Millicom Materiality Analysis 2013

Materiality analysis
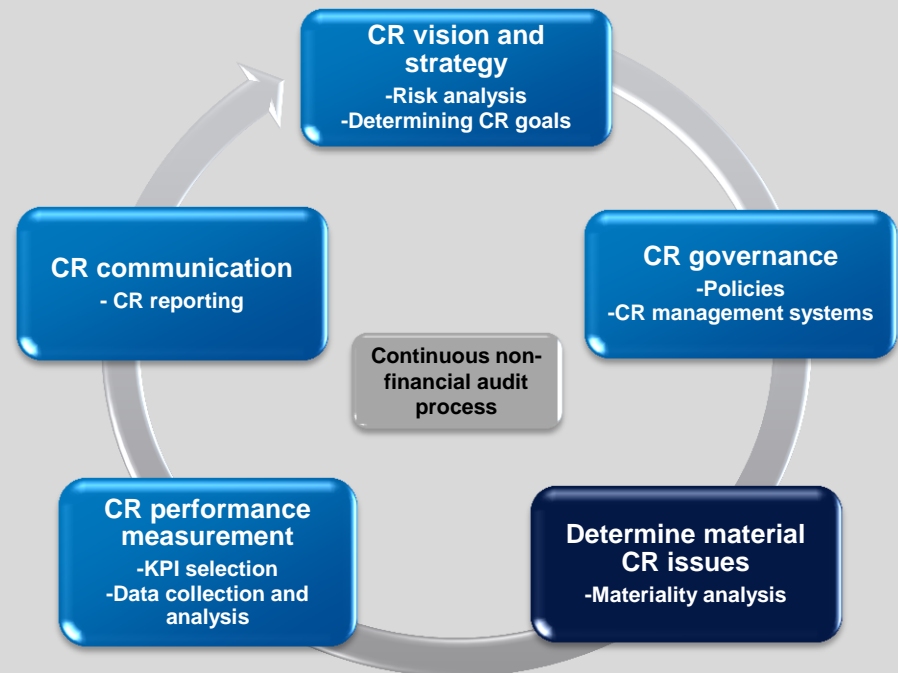## Context, purpose and method

Why a materiality analysis?

- The purpose of a materiality analysis is to identify and prioritize material aspects for the Millicom CR Report 2013.

- Conducting a materiality analysis is a requirement in the international non-financial reporting standard (GRI) used by Millicom for annual CR reporting.

Method

- Data was collected through online surveys, interviews and from Tigo Brand Research.

- Participating stakeholder groups were Millicom (internal), investors, NGO's, suppliers and customers.

- Stakeholders were asked to score 18 issues from 6-1 (most important to least important) based on which issues they considered most important for Millicom to focus on.

- Issues were derived from previous CR reporting, a media review and a peer benchmark and divided into the 3 categories economic issues, health, safety and environmental issues, and social issues.

Materiality plays a key part in Millicom's overall corporate responsibility process

CR vision and strategy
-Risk analysis
-Determining CR goals

CR governance
-Policies
-CR management systems

CR communication
- CR reporting

Continuous non-financial audit process

CR performance measurement
-KPI selection
-Data collection and analysis

Determine material CR issues
-Materiality analysis

This document contains a summary of the results from the materiality analysis.
To give feedback on the results, please contact Anne Eliasson at anne.eliasson@millicom.com.

