

# TELIA LIETUVA SUSTAINABILITY REPORT 2019

## GRI INDICATORS

Telia Lietuva Sustainability Report is prepared along the Core option of the GRI-G4 Guidelines.

### STRATEGY AND ANALYSIS

GRI4	Indicators / Aspects	Details / Description
G4-1	Statement from the most senior decision maker of the organization	see <a href="#">Technologies for people – it is us, Telia</a>
G4-2	Key impacts	see <a href="#">How do we ensure a responsible business?</a>

### PROFILE

GRI4	Indicators / Aspects	Details / Description
G4-3	Name of reporting organization	see <a href="#">Telia Lietuva, AB</a>
G4-4	Primary brands, products and/or services	see <a href="#">Telia Lietuva, AB</a> / <a href="#">What is Telia</a>
G4-5	Location of organization's headquarters	Telia Lietuva head office is located at Saltoniškių g. 7A, LT-03501 Vilnius
G4-6	Countries, where the organization operates	Lithuania; see <a href="#">What is Telia Company</a>
G4-7	Nature of ownership and legal form	see <a href="#">Shares and Shareholders</a>

G4-8 Markets served (including geographic breakdown, sectors served and types of customers / beneficiaries)

see [Market information](#)

G4-9 Scale of reporting organization

see [Telia Lietuva Group](#) / [Corporate governance](#)

G4-10 Number of employees

see [Attention to Employees](#)

G4-11 Collective bargaining agreements

see [Collective agreement](#)

G4-12 Supply chain description

see [Responsibility in the market / Requirements for suppliers](#)

G4-13 Significant changes during the reporting period regarding size, structure or ownership

see [What is Telia Lietuva](#)

G4-14 Precautionary principle

The precautionary principle is manifested through the implementation of company policies, such as: the Code of Responsible Business, Supplier's Code of Ethics, Environmental Policy. See: [How do we ensure a responsible business?](#)

G4-15 Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or which it endorses

see [How do we ensure a responsible business?](#)

G4-16 Membership associations

see [Membership in organisations](#)

## IDENTIFIED MATERIAL ASPECTS & BOUNDARIES

GRI4	Indicators / Aspects	Details / Description
G4-17	Entities included in financial statements	see <a href="#">Telia Lietuva Group / Subsidiaries and associates of the Company</a> / <a href="#">About the Report</a>
G4-18	Process for defining report boundaries and content	see <a href="#">About the Report</a>
G4-19	Material aspects included in the report	see <a href="#">About the Report</a>
G4-20	Descriptions of material aspect boundaries within the organization	Aspects considered material throughout the organization.
G4-21	Descriptions of material aspect boundaries outside the organization	Aspects considered material for all external stakeholders.
G4-22	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement	There are no major restatements of information provided in previous reports
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries.	There are no significant changes from previous periods in scope.

## STAKEHOLDER ENGAGEMENT

GRI4	Indicators / Aspects	Details / Description
G4-24	Stakeholder groups	see <a href="#">Stakeholders</a>
G4-25	Basis for identification and selection of stakeholders with whom to engage.	see <a href="#">Stakeholders</a>
G4-26	Approach to stakeholder engagement	see <a href="#">Stakeholders</a> / <a href="#">Sustainable and responsible activities</a>
G4-27	Topics raised during stakeholder engagements	see <a href="#">Stakeholders</a> / <a href="#">Sustainable and responsible activities</a>

## REPORT PARAMETERS

GRI4	Indicators / Aspects	Details / Description
G4-28	Reporting period for information provided	2019
G4-29	Date of most recent previous report	2018-04-29
G4-30	Reporting cycle	Annual
G4-31	Contact point for questions regarding the report or its contents	Birutė Eimontaitė, <a href="mailto:birute.eimontaite@telia.lt">birute.eimontaite@telia.lt</a>
G4-32	GRI Content Index	Prepared along the GRI 4 Indicators
G4-33	Policy regarding report assurance	This Report has not been audited.

