



## Millicom Sustainable Supply Chain Initiative

# Introduction to Millicom CSR Ambitions and Goals

Millicom is a leading telecommunications and media company dedicated to emerging markets in Latin America and Africa. Millicom sets the pace when it comes to providing innovative and customer-centric digital lifestyle services to the world's emerging markets. The Millicom Group employs more than 17,000 people and provides mobile, cable and satellite services to over 57 million customers. Founded in 1990, Millicom International Cellular S.A. is headquartered in Luxembourg and listed on the Nasdaq Stockholm Exchange under the symbol MIC. In 2016, Millicom generated revenue of \$6.2 billion and EBITDA of \$2.2 billion.

We see responsible corporate behaviour as key to our sustainable, long-term success and profitability. For us, performance in CSR is a core factor in determining a supplier's overall ability to provide good quality products and services in the long-term.

## Why EcoVadis

Millicom has selected EcoVadis to simplify collaboration with our trading partners in order to assess sustainability / Corporate Social Responsibility (CSR) performance worldwide.

We rely on EcoVadis' CSR expertise to produce ratings and detailed scorecards that **make it easy** for both of us to understand your CSR performance, and to work together if any improvements are needed.

As an internationally recognized standard, EcoVadis ratings provide **global benchmarks**, which are essential for measuring and improving the performance of our global value chain. The EcoVadis rating is based on an evidence-based assessment, adapted to hundreds of business categories, takes into account relevant industry labels and certifications as well as local laws in 150 countries, and is aligned with global standards like the UN Global Compact.

Best of all, you can **share the results** of the assessment (your scorecard) with multiple customers and save a lot of time and effort.



Download a [sample CSR Scorecard here](#)

## What Are The Benefits Of An EcoVadis Assessment?



Meet Millicom's expectations, **efficiently and confidentially**: The EcoVadis CSR assessment is adapted to your industry, country and size, and runs on a secure, ISO27001-certified platform. (No more emailing spreadsheets!)



Demonstrate and improve your company's CSR/sustainability performance with an **internationally recognized rating, scorecard**, global benchmarks and feedback to guide improvements, used by more than 50 000 companies.



**Valorize your current work**: The assessment takes into account your relevant certifications (e.g. ISO, industry standards, etc.), labels, policies, procedures and reporting, combined with a 360 degree monitor of news and intelligence.

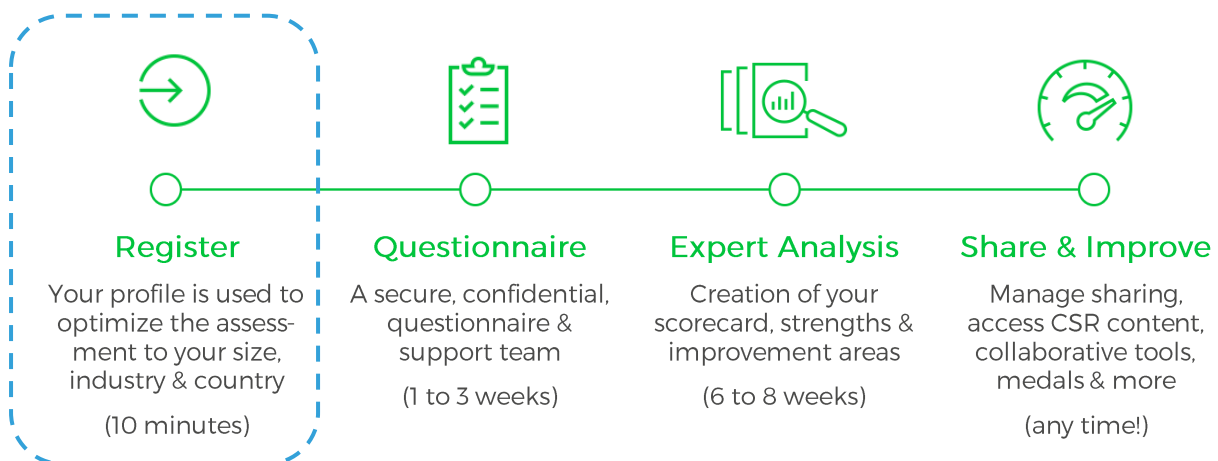


Save time and effort with all your stakeholders: You can **share the results** (your Scorecard) with multiple customers. Optional recognition medals and extended reports let you communicate your sustainability success to the world!

## How It Works And What You Need to Do Next:

The steps to complete your assessment are outlined below. EcoVadis will contact you to help you register and collect your data. They need this to make sure the questionnaire you receive is tailored to your industry sector, size, and country. At the end of the analysis and rating process by EcoVadis' CSR experts, we will both receive the results in the form of a detailed scorecard with actionable, detailed insights on your CSR performance.

You can count on the EcoVadis team to support you every step of the way, in 10 languages at <http://support.ecovadis.com>



**Your next step:** You will receive an email from EcoVadis – please be sure you respond to it and complete the steps that follow.

