an oxygen mask turns into a balloon and a catheter - into a butterfly. The programme was first used at the LOR department of the Children's Hospital of Santara Clinics, planning to expand it in 2022.

**The 'Intensive Smile' programme has already held more than 100 remote sessions, interacting with more than 600 children who are waiting for various surgeries or procedures.**

# Connection for everyone and everywhere

Our customers in Lithuania use the largest and most modern fibre-optic and mobile communication networks, and are the first ones to test the new generation of services and technological innovations. It is important for us because a quality connection connects people, facilitates and enriches their daily lives, enables them to act and create, thus we invested the most in our sector in 2021.

€ 94 million

Investments in 2021

€ 27.8 million

Investments in renovation of the core network

€ 37.7 million

Investments in the development of the mobile network

In 2021, we installed 73 new and modernized 454 mobile stations. There already are 250 new generation Ericsson base stations operating in Lithuania, supporting all generations of communication technologies, including 5G.

In 2021, we installed 674 km of fibre-optic Internet cable. Its total length in Lithuania has reached 35,300 km.

In 2021, Telia continued testing 5G on non-commercial frequencies.

Telia Lietuva mobile Internet is the fastest in Lithuania\*

104.5 Mb/s (compared to 85.1 Mb/s a year ago)

\* CRA data for 2021

# New services and opportunities

## Data centres

The demand for cloud services grew rapidly during the pandemic, thus in 2021, Telia invested 2 million euros in the development and modernization of the S2 data centre located in Parko St, Vilnius. The upgraded Tier III compliant data centre features the highest levels of reliability and high-performance technology. The new generation Telia data centre S2 is equipped with 80 server cabinets with a total capacity of 400 kW. Just like other Telia data centres, S2 also uses 100% green electricity and is equipped with modern energy-saving cooling equipment.

## First Lithuanian 5G products

Together with the professional network equipment manufacturer Teltonika Networks, we started developing the first Lithuanian 5G products – the industrial-grade mobile routers. Teltonika Networks conducted the initial component tests in the 5G network under real conditions in Kaunas. Tests were also performed and the operation of the equipment was checked in Telia's communication laboratory.

## 5G development

In October 2021, Telia together with the Ministry of Transport and Communications of the Republic of Lithuania, other public sector institutions and telecommunications service operators signed a memorandum of cooperation. The signatories have committed to cooperating in ensuring the development of 5G communication in the territory of Lithuania, including uninterrupted 5G connection in the international transport corridors Via Baltica and Rail Baltica, urban areas, state roads, railways and ports. The goal is to ensure 100 Mbps connection in at least 95% of Lithuanian households by 2025.

