

Corporate Responsibility (CR) Highlights

Millicom improved scores in Dow Jones Sustainability Index and joined Business for Social Responsibility

Millicom improved its score in the Dow Jones Sustainability Index by six points to 67/100 (2014: 61/100). Performance improved in all three areas; economic, environmental and social responsibility. We ranked amongst the 10% best performing companies in our industry in Antitrust Policy, Brand Management and Human Capital Development.

This quarter, Millicom joined BSR, Business for Social Responsibility, a global network for businesses to create sustainable solutions, offering training, networking and advice.

Managing supply chain risk more robustly

In Q3 Millicom continued its supply chain assessment campaign with the EcoVadis sustainability monitoring platform. Over 60 suppliers were invited to submit a self-assessment of their corporate responsibility management by end of Q3. The second round of self-assessments for a further 50 suppliers will be launched in October with the aim of assessing over 50% of our supplier spend by the end of 2015. Millicom is also piloting a supplier capacity building program in Paraguay with eight key SME suppliers, who will receive in-depth training on ethical business conduct, labor conditions and environmental management as well as quality and customer management.

Industry leading Child Online Protection Initiative

Millicom organised three industry leading Child Online Protection conferences in collaboration with UNICEF this quarter in Rwanda, El Salvador and Costa Rica. All conferences had Ministerial level attendance, bringing together participants from law enforcement, regulators, government, civil society and industry. In a global first, in El Salvador and Costa Rica, all telecom operators of the countries united to sign a pledge to jointly work on child online protection. The El Salvador workshop also hosted 25 children as delegates. Millicom's approach to child protection was presented as best practice at the Global Child Forum in South Africa in September, where 400 delegates including HRH Princess Sofia of Sweden and Graça Machel attended.

Social Investment

Over 10 million viewers have watched Tigo Ghana's "Shelter for Education" TV documentary since its launch. The documentary follows the implementation of a social investment project of Tigo Ghana to renovate or build schools in six underprivileged communities in Ghana. In Rwanda, Digital Changemakers Award concluded, with 258 applications received from local social entrepreneurs looking to solve challenges in their communities – a 50% increase in applications from the previous year. The Awards are Africa-wide, with Senegal to conclude in Q4, and Tanzania and Chad launching in Q4.

Health, Safety and Security

Following eight fatalities, seven of which are contractors, recorded in the quarter, Millicom has urgently stepped up its review of risks around personal safety, road safety, and work at heights in each markets. Three of the fatalities were recorded in El Salvador and related to the increased gang violence in the country. All operations are conducting a review of engineers working at heights to ensure all have required qualifications for climbing and road safety measures are being tightened further. Additionally, HSE officers in operations started IOSH 'managing safety' certification.

Compliance

In Q3, the Executive Committee approved the updated anti-bribery and anti-corruption policy (ABAC). The new Code of Conduct for all employees was launched and published on www.millicom.com. As part of the roll out, all employees will need to read and acknowledge the Code, and participate in an e-learning course commencing in Q4.