Corporate Responsibility (CR)

In Q3, Millicom was recognised by the MSCI Global Sustainability Indices as a company with high Environmental Social and Governance (ESG) ratings relative to its sector peers, and was included for the first time in the MSCI World ESG Index and the MSCI ACWI ESG Index (World + EM).

Millicom Foundation: Digital launch set for October 29

The Millicom Foundation appointed two independent trustees to work alongside Millicom CEO Hans-Holger Albrecht on the Board of Trustees. Their names and background will be announced shortly before they attend the digital launch event for the Millicom Foundation on October 29.

A three year agreement was signed with Ashoka to jointly support digital and mobile solutions for social change in Latin America. In Africa, Tigo Rwanda and Tanzania were the first country operations in 2014 to run the Tigo Digital Changemakers Award, receiving almost 1,000 applications in total from social entrepreneurs. In September, Tigo Bolivia ran the "Get in the Ring" competition, and became the first country operation in Latin America to run a similar award. Other country operations will follow with their competitions in the upcoming weeks.

Corporate Responsibility: Child online protection in focus

Good progress was made around the five strategic focus areas for CR announced in the second quarter:

▪ **Diversity:** A global project team was appointed in Q3 to drive diversity initiatives in four thematic areas: 1) raising awareness on the benefits and business case 2) attracting and retaining diverse talent, 3) company policies, and 4) incorporating diversity modules in training and development programs. During Q3, town hall meetings introducing the program were held in all corporate offices, and specific training was held for HR heads of each operation, who will act as local ambassadors for the program locally.

▪ **Child Protection:** In Q3, Millicom took lead among Latin American operators by committing to implement UNICEF's and ITU's Child Online Protection (COP) guidelines published in August in a collaborative effort led by GSMA Latin America. Following the launch of the guidelines, Tigo Paraguay is organizing the very first "Child Online Protection workshop" in collaboration with UNICEF and GSMA in Asuncion in October.

▪ **Reducing environmental footprint:** Implementation of the responsible electronic waste management program continues. El Salvador, which was the first operation to implement the program, has generated over $270,000 since 2012 through responsible e-waste management. In Q3, Millicom also commissioned an energy efficiency benchmark from the GSMA to support target setting.

▪ **Privacy and freedom of expression**: Millicom hosted a face to face quarterly meeting of the Telecom Industry Dialogue on Freedom of Expression and Privacy (ID) and Global Network Initiative (GNI) in October in Stockholm. The meeting elected Millicom to chair the work of the ID for the next six months, which are crucial for the future of the group whose current partnership agreement with GNI ends in March 2015. Internally, work is on-going to implement consistent law enforcement assistance policies across operations.

▪ **Responsible supply-chain:** In Q3, Millicom published an update to its Supplier Code of Conduct. With overall supplier contract template review ongoing, the new Code is to become a mandatory annex to all new agreements with suppliers.

Results of the independent health review undertaken in Q2 were published internally in Q3. Building on these results, global team ran workshops with country HR managers to explore how current occupational health and wellbeing practices can be improved at country operations, in line with internal and OHSAS standards. Although our operations remain as yet unaffected by the Ebola outbreak in Africa, Millicom set up a Global Crisis Committee to support the Local Crisis Committees running in each operation since 1st September. The Committees work in close collaboration with local governments, intelligence and security agencies to develop and test business continuity plans.