The Sustainable Development Goals (SDGs) set out by the UN in its 2030 Agenda represent a global consensus on where we must all focus our efforts in order to ensure the future of our society and our planet.

We believe the best way to do so is to understand where, as a company, we contribute more significantly towards the SDGs, **focusing on our strengths and the opportunities** our business has in creating true positive impact.
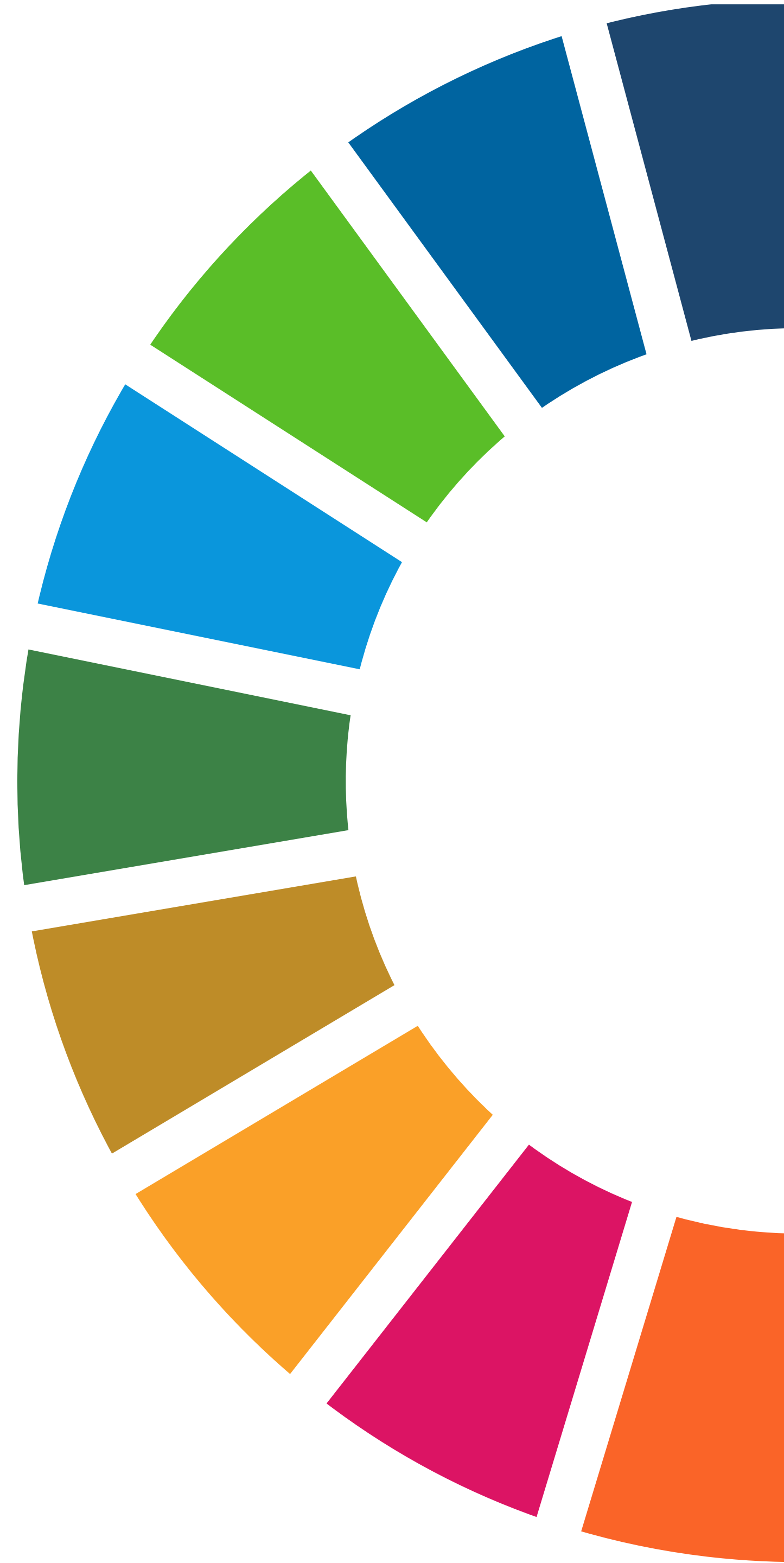
We took a deep dive into the 169 targets* set out by the SDGs and analyzed where we had the greatest impact and where we could also show a tangible contribution through concrete practices, initiatives and metrics.