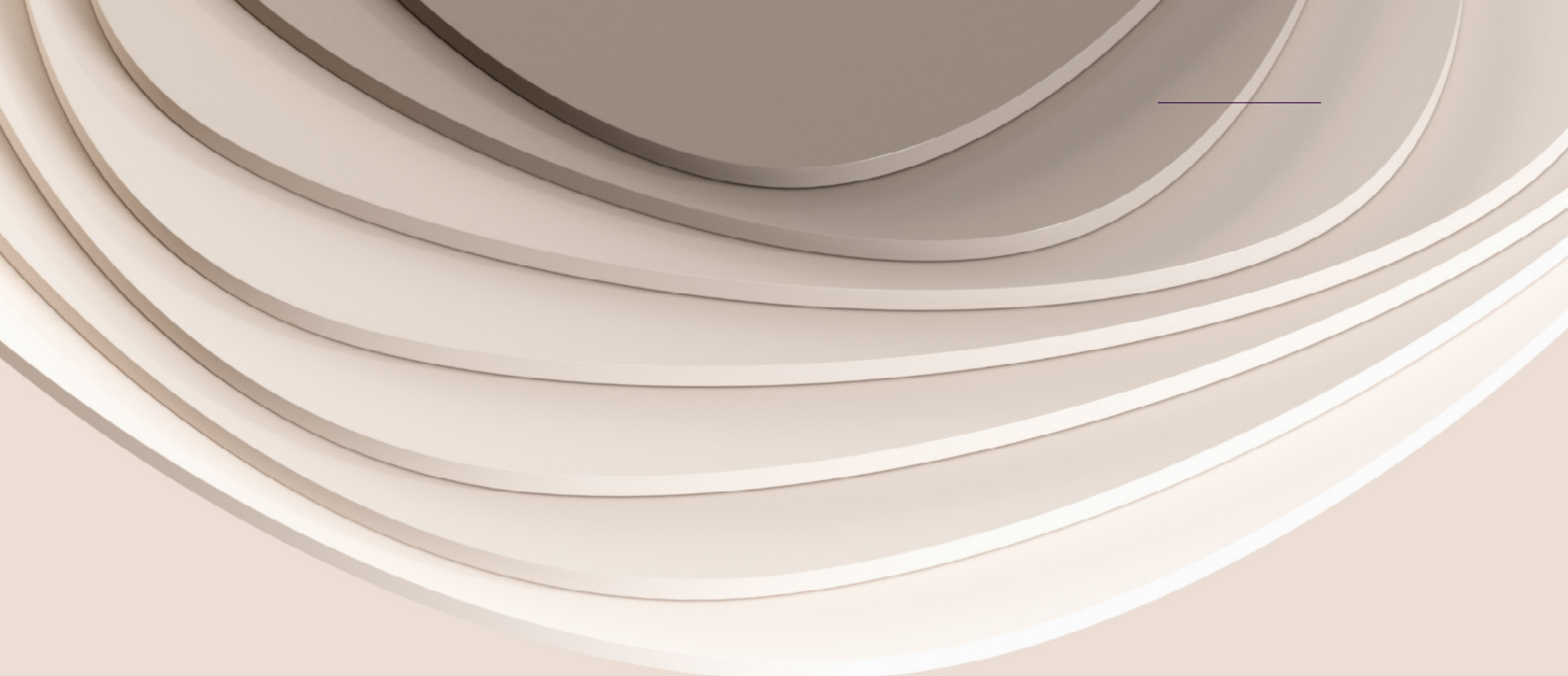
## VoLTE

The most advanced Voice over LTE (VoLTE) technology is already available on Telia's network for both Android and iPhone users, while 2021, a symbolic but very important threshold was crossed - every second call was made using VoLTE. It ensures instant connectivity, crystal-clear voice and, most importantly, the ability to talk on the phone and surf the Internet at the same time.

# Partnerships and certificates

In 2021, we cooperated closely with international partners, thus raising our qualification, deepening our specialized knowledge, and obtaining certificates that are important for our operations.

- ▶ We became IBM's Partner of the Year. IBM evaluates and awards in 12 areas related to its products (such as repositories, servers, etc.) - for the first time, Telia received an award covering all areas.
- ▶ We received the Partner of the Year Award from global technology company Hewlett-Packard (HP) for the first time.
- ▶ We were recognized as the Partner of the Year of Dell Technologies and were awarded for our sustainability initiatives.
- ▶ Veeam: the best VCSP partner and the best subscription reselling partner, Baltic
- ▶ SAP: Certified provider of SAP HANA operations (Advanced), Certified provider of cloud and infrastructure (Qualified), Certified provider of hosting operations (Advanced).



# Diversity & equal rights

# Diversity and equal rights

Every day we create and foster the environment where all Telia's colleagues can feel comfortable and confident, remaining true to own self, because such an environment allows us to unleash our best qualities, skills and abilities, fulfilling ourselves and inspiring others.

## Therefore we:

► support diversity and a work culture where everyone can feel heard, supported and respected regardless of their sex, gender identity or its expression, nationality, ethnic origin, religious beliefs, age, social background, sexual orientation, disability or personality features.

► We respect the uniqueness of each person, and it is important for us that every employee can be themselves and have equal opportunities.

► We create a work environment that promotes diversity and inclusion.

## The following is important for us in the area of diversity and equal rights:

► **Involvement of employees and managers.** We aim to increase the awareness and involvement of our entire team through various trainings, discussions and events.

► **Processes.** We integrate various inclusive and equal opportunity initiatives into the company's internal processes in order to eliminate bias and discrimination.

► **Initiatives and partnerships.** We participate in various events and initiatives that contribute to the wider awareness raising of the topic and important changes, and we hold such events ourselves.

One of the important documents we follow is Telia's Equal Opportunities Policy. It promotes a culture of diversity and equal opportunities - from the best working conditions for all to fair pay, preventing discrimination and harassment. This policy is integrated into our Human Resource Policy and Remuneration Policy (both of which are publicly available) and is also set out in the Code of Ethics and Conduct, the Code of Responsible Business and other documents of the company.

## Telia's priorities for equal opportunities include:

**100%** equal opportunities for all

**50/50** gender balance in all positions

**0%** no pay gap between genders, discrimination or harassment

**In 2021, Lithuania and Estonia became the first countries in Telia Group to have equal number of women and men employees.**

We are committed to diversity and equal opportunities for all employees, therefore we changed recruitment processes and internal procedures at the company, introducing special programmes and initiatives that help to increase employee diversity and their engagement in the long term.

## By the end of 2021:

**52%** of managers have been trained to identify manifestations of unconscious bias

**17%** of managers have been trained on inclusive recruitment practices

**100%** staff recruitment specialists have been trained in inclusive recruitment practices that help to ensure unbiased advertising, impartial recruitment and employment of diverse talent

## The results of our annual employee engagement survey show that our efforts have been paying off:

**91%** of Telia's employees agree that they are treated with respect and dignity

**89%** are proud of Telia's contribution to a sustainable society

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Moreover, we have been sharing our good practice in fostering equality and diversity with other Lithuanian companies and organizations. In 2021, Telia's representatives participated in the following events and initiatives:

▶ **“Female Role Model Day. Cracking the Code in Tech”** – the event held in cooperation with the Women Go Tech initiative, where we shared our experience in solving various technological challenges. 500 participants attended the event.

▶ **“Atrask technologijas” (English: Discover Technology)** – we shared tips on how to prepare for the start of an IT career with participants in the Women Go Tech project. 3,263 participants attended the event.

▶ **“Global Diversity Talk”** – we discussed male allyship in an online seminar.

▶ **“Pride”** global event held for the second year remotely attracted around 450 participants from Telia team.

▶ We presented the topic “How to promote diversity and inclusion, focusing on psychological well-being?” at the **Baltic Diversity Academy** event for representatives of the Diversity Charters of the Baltic states.

Telia Group has been included in the Bloomberg Special Gender Equality Index for its efforts and commitment to promoting gender equality at the workplace.



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# Inclusion initiatives

Together with our diversity partner SOPA (Social Employment Agency), we implemented the DUOday idea inviting people with disabilities to join our employee shadowing programme. They spent a whole day working together with our employees in duets (this is where the name of the international initiative „DUOday“ comes from). During the day, the invited people with disabilities not only got to know Telia, its activities and saw it „from the inside“, but also tried out the usual tasks for our employees, attended meetings and communicated with Telia colleagues. During this initiative, we also had participants who shadowed our executives.

