

Growing responsibly and with purpose

We think of our core business as promoting social good. By building the digital highways of the future, we become agents of positive change in our markets. Our commitment to corporate responsibility is central to our success as a company, it enhances and protects our customers and the communities in which we operate. By monitoring and measuring our eight most important corporate responsibility topics, we help not only to safeguard our reputation but we also enhance our ability for ongoing development and success.

How corporate responsibility contributes to our success...

We regard corporate responsibility as integral to our business and, consequently, as a fundamental part of our strategy. Our aim is to move beyond compliance and industry standards to nurture and embed a culture of social responsibility that extends to every touchpoint of our operations.


There are many benefits created through mobile communications. By operating in emerging markets, we are in an excellent position to empower people with our services and to positively influence social and economic development in our markets.

Our corporate responsibility strategy has three long-term objectives:

- Measure the success and health of our company beyond financials;
- Promote, protect, and strengthen our reputation; and
- Demonstrate thought leadership in areas that couple with business success.

In 2017, we continued to focus on the eight topics identified as most material in 2016 to enable continuity and maturation. That said, materiality is a dynamic concept, even more so in a fast-evolving industry such as ours.

As a result, in 2018, we will perform a new materiality assessment. This will give us a better understanding of the changes that have taken place over the past few years, deepen our knowledge of what matters most to our stakeholders, and help us to better align our strategy and goals with the topics where we make the most impact. 2018 is the fifth year of the five-year plan laid out in 2014, therefore it's marking the opportunity to build on the lessons learned and capabilities acquired, to renew and redefine targets.

 See key performance indicators as outlined under each topic, from page 166 onwards.

The eight material topics were:



1 Privacy and freedom of expression



2 Child rights and online protection



3 Acting responsibly; anti-corruption compliance



4 Reducing our environmental footprint



5 Diversity



6 Taking care of our people



7 Responsible supply chain management



8 Social investment

Corporate responsibility – continued

Each of these topics is monitored internally, understanding the integral and transversal approach necessary for managing them.

Engaging with our stakeholders is also part of our commitment to responsible leadership, through which we work towards becoming leaders in our industry by doing business in the right way. It is, indeed, a crucial aspect in how we define issue-specific courses of action and seek feedback in the effort to address our impacts and their expectations with improved precision year after year.

Stakeholder engagement is a part of each one of our focus areas. We are constantly improving our abilities to listen, and establishing fluent dialogs with governments, NGOs, our communities, our suppliers and our own people, among others.

Through this, we can better understand where we can have greater impact and how we can optimize our work.

Throughout this report you will find examples of our work with UNICEF, our participation in the Global Network Initiative (GNI) and our engagement with governments. All of these – and the rest of the vital work we do – help illustrate our commitment to corporate responsibility at Millicom.

Our social and environmental priorities

Key

- Key corporate responsibility focus areas
- Other topics

High importance for stakeholders

- Disaster preparedness and response
- Land acquisition and management for our network: community engagement, fair pricing and anti-corruption measures
- Tax transparency
- Right to join trade unions and freedom of association
- Living wage
- Conflict minerals
- Raising awareness on health impacts of electromagnetic frequency
- Employee training

- Talent attraction and development
- Local recruitment and ethnic diversity
- Responsible marketing
- LGBT rights
- Safe use of mobile phones while driving
- Employment of disabled people
- Digital inclusion of blind and deaf people
- Executive and Board remuneration

- ① Privacy and freedom of expression
- ② Child rights and online protection
- ③ Acting responsibly: anti-corruption compliance
- ⑥ Taking care of our people
- ⑦ Responsible supply chain management
- Social innovation through our products and services
- Clarity of pricing and billing

- ④ Reducing our environmental footprint
- ⑤ Diversity
- ⑧ Social investment
- Stability and reliability of the network

High importance for our business strategy