

Millicom Corporate Responsibility Report 2014 Highlights



#8

Tigo featured as #8 most admired brand in Africa

6.2m

new customers connected to data services in 2014, many for the first time

Voice of Customer teams in 13 country operations

Zero-tolerance for bribery, corruption, extortion and fraud

independent ethics line launched for stakeholders to report concerns around unethical behaviour



- \$7.6 million spent on social projects in all our countries.
- We hosted the first joint child online protection workshop with UNICEF in Latin America.
- Over 2,000 applications received for Tigo Digital Changemakers Award across eleven countries.
- Percentage of women senior management positions rose to 22%.
- Half of our General Managers in Africa are women.
- The first diversity committees launched (Tigo Costa Rica and Tigo Ghana) to work on gender inclusivity.
- Our workforce includes 75 nationalities.
- Tigo Bolivia now counts six crèches and breastfeeding rooms at offices across the country.
- Carbon emissions per base station 39% lower against the 2008 baseline.
- Energy use per base station by 10% lower compared to 2013.
- We published our first transparency report, on how we manage requests from governments and law enforcement authorities.

Who we are and what we do

Millicom is a leading international telecommunications and media company dedicated to emerging markets in Latin America and Africa. We employ 23,297 people and have over 56 million customers in mobile and five million revenue-generating units in cable, with 5.6 million households covered with our cable network.

Operating under the Tigo brand in 14 countries, we offer innovative mobile, cable, satellite, broadband and Mobile Financial Services and products. In 2014 growth was strong due to our new digital lifestyle strategy, mobile financial services innovation and merger with UNE in Colombia.

Our approach to corporate responsibility

Our aim is to have a positive impact on society through providing access to a digital lifestyle and to make a difference on social and environmental issues related to our business.

In 2014, we invested \$1,294 million to expand and improve the coverage of our services, bringing mobile phone calls, internet access and first-class entertainment to millions of new customers. Our offers also allow people with low or irregular incomes to stay connected.

Corporate Responsibility at Millicom is overseen by the Government Relations and Corporate Responsibility Committee of the Board of Directors.

We sharpened our CR strategy to focus on five areas that reflect our most significant impacts, opportunities and stakeholder concerns in the countries where we operate. These are: diversity, child protection, privacy and freedom of expression, responsible supply chain management and reducing our environmental footprint.

Our social investment through the Digital Changemakers Awards helps us identify and support the roll-out of innovative solutions using digital and mobile technology to solve social challenges.

We also invest in social programmes in the countries where we operate, for example, providing training to schools and teachers on maximising the use of technology to achieve educational benefits.

A strong focus on ethics and governance

Millicom is committed to conducting our business responsibly. In 2014 we focused on building a strong basis of governance, Code of Conduct, and global policy framework and processes to support our business objectives.

Millicom has a zero-tolerance policy towards bribery, corruption, extortion and fraud, and our employees and intermediaries are prohibited from offering or accepting any form of bribe or facilitation payment under any circumstances.

We launched an independent, global helpline, Millicom Ethics Line, for our employees and other stakeholders to raise concerns around unethical behaviour. Any concerns can be reported here anonymously: <https://secure.ethicspoint.eu/domain/media/en/gui/100713/index.html>

Customer experience

Our key priorities are providing safe and reliable products and services for our customers, improving the quality of our service and making technology affordable and accessible. Extensive engagement in 2014 – including via ‘Voice of Customer’ committees and customer experience surveys – has strengthened our customer-centric approach and resulted in improved loyalty ratings.

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New Supplier Code of Conduct
mandatory compliance for all our suppliers

37%

of new hires in 2014 were women

Supporting children's helplines

We are enabling children to call for help and report abuse by providing free calls and free promotion in some of our countries.

39%

reduction in our CO₂ emissions per base station compared to base year 2008; on track to meet 50% reduction target by 2020

In 2015, we will start our ISO 27001 implementation to further strengthen our information security systems.



Health & safety

Security situation in some of our markets, along with the safety risks related to network maintenance work, makes safety a critical area of focus. In 2014 we rolled out a new incident reporting tool and improved internal auditing and continue to implement our H&S management system across all operations.

We received our first external audits against the OHSAS 18001 certification standard in Bolivia and Tanzania in 2014.

Our Corporate Responsibility focus areas

In 2014 we worked to integrate responsible business practice more thoroughly into the company's activities and business strategy. Our materiality analysis in 2013 and deep engagement with our different stakeholders has enabled us to identify clear focus areas and key milestones for the next five years.



Responsible supply chain

We believe ethical suppliers are more likely to provide quality products and services, and that supplier conduct reflects on our own reputation. We have updated our Supplier Code of Conduct and suppliers must comply with it as a requirement of all our contracts from January 2015. We are also looking for our suppliers to self-assess and report their compliance with our code.



Diversity

Meeting the needs of a diverse customer base necessitates a diverse workforce with a range of skills. In 2014 we established a global diversity programme an initial focus is improving gender diversity, particularly in senior management. We also believe in promoting local talent and, during 2014, 84% of senior managers, and 99% of all employees were employed locally.



Child protection

Providing a safe and positive online environment for children is crucial to help them take advantage of new technology, and is an issue of concern to many of our customers, particularly parents and teachers. Through our partnership with UNICEF we are helping to support the industry to establish how we respect children's rights and build this into our business practices.



Reducing our environmental footprint

As a global company, we need to act responsibly and preserve the long-term sustainability of our operating environments. Reducing our environmental impacts also saves cost. Disposal of materials from electronic waste is a particular challenge. Tigo El Salvador and in 2014 Tigo Tanzania were the first operations to implement our responsible e-waste programme.



Privacy and freedom of expression

Keeping our customers' information secure is crucial to maintaining their trust. Investors and NGOs are particularly interested in how we cooperate with law enforcement and their requests for customer data, and how we minimise the impact on our customers' privacy in such cases. In 2014 we chaired the Telecommunication Industry Dialogue on this issue and participated in several public events – demonstrating our proactive approach.

2015 priorities

Priorities for 2015 include further strengthening our governance and risk processes, especially for Mobile Financial Services, and launching our new anti-corruption policy. We will continue to elevate our safety standards, particularly in markets with difficult security situations, and aim to achieve OHSAS 18001 accreditation for some operations. We have set specific goals for continuous improvement in each of our five corporate responsibility focus areas above.