We encourage not only women, but also men, to take parental leave. Although this practice is still quite rare in Lithuania, increasingly more men are considering such a possibility. In order to have more fathers going on parental leave, it is very

important to talk about and discuss this out loud. This is done by the Diversity HUB brought together by our colleagues, who hold various seminars, trainings and discussions at Telia. One of them was aimed at inspiring men in particular – here fathers who took parental leave shared their experiences, adventures and tips.

We encourage the use of personal pronouns not only by colleagues whose gender differs from that determined at birth, but also by anyone who wants to show that they understand the importance of using personal pronouns. After all, the more common it is for everyone to write down personal pronouns, the safer will colleagues who are beyond the binary “norms” feel. We understand that being the only transgender person including a pronoun in own e-signature may be awkward or insecure, but we can show support by personal example.

This is why we encourage using a personal pronoun in the signature of e-mails, thus showing that everyone can feel safe with us and that we have no preconceptions about the gender of other persons. We believe that over time and with enough safe experience, transgender or non-binary people will feel safe to be themselves.

Tolerance and acceptance are especially important for specialists from other countries who have come to live and work in Lithuania, and there already are quite a few of them in our team. Therefore, we always invite them to share their stories, experiences and traditions with colleagues. This is mutually beneficial and increases tolerance, mutual respect and understanding for all. We have created an initiative for this purpose, which we wittily called the “Global Village”.

# Projects promoting diversity

We continue our long-term friendship with the Women Go Tech initiative. This is the first and only mentoring programme created for women in Lithuania to encourage them to discover a technology-related career. Just like every year, Telia’s mentors contribute to the project, while we engage in the development of the programme and hold specialized events for Women Go Tech participants.

Celebrating Baltic Pride in August 2021, we contributed to the annual Vilnius Light Festival. We presented an installation called *Hypar* together with the team of young artists *Hypar Collective*, whose vision is to combine light, sound and interactivity to create immersive and new light installations. This installation was designed to remind visitors of the festival of diversity, respect for the rights of each individual, and the LGBT community in particular: it lit up in the colours of a rainbow at certain times.

We joined the idea organized by the Rainbow Initiative Group of Danske Bank in Lithuania to express a united position in order to draw attention to the need to regulate partnership in the country and to support the LGBT+ community, which was also joined by other Lithuanian companies, such as Vinted, Nasdaq, Moody’s and Thermo Fisher Scientific.





**Responsible  
business**

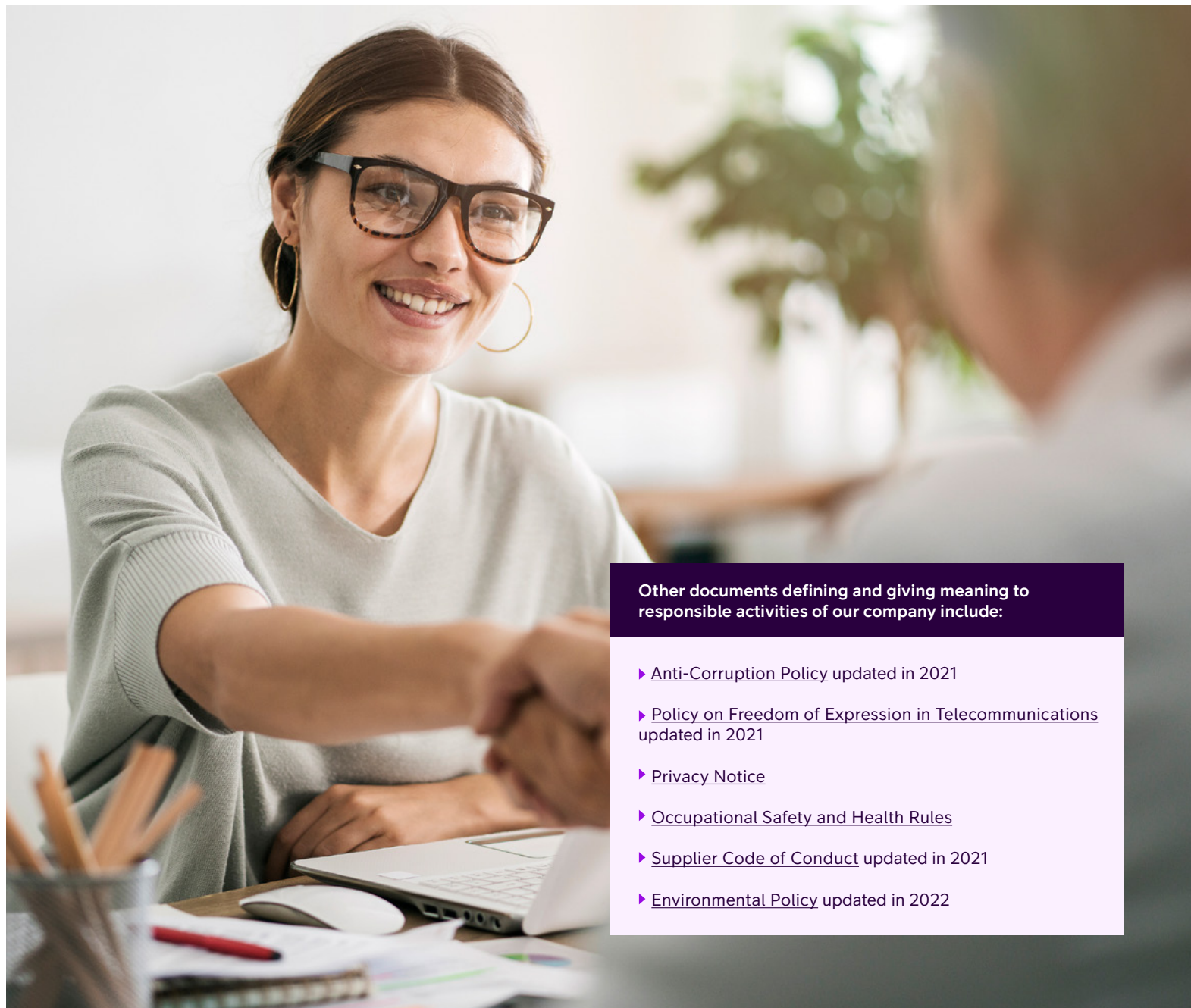
# How do we ensure a responsible business?