# Frequently Asked Questions

## Why has my company been selected to participate?

We request suppliers above specific annual spend thresholds who provide us products or services in high risk categories to fill the Ecovadis questionnaire.

## Where do I find support?

EcoVadis provides support in 10 languages. Access the web-based knowledge center and contact options including chat, email, and phone at: <http://support.ecovadis.com>

## What happens if I don't want to participate?

Monitoring the CSR practices of its suppliers is increasingly relevant for Millicom.

EcoVadis is an important way for us to understand CR related risks in our supply chain and to identify areas where our suppliers may require support.

If you don't want to participate please inform us to discuss your reasons for doing so.

## Why do I have to pay for this service?

To ensure the confidentiality and control of your data, you must subscribe and engage directly with EcoVadis for your assessment. You will also own the results. The annual subscription fee covers: The expert analysis and creation of your CSR scorecard with benchmarks, strengths and improvement areas, performed by the EcoVadis sustainability analyst team (one per year); access to the online CSR platform where you can manage sharing of your CSR scorecard, use the Corrective Action Plan module and all the additional content and tools to support your improvement. See <https://www.ecovadis.com/plans-pricing/> for more information.

## I am not the person in charge of CSR and sustainability in my company.

In the registration system you can indicate the relevant contact in your company: EcoVadis will contact this person for the assessment. Please also inform your main contact (e.g. buyer).

## Will my information be kept confidential?

Your documents will be kept confidential and will not be shared or distributed without your authorization. Upon completion of the assessment, your rating and scorecard are visible to Millicom. Sharing to others will require your authorization. Recognition medals (where relevant) may be displayed on the EcoVadis platform according to their [Terms and Conditions](#). Please see the [EcoVadis Trust Center](#) to view their certifications and commitments to information security and data privacy.

## How will Millicom use my EcoVadis scores and assessment results?

Millicom uses Ecovadis results to identify areas where our suppliers may require support to improve their performance. The ultimate goal is to create sustainable business that benefits all and to foster long-term relationships with our suppliers.

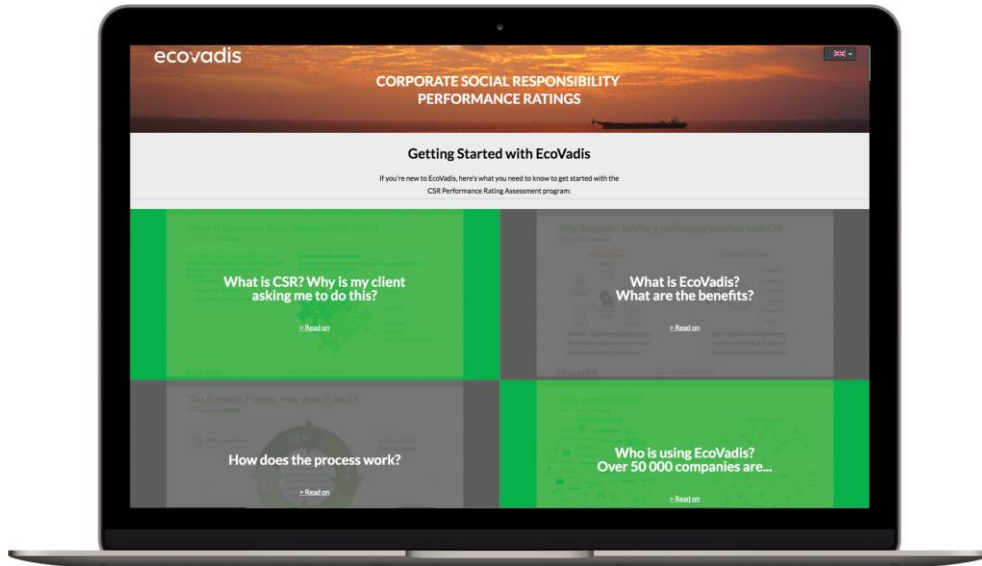
## What technical resources do I need?

No software installation is required: EcoVadis uses a web-based solution delivered on a secure platform, and includes updates and technical support. All you need is an internet connection, and to provide the documentation requested in the questionnaire phase.

## More Information

### Getting Started With EcoVadis

Learn more with this online resource guide (available in 10 languages):



Click above to visit <http://help.ecovadis.com/get-started/?l=en> to view the guide

### Help Center

[Help Center, English](#)

[Centre d'aide, français](#)

[Hilfebereich, Deutsche](#)

[Centro de Ayuda, Español \(España\)](#)

[欢迎来到我们的帮助中心](#)

[Nostro Centro assistenza, Italiano](#)

[Добро пожаловать в наш Справочный центр](#)

[ヘルプセンターへようこそ](#)

[Trung Tâm Hỗ Trợ EcoVadis](#)

[Centro de Ajuda, Português do Brasil](#)

[Help Center, Nederlands](#)