## GOVERNANCE

GRI4	Indicators / Aspects	Details / Description
G4-34	Governance structure of the organization	see <a href="#">Corporate governance</a> / <a href="#">Annual report – Corporate governance</a>
G4-38	Composition of the board and its committees	see <a href="#">Board</a> / <a href="#">Annual report – Corporate governance</a>
G4-39	Whether the chair of the board is also an executive officer	No, the chairperson of the Board is a non-executive officer. See <a href="#">Board</a>
G4-42	Mechanisms for stakeholders and employees to provide recommendations or direction to the highest governing body	Sustainability is a part of our business strategy approved by the Board. The approved strategy emphasizes transparent and accountable management model based on responsible business leadership.

## ETHICS & INTEGRITY

GRI4	Indicators / Aspects	Details / Description
G4-56	Organization's values, principles, standards, and norms of behavior such as codes of conduct and codes of ethics.	see <a href="#">Sustainable and responsible activities</a>
G4-58	Mechanisms for reporting concerns about unethical or unlawful behavior	see <a href="#">Speak up line</a> / <a href="#">Transparency and anti-corruption</a>

## ECONOMIC PERFORMANCE INDICATORS

GRI4	Indicators / Aspects	Details / Description
G4-EC1	Economic value	see <a href="#">Financial figures</a>
G4-EC4	Significant financial assistance received from government	Not have been received
G4-EC7	Infrastructure investments	see <a href="#">Investment</a>
G4-EC8	Indirect economic impacts	see <a href="#">Sustainable and responsible activities / Investment</a>

## ENVIRONMENTAL PERFORMANCE INDICATORS

GRI4	Indicators / Aspects	Details / Description
EN3	Direct energy consumption	see <a href="#">Environmental protection</a>
EN5	Energy intensity	see <a href="#">Environmental protection</a>
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives	see <a href="#">Environmental protection</a>
EN8	Total water withdrawal by source	see <a href="#">Environmental protection</a>
EN15-16	Total direct and indirect greenhouse gas emissions	No data calculated. see <a href="#">Environmental protection</a>

EN19	Initiatives to reduce greenhouse gas emissions	Seeking to reduce an impact on greenhouse gas emissions the company for the couple of years for provision of services uses only renewable sources of energy. see <a href="#">Environmental protection</a>
EN23	Total weight of waste by type and disposal method	see <a href="#">Environmental protection</a>
EN-30	Environmental impacts from product distribution and employee travel	see <a href="#">Environmental protection</a>
EN26	New suppliers screened using environmental criteria	see <a href="#">Inclusion of Suppliers to Sustainable Activities</a>

## LABOR PRACTICES & DECENT WORK

GRI4	Indicators / Aspects	Details / Description
G4-LA2	Benefits provided to full-time employees	see <a href="#">Employees: safety, health and education</a>
G4-LA4	Notice periods regarding operational changes	see <a href="#">Employees: safety, health and education</a>
G4-LA5	Percentage of total workforce represented in formal joint management worker health and safety committees	Employee's Safety and Health Committee is composed of three employer and three union members representatives, see <a href="#">Employees: safety, health and education</a>
G4-LA6	Rates of injury, occupational disease, lost days, absenteeism, and work-related fatalities	In 2019, 2 minor accidents in total were recorded in Group (due to their own negligence). see <a href="#">Employees: safety, health and education</a>
G4-LA8	Health and safety topics covered in agreements with trade unions	Employees' Safety and Health Committee is composed of 3 representatives of the employer and 3 representatives of the members of the Trade

Unions. see [Employees: safety, health and education](#)

G4-LA9 Average hours of training for employees see [Employees: safety, health and education](#)

G4-LA11 Employees receiving performance and career development reviews see [Professional and Personal Development](#)

G4-LA14 New suppliers that were screened using labor practices criteria All new suppliers are required to sign a Supplier Code of Ethics, which sets ethical work practice requirements.