Responsible business for us means an effective risk management, minimizing adverse effects of our activities, and ethical and responsible behaviour towards our employees, the market and the society. These commitments apply throughout Telia's value chain. We have clear priorities for sustainable activities, namely, transparency and anti-corruption, freedom of expression, personal privacy, employee safety, health and education, and responsibility in the market. We have been focusing on these particular areas, pursuing tangible changes in them.

## Principles of responsible business

Every Telia's employee follows the "Code of Responsible Business Conduct". It serves as a "compass of ethics" which allows to understand clear business standards and expectations, also indicating that honest business is our shared responsibility. This document covers many areas of work practice: gifts and business hospitality, relations with civil servants, protection of personal data, responsible procurement procedures and many other relevant areas.

In addition to our internal commitments to ourselves and to each other, we are also members of the Responsible Business Association of Lithuania (LAVA). This membership further obliges us to respect and adhere to the principles of responsible and ethical business.



## Other documents defining and giving meaning to responsible activities of our company include:

- ▶ [Anti-Corruption Policy](#) updated in 2021
- ▶ [Policy on Freedom of Expression in Telecommunications](#) updated in 2021
- ▶ [Privacy Notice](#)
- ▶ [Occupational Safety and Health Rules](#)
- ▶ [Supplier Code of Conduct](#) updated in 2021
- ▶ [Environmental Policy](#) updated in 2022

# Transparency and anti-corruption

In the transparency survey of the 40 largest companies in the country conducted by the Lithuanian branch of Transparency International\* in 2021, Telia received the maximum score – 100 out of 100 possible points. This score shows that we are openly communicating with our customers, partners and suppliers, announcing the principles which we apply in our activities.

We advocate for transparent and honest practices, we do not tolerate any form of bribery or corruption. It is important for us that the principles of free and fair trade are observed and that competition has open conditions that promote ethical business.

We always comply with Lithuanian laws and regulations. We also have our own internal documents which we follow, including our Anti-Corruption Policy and the Anti-Corruption Rules. We constantly discuss these topics with our employees and hold various trainings on the topics.

We also expect transparency from our partners and suppliers. Open and honest cooperation can create a socially responsible chain of operations; therefore, we use an advanced platform for due diligence, which helps not only to assess, but also to maintain transparent relations with our business partners. Open and feedback-based internal organizational culture is also important for transparency. By fostering it, we create a work culture and environment where employees can openly ask questions, raise ideas, discuss, solve problems with their supervisors and other teams. Moreover, for many years Telia has been maintaining social dialogue and partnership with representatives of employees – trade unions.

Telia also has the [Speak-up Line in place](#), which allows its employees, customers, business partners or suppliers to report (anonymously or in person) arising problems, misbehaviour or other issues. 3 reports were received in 2021, which were investigated by the responsible Human Resources specialists. All the reports were smoothly examined.

We also cooperate with the Special Investigation Service, the transparent business initiative “Baltoji banga” (English: the White Wave) (we are members of this initiative), and the advertising self-regulatory association “Reklamos biuras” (English: Advertising Bureau) (we follow the Advertising Ethics Code).

We were not imposed any fines for misleading advertising or violation of competition in 2021. The State Consumer Rights Protection Authority examined 5 complaints in 2021 and issued a warning with a recommendation for improvement twice.

## Requirements for suppliers

We choose those suppliers and partners whose approach to sustainable and responsible business is in line with our approach and values. We have the Telia's Supplier Code of Conduct to this end. This is a document that clearly defines the provisions and operating principles to be followed by our partners and suppliers. The Supplier Code of Conduct covers a wide range of areas, including human rights in the broad sense, rights of employees, anti-corruption provisions, fair competition, environmental aspects, and others.

Other Telia procedures and policies of Telia, such as the Anti-Corruption Policy and the Procurement Policy, lay down the selection of suppliers and the binding nature of the Supplier Code of Conduct for all suppliers of Telia.

\* The study assessed 40 largest companies operating in Lithuania. Their websites show how much information they disclose in Lithuanian about how they prevent corruption, how much information they publish about shareholders, structure and finances.

# Freedom of expression

We respect the freedom of expression of every person and consumer rights to privacy, taking into account and complying with legislative requirements.

## We follow the Policy of Freedom of Expression in our activities, the main objectives of which are:

- ▶ to reduce the risk to human rights
- ▶ to ensure that customers are confident that having received applications or requests of state institutions for the supervision and monitoring of communications, Telia will respect and defend their freedom of expression as much as possible.