Materiality Analysis – Results 2013
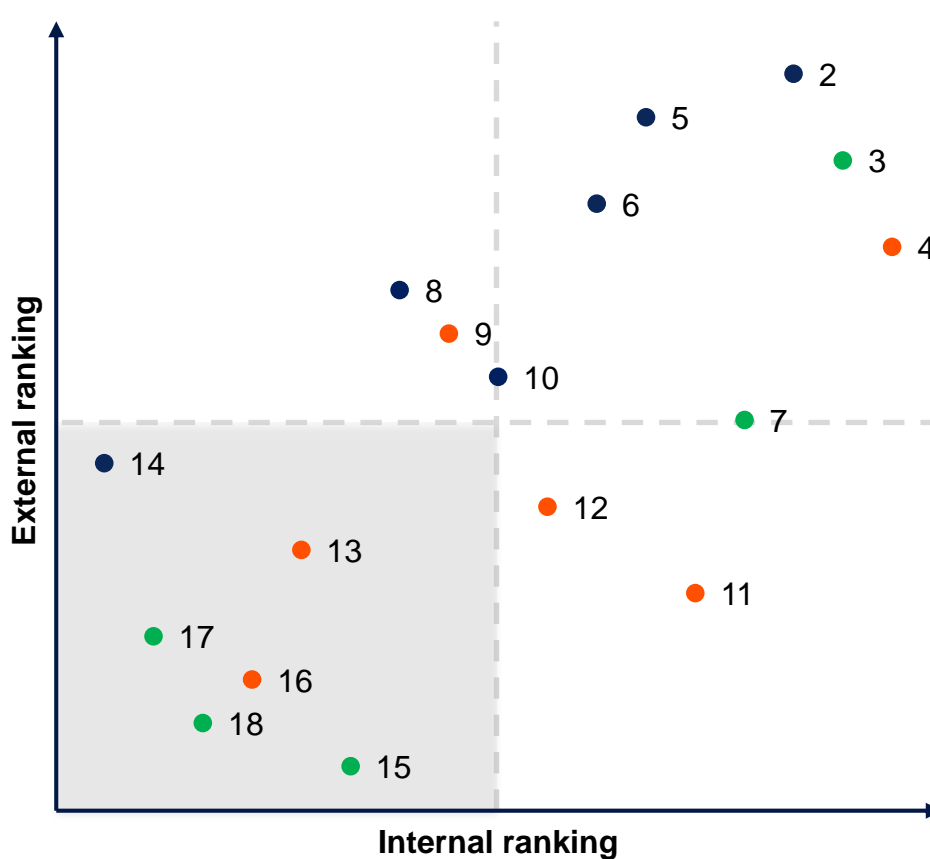
1. Safe and reliable products & services
2. Strong trustworthy brand
3. Health & safety of employees & partners
4. Listens to & understands its customers
5. Affordable and accessible products and services
6. Participates in the local economy
7. Training & development for employees
8. Active against corruption
9. Customer privacy & freedom of expression
10. Transparent governance
11. Non-discrimination & equal opportunity
12. Ensures an ethical supply chain
13. Working for children's rights
14 Charitable activities
15. Reduce energy and emissions
16. Freedom of association & collective bargaining
17. Processes to manage & reduce e-waste
18. Certified HS&E management systems

External ranking

Internal ranking

LEGEND

The bottom-left area represents aspects that were ranked low by both internal and external stakeholders and therefore will not be focused on in the CR Report

● Economic issues
● Health, safety and environmental issues
● Social issues

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Top three issues per category

Economic issues

1. Strong thrustworthy brand

2. Affordable & accessible products & services

3. Participates in the local economy

Health, safety & environmental issues

1. Safe & reliable products & services

2. Health & Safety of employees & partners

3. Training & development for employees

Social issues

1. Listens and understands its customers

2. Customer privacy & freedom of expression

3. Non-discrimination and equal opportunity

Top and bottom issues per stakeholder group

Issues ranked most important and least important

	Investors	Suppliers	NGOs	Customers
Top issues	• Customer privacy & freedom of expression (5.4)* • Active against corruption (5.2) • Health & safety of employees & partners (5.2)	• Health & safety of employees & partners (5.0) • Listens to & understands its customers (4.9) • Active against corruption (4.4) • Safe and reliable products & services (4.4)	• Transparent governance (4.6) • Safe and reliable products & services (4.6) • Working for children's rights (4.4)	• Affordable & accessible products & services (5.8) • Strong trustworthy brand (5.3) • Safe and reliable products & services (5.1)
Bottom issues	• Affordable & accessible products & services (2.8) • Reduce energy and emissions (2.8) • Working for children's rights (2.6) • Charitable activities (1.4)	• Charitable activities (2.1) • Reduce energy and emissions (2.0) • Certified HS&E management systems (2.0)	• Reduce energy and emissions (2.6) • Processes to manage & reduce e-waste (2.6) • Listens to & understands its customers (2.6) • Freedom of association & collective bargaining (2.1)	N/A**

*Numbers in parenthesis refer to the average score given to a specific issue by the respective stakeholder group. Scores ranged from 6 to 1, 6 being the most important and 1 being the least important for Millicom to focus on.

**Customer rankings were not collected through specific materiality analysis stakeholder dialogues but through Tigo Brand Research, where only top issues could be deducted.

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