G4-LA16 Grievances about labor practices In the Company it is recommended to report unethical behaviour via usual channels first, i.e. to share the apprehensions with direct manager or address the divisions of Human Resources, Legal Affairs or Risk Management. In case this way is unacceptable and the case itself is of particular significance and can have serious effect on the company's performance the Transparency Hotline should be used  
see [Speak up line](#)

## HUMAN RIGHTS INDICATORS

**GRI4**                      **Indicators / Aspects**                      **Details / Description**

G4-HR1 Investment agreements and contracts that include human rights clauses or underwent screening To streamline Telia Lietuva Group structure, shareholders of the Company had approved the preparation of reorganisation terms, under which Telia Customer Service LT, AB would be merged into Telia Lietuva, AB. The terms of merger of Telia Lietuva, AB and Telia Customer Service LT, AB were prepared and on 6 November 2019 approved by the Boards of both companies. In April 2019, Telia Customer Service LT, UAB changed its legal form from closed joint-stock company into joint-stock company. After change of legal form, the company operates as Telia Customer Service LT, AB.



see [Consolidated annual report](#)

G4-HR2	Employee training on human rights	In 2016 adopted Code of Responsible Business states that we support a culture that encourages every individual to speak freely – a culture that safeguards human rights, employee dignity, and health and safety. Annually, all employees take part in electronic anti-corruption training. see <a href="#">Transparency and anti-corruption</a>
G4-HR3	Incidents of discrimination	There were no discriminatory violations or complaints in 2019.
G4-HR4 / HR5/ HR6	Operations identified as having a significant risk for incidents of child labour, and measures taken to contribute to the elimination of forced or compulsory labour	Suppliers' Code of Ethics requires suppliers to take care of these rights. Code of Responsible Business states that we want to be seen as fair and professional, so we work to the highest standard of business ethics and procurement practices. We expect our suppliers and contractors to meet the same high standards.
G4-HR10	New suppliers screened for human rights	Suppliers Code of Ethics defines the human rights issues as well. The requirements are mandatory to all suppliers. See. <a href="#">How do we Ensure Responsible Business</a>
G4-HR12	Grievances about human rights impacts	In the Company it is recommended to report unethical behaviour via usual channels first, i.e. to share the apprehensions with direct manager or address the divisions of Human Resources, Legal or Risk Management. In case this way is unacceptable and the case itself is of particular significance and can have serious effect on the company's performance the <a href="#">Speak up line</a> should be used. In 2019, there were no grievances about human rights impacts.

## SOCIETY INDICATOR

GRI4	Indicators / Aspects	Details / Description
G4-SO1	Local community engagement, impact assessments and development programs	In 2019, we signed twelve support agreements. Social investments of Telia Lietuva Group amounted to almost EUR 33 thousand (this amount does not include the support for telecommunication services discounts). see <a href="#">Volunteering and Support</a>
G4-SO3	Risks related to corruption	Corruption risk assessment is carried out annually. First of all, corruption and bribery risk is assessed at the national level using sources such as Transparency International indices, Word Bank Governance indicators etc. In addition, each year the Company performed operative assessment when assessing the risk of corruption and bribery in the Company's daily activities. see <a href="#">Transparency and anti-corruption</a>
G4-SO4	Communications and training on anti-corruption	During 2019, all employees participated in e-trainings on anti-corruption. The aim of the trainings was to familiarize employees with anti-corruption policy and rules valid in the company, to give actual examples, which would allow identifying risky situations and discussing appropriate behaviour in those situations. Such trainings have been held each year. see <a href="#">Transparency and anti-corruption</a>
G4-SO5	Confirmed incidents of corruption	No such incidents recorded.
G4-SO6	Political contributions	The Company does not provide support or other allowances to political organizations and parties. The Company does not engage in the politics of the countries in which we operate, nor do we make political donations. We do not comment on politics or make political statements when representing our company. see <a href="#">Volunteering and Support</a> , <a href="#">Code of Responsible Business Conduct of Telia Company</a>

S07	Anti-competitive behavior	No legal actions; we do not engage in these types of activities.
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S08	Fines for non-compliance with laws	In 2019, the Company was not fined or sanctioned for non-compliance the related law requirements.
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## PRODUCT RESPONSIBILITY INDICATORS

GRI4	Indicators / Aspects	Details / Description
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G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services, by type of outcomes	In 2019, there was not such incident in connection with not observing the law in this area.
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G4-PR5	Surveys measuring customer satisfaction	The key indicator of the customer experience measurement programme is the recommendation index or Net Promoter Score (NPS).
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G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship	The Company cooperates with advertising self-regulation association Lithuanian Advertising Bureau and adheres to the Code of Advertising Ethics. see <a href="#">Responsibility in the market</a>
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G4-PR8	Complaints regarding breaches of customer privacy and losses of customer data	In 2019 there were no complaints regarding violations of customers' data privacy received.
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G4-PR9	Fines for non-compliance with laws and regulations concerning products and services	In 2019, the Company did not receive fines for non-compliance with the law in this area.
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# TELECOMMUNICATION SECTOR SPECIFIC INDICATORS