In order to protect certain human rights, we will always carefully consider whether defending some human rights does not violate other human rights and freedoms, using all means and procedures to this end to ensure that relevant information is provided to controlling entities only in presence of the appropriate legal basis therefore, for example, a court decision.

We believe that the transparency of the actions of institutions aimed at monitoring or restricting people's freedom of expression is an important moment in protecting consumer rights. The availability of such information ensures that groups whose rights are at potential risk, including civil society groups, are well-informed. To this end, we publish [Law Enforcement Disclosure Reports](#) indicating therein the total number of requests we have received.

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# Personal data protection

The protection of personal data is the foundation of modern responsible business. It is about trust, responsibility, quality operations and reputation of the entire company.

In our activities, we apply the top privacy principles, which help to ensure our compliance with the General Data Protection Regulation (GDPR) and transparent management of data when introducing new products and services.

## How do we do that?

- ▶ We integrate data protection aspects into every stage of our operations, both in the development of products, processes and IT systems and in the maintenance of services throughout their life cycle.
- ▶ We evaluate and analyse data protection from the very beginning of the project or its planning.
- ▶ We conduct privacy assessments and, if necessary, a Data Protection Impact Assessment, before we start processing data (when data processing may pose a significant risk to rights and freedoms of individuals).

Telia has also acquired the ISO 27001 Information Security Standard. When it comes to our suppliers, we sign strict personal data processing agreements with them; we continuously improve our internal processes and hold mandatory trainings on privacy and data security for our employees.

In 2021, the State Data Protection Inspectorate (SDPI) examined 5 complaints related to Telia and issued 2 warnings: one - for the delay to provide a copy of personal data within 30 days and the other one – for transferring data to a lawyer. 2 personal data security incidents were also reported to the SDPI: in both cases, the SDPI confirmed that we had taken appropriate measures to remedy the situation.

**In general, Telia follows the majority of international guidelines on human rights, labour rights, anti-corruption and environmental responsibility, including:**

- ▶ Universal Declaration of Human Rights of the UN
- ▶ International Labour Organization's (ILO) Fundamental Conventions
- ▶ OECD Guidelines for Multinational Enterprises
- ▶ UN Global Compact
- ▶ UN Guiding Principles on Business and Human Rights
- ▶ UN Convention on the Rights of the Child

Moreover, as a part of Telia Company Group, we have followed the universal [Telia Company Group Policy on Human Rights](#), which also covers our commitments to respect and support human rights and defines the key principles which we have committed to implement in our operations.

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# Attention to employees

## Safety and health

The safety and well-being of our employees is our responsibility. Therefore, we follow the international Safety and Health Standard ISO 45001, occupational safety and health procedures and other internal mechanisms.

In 2021, five employees suffered accidents (three of them had an accident at work and two – on the way to work), but we managed to avoid serious injuries.

We continued the disease prevention programme, just like every year. We have arranged periodic medical check-ups, and more than 520 of our employees took advantage of this opportunity. The company also financed vaccination of its employees against influenza and tick-borne encephalitis.

**In 2021, 61 employees were vaccinated against tick-borne encephalitis and 480 against influenza.**

## Safety trainings

Knowledge and skills on how to deal with one or another dangerous situation can be critical and help to avoid disasters at the right time. Therefore, we periodically hold various theoretical and practical trainings related to occupational safety for our employees.

In 2021, we updated 13 various internal documents - both the rules of procedure, the procedure for guidance of employees, the procedure for preparing fire safety instructions and instructing employees, etc. We have moved our trainings into a single platform - now all employees can access them even more conveniently and easily. We have updated the trainings for department heads and initiated electronic training of engineers on occupational safety.

## Controlling COVID-19 at the company

In the face of the continuing pandemic, we constantly follow the recommendations and changes posted by official institutions, adapting them in our activities and processes. When vaccines became available, we informed our employees about the importance of getting a vaccine so that they could make an informed decision. Experts from various fields, including epidemiologists, physicians, psychologists, and others, took part in our information sessions.

In 2021, 7 meetings were held for all Telia's employees and 11 meetings relating to COVID-19 were arranged for managers. At the meetings, we would briefly present COVID situation in Lithuania, listen to the insights of specialists, and answer employee questions. Each virtual session for employees attracted an average of 500-800 participants / listeners.

**Successful work of the Crisis Management Committee, efficiency of internal processes and abundance of measures helped us to prevent a virus outbreak in Telia's offices in 2021.**

## Management of the consequences of the pandemic in Lithuania

We continue searching for ways to help Lithuania and its people to bring the consequences of the pandemic under control. In 2021, our solutions ensured that the country's population was informed about the available vaccines and contributed to the call for the most vulnerable groups to get vaccinated:

► In the spring, Telia donated the Robotic Intelligent Telia Assistant Technology (RITA) to the Vilnius City Municipality, which can contact up to 15,000 people per day by phone. This time, an automatic call with the recorded voice of the artist Nomedas Marčėnaitė invited seniors to decide to get vaccinated against the coronavirus. Later we also delivered RITA to other Lithuanian municipalities.

► In the autumn, we donated 200 SIM cards with unlimited calls to volunteers from the Order of Malta and Silver Line who called seniors over the age of 75, inviting them to get vaccinated and receive a one-time allowance of 100 euros.

