

Corporate Responsibility (CR) highlights

Continuing commitment to transparency – 2015 CR report

Millicom published its fourth externally assured CR report on April 4, 2016, in line with the Global Reporting Initiative (GRI) G4 reporting guidelines. Millicom also published on the same day its first standalone Law Enforcement Disclosure Report, outlining the context, nature and extent of government requests for customer data and surveillance; how we manage different requests; and engage more widely on privacy and freedom expression.

Highlights of the CR report include:

- **Focusing on what matters:** Our materiality re-assessment with global stakeholders affirmed our material issues, as outlined in the 2015 CR report.
- **Acting responsibly – anti-corruption compliance:** We implemented a standardised, global Anti-Bribery and Anti-Corruption (ABAC) training programme in 2015; aimed at senior managers, and high-risk business functions, with 76% attendance rate. We had a 40% increase in cases reported through whistleblowing channels, implying, together with increased focus on risk awareness and training, an increased awareness of availability of such channels; with 156 cases reported and investigated as compared to 110 cases in 2014..
- **Improving gender balance:** Steady increase in women in top 600 senior management positions to 25%, up from 19% in 2013. Gender inclusivity initiatives helped decrease turnover among young women, high in previous years, by 10 percentage points.
- **Reducing our environmental footprint.** Ahead of our 2020 target, we have achieved a 51% reduction in carbon emissions per base station against our 2008 baseline. We raised US\$650,000 from electronic waste sales through our responsible e-waste programme.
- **Responsible supply chain management:** Suppliers representing 53% of our supplier spend conducted EcoVadis self-assessments, helping us form an understanding of risks and gaps. 120 correction action plans were developed for the suppliers falling below our accepted threshold in the assessment; 21 of these on health and safety. 79% of our strategic suppliers have signed the Supplier Code of Conduct, up from 61% in 2014.

Key milestones in child rights work

In Q1, Millicom together with UNICEF made available for public consultation the Mobile Operator Child Rights Impact Assessment tool (MO CRIA). The tool was presented at a UNICEF event in London in March, and will be finalised for the use of all telecom operators during Q2 2016. Millicom also carried out an assessment of its child rights impacts with MO CRIA in Colombia in February.

A module of child online protection has been integrated in the Tigo Sales School curriculum for all sales staff in Costa Rica, and to be rolled out in other markets later in the year. Millicom also presented its approach to child online protection and work in child sexual abuse content blocking at Interpol's 2nd Americas Working Group Meeting in March.

Health, safety and security

We continued to manage safety and security standards in two of our operations with higher risk, reviewing effectiveness of personal safety and security controls implemented in the previous quarter in El Salvador, and security standards ahead of the presidential elections in Chad. Both operations are also working on a communication campaign; on personal safety and security in El Salvador, and safe working in Chad. Additionally, we conducted a review of H&S management in Zantel to align our approach following the acquisition; ran a health care campaign on Zika across our US and Latin American services; and produced a communication campaign in Tanzania on safe driving.

Further strengthening the compliance framework

As part of our efforts to continuously adapt and strengthen the company's ABAC programme, the new Sponsorship and Donations Policy was approved. It is directly linked with our ABAC Policy and covers financial and in-kind donations and sponsorships with emphasis on tightening controls. The policy is currently being implemented with the joint efforts of the global compliance and corporate responsibility teams.