GRI4	Indicators / Aspects	Details / Description
IO1	Capital investment in telecommunication network infrastructure broken down	see <a href="#">Consolidated Annual Report (Capital Investments)</a>
IO3	Practices to ensure health and safety of field workers	see <a href="#">Safety Trainings</a>
PA1	Policies and practices to enable the deployment of telecommunications infrastructure and access to services in remote and low population density areas	see <a href="#">Investment</a> / <a href="#">Technology</a>
PA3	Policies and practices to ensure availability and reliability of telecommunications products and services	We operate with different offerings and price levels to make technology widely available and affordable. We take initiatives to promote digital literacy and projects contributed to the sustainable development of local communities. Also, we responsibly take care of IT literacy and online safety. see <a href="#">Technology</a> / <a href="#">Online Safety of Children and Teenagers</a>
PA4	The level of availability of telecommunications products and services in areas where the organization operates	We are committed to bridging the digital divide by developing infrastructure and services that are accessible across our markets. see <a href="#">Market information.</a>
PA6	Programs to provide and maintain telecommunication products and services in emergency situations and disaster relief	We are professionally prepared to help in rescue work and disaster relief in cases of emergencies and disasters. The Company has crisis management policy, crisis management teams and contingency plans on how to handle emergency situations together with national and local rescue services. Our networks are built and maintained to provide high availability of the services. Main nodes, POP's are duplicated and have redundancy solutions implemented.

10	Initiatives to ensure clarity of charge and tariffs	All existing service terms and conditions, contract templates are publicly available at the Company's website
PA11	Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost effective and environmentally preferable use	see <a href="#">What was the Year 2019 Like for Us</a>
TA1	Provide examples of the resource efficiency of telecommunication products and services delivered	see <a href="#">Environmental protection</a>
TA2	Provide examples of telecommunications products, services and applications that have the potential to replace physical objects (eg. Travel by videoconferencing)	see <a href="#">What was the Year 2019 Like for Us</a>

## DISCLOSURE ON MANAGEMENT APPROACH G4-DMA

GRI4	Indicators / Aspects	Details / Description
G4-DMA	Material aspects identification:	see <a href="#">Stakeholders</a> . More about how we manage areas relates to the material aspects please see <a href="#">Our Approach to Sustainability</a> .

## ECONOMIC

GRI4	Indicators / Aspects	Details / Description
	Material aspects	Economic performance, Indirect economic impacts
G4-DMA	Management approach	<a href="#">Responsible Business</a> / <a href="#">Market information</a> / <a href="#">What was the Year 2019 Like for Us</a>

## ENVIRONMENT

GRI4	Indicators / Aspects	Details / Description
	Material aspects	Energy efficiency, Resources, Suppliers
G4-DMA	Management approach	<a href="#">Responsibility in the market</a> / <a href="#">Environmental protection</a>

## SOCIAL: LABOR PRACTICES AND DECENT WORK

GRI4	Indicators / Aspects	Details / Description
	Material aspects	Non discrimination, freedom of expression, freedom of associations, Forced or compulsory labor
G4-DMA	Management approach	<a href="#">Attention to Employees: Health and Safety</a> / <a href="#">Responsibility in the market</a>

## SOCIAL: SOCIETY

GRI4	Indicators / Aspects	Details / Description
	Material aspects	Community, employees, anticorruption, ethical behaviour in the market
G4-DMA	Management approach	<a href="#">Freedom of Expression</a> / <a href="#">Personal Privacy</a>

## SOCIAL: PRODUCT RESPONSIBILITY

GRI4	Indicators / Aspects	Details / Description
	Material aspects	Marketing communications, Customer privacy, Competitive environment
G4-DMA	Management approach	<a href="#">Responsibility in the market</a> / <a href="#">Online Safety of Children and Teenagers</a>