# Working conditions and career

We operate in a highly competitive labour market; therefore, we pay a lot of attention to the motivation, growth of and gratitude to our existing employees, also attracting new specialists: we invest, develop various educational programmes, offer a competitive value package, constantly stay in touch with our employees, market experts, students, business community etc.

**In 2021, Telia was among TOP20 most desirable employers of Lithuania (org. Verslo žinios).**

## New office in Kaunas

In 2021, our colleagues who work in Kaunas moved to a new home – a modern, spacious office designed to convey the spirit of Kaunas.

**This office meets high standards for workspaces, and this was a change much anticipated by employees:**

- ▶ More than 350 colleagues work at the office arranged on five floors of the buildings.
- ▶ The spaces have been specially adapted for different teams and their needs, with a flexible workplace culture.
- ▶ Each floor has a lounge area, one of which is of course designated for basketball.
- ▶ There also is the first Telia business customer service centre set up on the first floor.
- ▶ There are 65 parking spaces and an area for storing bikes.

The office was set up in a very short time, a mere half a year, while the team had to work under quarantine conditions. The architect who was responsible for the set-up is a resident of Kaunas, who successfully reflected the spirit of Kaunas in the interior of the office (choosing the river theme, because Kaunas is at the heart of the confluence of the two largest rivers in Lithuania).

## Remote work

Remote work has already become a common practice that Telia started 7 years ago (in 2015). We have a clearly defined Remote Work Procedure, secure logins to the network when working outside the office, equipment necessary for remote work, and the habit of working remotely with high efficiency.

Of course, not all employees, especially those who have just joined Telia, have the necessary equipment for remote work at home, so just like before, we arrange such equipment, including laptops, desktop screens, quality headphones and other equipment, and deliver it directly to homes of our colleagues.

**We had 1,903 Telia employees working remotely in 2021. Working for a total of 161,415 days remotely.**

In 2021, we were the first in Lithuania to legalize workation. Now our employees can work in any European Union (EU) state for up to one month per year. This is highly beneficial, as employees can better combine work with family life and the need to rest.

Moreover, we allow our teams the flexibility to adjust their working hours - employees can choose to start and end their work day earlier or later, i. e. they can start working at any time from 7 a.m. to 11 a.m. and respectively finish their work day a few hours earlier or later. This option is particularly attractive to colleagues returning from parental leave – they often wish to work part-time for at least some time.



# Remuneration system

The key criteria that are considered in deciding on the remuneration of Telia Group employees include their qualification and competence for the respective position, responsibility, work complexity and contribution to the company's activities, personal achievements and the level of remuneration in the market. Salaries for all employees are reviewed once a year.

**We apply the concept of the so-called comprehensive remuneration, which consists of the following elements:**

- ▶ Basic salary (set individually and differentiated within the salary structure intervals).
- ▶ Short-term variable remuneration (variable component based on employee performance).
- ▶ Variable salary (variable share of the salary paid based on performance).
- ▶ Long-term motivation (programmes that motivate to pursue long-term financial goals);
- ▶ Additional benefits (these are programmes that create social well-being for employees and promote their loyalty, supplementing the basic and variable salary).

**Having reviewed salaries of Telia's employees in 2021, they were increased by an average of 11%.**

Employees who have worked for the company for more than 3 months and who do not receive bonuses for sales, were paid bonuses of average one month's salary.

The remuneration structure and levels of executives of the company are reviewed and managed by the Remuneration Committee, with the Board approving them.

**Information about employees of Telia Lietuva (as of 31 December 2021):**

	Number of employees	Average salary (Eur)
Executives	46	7,465
Middle-level managers	192	3,239
Specialists	1,856	1,853
<b>Total</b>	<b>2,094</b>	<b>2,104</b>

**Telia was in the list of TOP5 in the category of large companies at the Equal Pay Awards in 2021, which means that men and women doing similar work and having similar competences receive similar pay at the company.**

# Professional and personal development

We support the idea of lifelong learning, encouraging and helping our employees to constantly improve their competencies and acquire new knowledge. In addition to the basic and mandatory trainings that our employees have to attend, we organize various additional trainings, information sessions, presentations by external speakers and other activities.

## Improving general operational competencies

Since 2018, we have successfully been implementing a large-scale EU-funded project – improving the qualification, knowledge and skills of Telia's employees. During this project, the following competencies were developed in 2021:

- ▶ Development of customer service competencies (373 people)
- ▶ Scaled Agile Framework (SAF) (64 people)
- ▶ Value and solution sales training (64 people)
- ▶ Negotiating with suppliers (16 people)
- ▶ Structured solution of business issues (12 people)
- ▶ Trainings on phone and business letter sales (5 people)
- ▶ Automated testing training (3 people)
- ▶ Conference RPA Europe (1 people)





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## Mentoring programme

We pay a lot of attention not only to the development of professional competencies, but also to leadership. We started the open mentoring programme “**Mentor@Telia**” in 2021 for this purpose, the aim of which is to bring together a strong community of mentors, who want to share their experiences, and mentees, who want to find a companion for their development journey. Currently:

- ▶ we have 45 mentors
- ▶ 30 mentees enrolled in the programme (i.e. 30 mentoring connections)

## Leadership development

Recent years have been challenging to managers. Seeing this, we distinguished leadership development education as one of our priorities. We aim to help managers to successfully lead hybrid teams (when teams or colleagues work in different locations), communicate effectively through different channels, consciously collaborate and delegate effectively having a flexible work schedule, take care of team performance, create the culture of productivity and a good microclimate in the changed work environment. We also develop leadership in teams of specialists.

