2.5 Corporate Responsibility (CR)

Millicom Foundation: scaling up projects and impact

The Foundation worked with local Tigo teams on evaluating 2014 projects across all operations and planning for 2015. Highlights of global and local projects in Q4 2014 include:

- Signing of an MoU with Ashoka in Q4 2014, a leading global organisation on Social Entrepreneurship to coordinate Tigo's Digital Changemaker Awards in Latin America from 2015 onwards.

- The Foundation's innovation programme gained traction with Tigo Digital Changemaker competitions launched in eight markets. More than 1,000 applications with digital solutions for social impact have been received and reviewed by Tigo volunteers. Winners have been selected and moved to the incubation process.

- A successful project for mobile birth registration in Tanzania in partnership with UNICEF and government of Tanzania which is being replicated in in Rwanda, DRC, Ghana and Senegal. A site visit in Tanzania and workshop with representatives from all operations took place in November.

- A pilot for digital donations and volunteering platform contigo.org was launched in private beta in Paraguay in Q4 2014, in preparation for integration with Tigo money and official public launch during Q1 2015.

- The first version of the Social Impact (SI) and Return on Investment (ROI) measurement framework for local and global social projects has been developed. These will support local country strategies and prioritisation.

Corporate Responsibility

We continued to make good progress in Q4 2014 in all five strategic areas, while preparing new tools and targets for annual CR reporting.

- Diversity: With the appointment of Millicom's new EVP and Chief Talent Officer, we have further aligned our diversity action program with our broader HR strategy and focused on developing metrics to assess best practice and gaps in our markets.

- Child Protection: UNICEF and Millicom announced a three-year alliance to improve respect for children's rights in the telecommunication sector. The collaboration focuses on creating and testing tools for ICT companies to understand and manage material child rights risks, particularly relating to online safety. In Q4, Millicom's first detailed child labour and young workers policy was approved. The policy sets clear age limits for specific tasks and offers guidance on age verification and remediation.

- Reducing environmental footprint: Millicom received results of its first global energy efficiency benchmark from the GSMA, showing good energy efficiency of our networks relative to our main competitors. The results will be used in target setting internally, and featured in more detail in the annual CR Report. Tanzania became the first African country to complete its first e-waste sale successfully according to new guidelines.

- Privacy and freedom of expression: Millicom was appointed to chair the Telecom Industry Dialogue on Freedom of Expression and Privacy in October. Millicom's Lawful Interception Policy Committee agreed on a plan for transparency reporting over the next three years to be started in the 2014 annual CR Report. All operations completed an internal assessment on updated Law Enforcement Assistance guidelines.

- Responsible supply-chain: Communication of the updated Supplier Code of Conduct to suppliers began in Q4. The new Code will now be a required annex to all supplier agreements.

The IOSH Telecoms Safety Passport continued in all pilot operations (Bolivia, Tanzania and Costa Rica). All engineers from these operations have now been trained and accredited. Additionally, these pilot operations all successfully completed external audits against the OHSAS 18001 international standard.