In 2021, we introduced the **Essentials of Leadership programme**, which is balanced for new team leaders, project managers, experts in functional fields or leaders with more experience who believe in lifelong learning. The programme has been developed so that it can be integrated into everyday professional life, experimented with, exploring and reflecting on work experience throughout the programme. 110 Telia’s managers have either completed or still continue in this programme.

**Telia Leadership Academy** is a programme for middle-level managers and talent with growth potential. In 2021, the programme aimed to contribute to the training of managers with growth potential for future positions. We developed the content of the Academy together with our partners ISM Executive School. Currently, 20 selected managers participate in the programme.

Our top-level executives have come together for the development of their strategic leadership competencies in the international **Strategic Leadership Programme**. 19 top-level executives from Lithuania, Estonia and Denmark (LED) participated in the programme. This programme trains leaders who transcend the limits of competencies, drive organizational progress, and look deeper into what numbers “speak”. The programme was developed in cooperation with the Re-Humanize Institute and speakers from Singularity University.

We have also held **Radical Collaboration training**. This was a three-day experiential session that allowed employees to understand the secrets of effective leadership, build confidence in team members and improve problem-solving skills.

## Developing soft skills

The pandemic has encouraged us to pay even more attention to the health and emotional well-being of our employees. To strengthen these areas, we turned to external experts and specialists to help us all learn more about how we can stay energetic, positive and resilient to challenges.

In 2021, we continued the cycle of training events “**Refresh Time**”, focusing on the emotional, physical health, financial well-being and personal development of our colleagues. The remote training events got more than 7 000 views.

The renown expert Remigijus Savickas presented four training sessions for our employees “**Atkurk energiją ir atsparumą!**” (English: Get Your Energy and Resilience Back!). Later, all those willing could continue the sprint of regaining energy and resilience by logging in to the application “Atkurk energiją ir atsparumą!” on a phone or a PC.

In 2021, we also started new internal thanksgiving initiatives, because we believe that the word “Thanks” has a great motivational charge. We encourage to use programme called “Pebble” to praise an employee for a great result, to draw colleagues’ attention to praiseworthy behaviour, to form a team culture and steer it in the desired direction. “Pebble” diplomas have been awarded for one of Telia’s three values: Dare, Care or Simplify for an employee or a team.

We also hold the **People of Telia Awards** every year. Colleagues nominate other colleagues and teams for their achievements and important work for the awards. The best ones are selected by the Commission and a joint vote of all employees.

## Students and internship

We admitted 24 interns for compulsory and voluntary internship in 2021. 19 of them worked under trilateral agreements and 5 – under bilateral agreements.

Telia’s talent hunting teams and several IT managers attended the Tech Fair held in the autumn of 2021. They managed to get contact details of 126 students at the event.

## Collective bargaining agreement

Telia has had a collective bargaining agreement for more than two decades. The latest collective bargaining agreement was signed in January 2020, and has been valid for all employees of the company since February. The agreement provided for the following key benefits for employees:

- ▶ Rights and opportunities of choice of employees
- ▶ Support for professional development
- ▶ Appraisal and evaluation of employees
- ▶ Flexibility and balance between work and personal life
- ▶ Promoting wellness of employees

This collective bargaining agreement has been registered in the [Register of Collective Bargaining Agreements](#) and is accessible to all.

# Additional values and guarantees

Telia seeks to contribute to the well-being of its employees and their families through both non-financial and financial means.

## We also provide the following additional social guarantees:

- ▶ additional leave of up to 5 business days, depending on the length of service at Telia.
- ▶ employees get 3 days of paid leave for their wedding.
- ▶ in case of death of the father, mother, spouse, child (adopted child), brother or sister of an employee, the employee is given 3 calendar days of paid leave.
- ▶ in case of death of a grandmother (grandfather), the father, mother, brother or sister of an employee's spouse, the employee gets one calendar day of unpaid leave.
- ▶ employees get paid study leave.
- ▶ the employer pays 70% of the employee's average salary for the first 2 calendar days of temporary incapacity for work due to an illness that fall on the employee's work schedule.
- ▶ employees are allowed to be absent from work for 2 working days per calendar year without a certificate of incapacity for work when feeling unwell or due to an illness, paying them their salary for these days.
- ▶ a bonus on the occasion of 20, 30 and 40 years of uninterrupted service at Telia.
- ▶ allowance for the serious financial situation of an employee or his/ her family or for significant material losses.
- ▶ sports and cultural events have been supported by the decision of the Committee of Social Needs Fund (due to the pandemic, the use of this money this year focused on various online events and emotional health of employees) and initiatives for children of our employees.

## Additional health insurance

All employees of our company are covered under accident insurance from the first day of their employment with the company. The insurance is valid not only during working hours, but at all times, both in Lithuania and abroad. Therefore, our colleagues can feel safe even while on holiday.

In 2021, we had our health insurance plans updated, retaining all the previous conditions, with increased limits for dental services and facilitated payment for psychotherapy sessions. The company pays for 15 psychotherapy sessions provided by a psychotherapist or a psychologist -psychotherapist in personal health care facilities. An additional opportunity was offered to have prenatal care services covered or to have a COVID-19 test done when it is necessary before a day surgery and other tests.

Another important novelty relating to insurance is a possibility to purchase additional health insurance on favourable terms for loved ones, with whom employees do not have to necessary be in a kinship or marriage relationship.

We also take care of our employees on parental leave, providing them with additional health insurance until their baby turns one.

## Saving for retirement

Since the beginning of 2015, Telia has been contributing to the accumulation of pensions of its employees in the 3rd pillar pension funds. All employees of Telia Lietuva Group who have been working for the company for one year or more can participate in this programme called "**Kaupk su Telia**" (English: Save with Telia). If employees also contribute to the saving for pension at their own expense, Telia transfers an additional contribution to their pension fund corresponding to the employee's contributed share of salary.

## Social Needs Fund

We have established the Social Needs Fund which aims to contribute to the implementation of the social needs and ideas of employees.

### Funds from the Social Needs Fund have been granted for the following:

- ▶ to pay benefits for a difficult financial situation of an employee or his/ her family or significant material losses suffered by them;
- ▶ to support sports and cultural events;
- ▶ to support initiative for children of our employees;
- ▶ to pay bonuses for 20, 30 and 40 years of uninterrupted service at Telia;
- ▶ to pay benefits in case of death of relatives of an employee or an employee himself/ herself.

**In 2021, EUR 71,769 was disbursed from the Social Needs Fund to meet the needs of Telia's employees.**

**787 employees of the company participated in the programme "Kaupk su Telia" in 2021.**

**In 2021, 2,023 employees used additional health insurance.**

# Combining work and family life

It is important for us that Telia employees have a good work-life balance, thus we have offered to our colleagues benefits in this area that are truly unique in the market.

We have a special initiative for engaging school-age children “**Telia Mokyklinukų klubas**” (English: Telia Schoolchildren’s Club). This club is meant for 6-12-year-old children of employees. Before the pandemic, the club operated in Vilnius and Šiauliai. We plan to continue this initiative as soon as the right circumstances and opportunities arise. At the club, children spend time under the supervision of specialists from the afternoon to the evening. Here they can do their homework, relax and play, engage in various educational activities, for example, activities focusing on environmental protection and sustainability topics. We cooperate with the enthusiasts of the “Gatvės gyvos” initiative in arranging activities of the club.

Before the pandemic, we held day camps for children of our employees during their fall, winter and spring holidays. We hope to get them back as soon as we can.

## Other activities for employees

Telia fosters a culture of active life of employees, so we invite them to join different communities, which we call Hubs. For example, the Hub of Diversity and Inclusion organized a virtual panel discussion on the topic of fathers on parental leave (which had 144 participants) in 2021. Our Culture HUB is also active, inviting colleagues to meet new people, have a good time exercising, reading, playing mind games, strategic board games, dancing, etc.

After the quarantine was lifted in the summer, we invited all employees to move, giving away 170 solo hikes by Trenkturas, while the most enduring hikers received additional prizes. Colleagues were really active, having walked a total of 4,899 kilometres together.



# Support

In 2021, for support Telia distributed more than

€ 130,000

## In 2021, we gave a 100% discount for short numbers of the following campaigns:

- ▶ Coronavirus hotline
- ▶ National Volunteer Coordination Center
- ▶ Helpline for seniors to get answers to any questions about COVID-19 vaccine
- ▶ Psychological Crisis Call Center
- ▶ Information line on support for businesses for COVID-19
- ▶ Fundraising campaign “Žmogiškumas – svarbiausia” (English: Humanity is Paramount) to help migrants
- ▶ Support for the campaign and concert “Pasidalink” (English: Share)
- ▶ Support for the campaign and concert “Gelbėkit vaikus” (English: Save the Children)
- ▶ Support for the project “Išsipildymo akcija” (English: Fulfilment Campaign).

## In 2021, we provided financial support to the following:

- ▶ Telia Lietuva Employee Trade Union
- ▶ Trade union of Lithuanian communication employees
- ▶ Order of Malta helpdesk
- ▶ Charity and Support Fund “Maisto bankas” (English: Food Bank)
- ▶ BĮ “Vilniaus kultūros centras”
- ▶ VšĮ “Talentai technologijoms” (for the programmes “Atrask technologijas” (English: Discover Technology) and “Women Go Tech”)
- ▶ VšĮ “Autorių fondas”
- ▶ Association “Moterų informacijos centras” (English: Women’s Information Center)
- ▶ Association “LGL”

## In 2021, we provided support for equipment to:

- ▶ Lithuanian Red Cross Society

# About the report

This report presents the activities of Telia Lietuva (Telia in brief) in 2021. The Sustainable Business Report is drafted once a year and published together with annual performance results.

In this report, we provide non-financial information on responsible business to our stakeholders: customers, shareholders, investors, employees, suppliers, business and social partners, and the general public.

This report has been drafted in accordance with the principles of the United Nations Global Compact, Global Reporting Initiative (GRI) G4 Sustainability Reporting Guidelines, and the requirements which telecommunications companies are subject to. The G4 Guidelines are internationally recommended as one of the most advanced non-financial reporting methodologies for measuring and presenting information to internal and external stakeholders.

The report also takes into account the recommendations provided by the Bank of Lithuania on the information to be provided by responsible businesses. The report is publicly available on the website thus can be accessed by all stakeholders. Information on the publication of the report is also provided in the stock exchange announcements to investors.

The report has not been audited. The annual report shall not be printed, preparing it in electronic format only, which is available in Lithuanian and English on the website [www.telia.lt](http://www.telia.lt) and on the website of the Nasdaq Vilnius Stock Exchange together with annual financial statements of the company.

Stakeholders' comments, feedback and questions are always welcome. Please send them by e-mail [indre.bimbiryte-yun@telia.lt](mailto:indre.bimbiryte-yun@telia.lt).