As a company, we are helping our countries achieve the SDGs, with our contribution of the indicators of our regional management linked to the SDGs.

The analysis included in this report represents the aggregated view of contributions to the SDGs.

As shown on Page 3, we have identified quantifiable contributions to the targets in **12 out of the 17 SDGs.**

NO
POVERTY

SDG 1

SDG 1

1.4 EQUAL RIGHTS TO OWNERSHIP, BASIC SERVICES, TECHNOLOGY AND ECONOMIC RESOURCES

By 2030, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology and financial services, including microfinance.

MILLICOM CONTRIBUTION

Our networks passed 12.9 million homes at the end of the year, an increase of 6.8% compared to 2021.

In mobile, we built an additional 2,248 points of presence and increased our 4G network to cover 80% of the population in our markets

We ended the year with 12.6 million HFC/FTTH homes passed, of which more than 730,000 are fiber to the home (FTTH). Overall, we added 151,000 new HFC/FTTH home customers to our footprint.

12,9 MILLION HOMES
at the end of the year

6.8% increase compared to 2021.

QUALITY EDUCATION
SDG 4

SDG 4

4.3 **EQUAL ACCESS TO AFFORDABLE TECHNICAL, VOCATIONAL AND HIGHER EDUCATION**

By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.

MILLICOM CONTRIBUTION

Through our Conectadas program we have reached an average of 150,000 women annually since the beggining of the program in 2017, teaching them basic online skills and how to use technology for entrepreneurs.

WE TRAINED 171,000+ WOMEN during 2022 ON DIGITAL EDUCATION TOOLS AND TECHNIQUES

CONECTADAS PROGRAM REACHED OVER 150,000 WOMEN/YR ON DIGITAL SKILLS

SDG 4

4.4 INCREASE THE NUMBER OF PEOPLE WITH RELEVANT SKILLS FOR FINANCIAL SUCCESS

By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.

MILLICOM CONTRIBUTION

In September 2022, we announced a joint mentorship program to support students and young professionals in Latin America in partnership with Glasswing International, a non-profit organization that empowers individuals and communities in the region. The mentorship program focus on supporting the Central American Service Corps Jovenes Lideres de Impacto (Youth Impact Leaders), a service-learning initiative originally funded with exclusive support from The Howard G. Buffett Foundation and Glasswing

4.5 ELIMINATE ALL DISCRIMINATION IN EDUCATION

By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations.

MILLICOM CONTRIBUTION

More than 171,000 women and girls received digital literacy and entrepreneurship training, including those using our new web-based Conectadas Program, with trainings on basic online skills and digital tools for entrepreneurs.

4.7 EDUCATION FOR SUSTAINABLE DEVELOPMENT AND GLOBAL CITIZENSHIP

By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.

MILLICOM CONTRIBUTION

In 2022 alone, the Conectate Segur@ Program benefited approximately 103,000 children and adolescents, 36,478 parents and caregivers, and 5,451 teachers. Tigo employees dedicated 7,325 volunteer hours to the program until september 30, 2022.

SDG 4

4.A — BUILD AND UPGRADE INCLUSIVE AND SAFE SCHOOLS

Build and upgrade education facilities that are child, disability and gender sensitive and provide safe, non-violent, inclusive and effective learning environments for all.
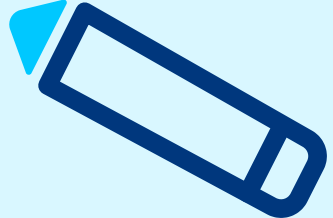
MILLICOM CONTRIBUTION

We have made a commitment with the OAS ICT 2030 Alliance to connect 2100 educational institutions by 2030. We have connected 2,437 schools and public institutions as of September 30, 2022.

4.C — INCREASE THE SUPPLY OF QUALIFIED TEACHERS IN DEVELOPING COUNTRIES

By 2030, substantially increase the supply of qualified teachers, including through international cooperation for teacher training in developing countries, especially least developed countries and small island developing States.

MILLICOM CONTRIBUTION

Approximately 102,000 teachers were trained by Maestr@s Conecta-d@s throughout the year. The program has trained more than 400,000 educators to date in Guatemala, El Salvador, Honduras, Nicaragua, Colombia, Costa Rica, Panama, Bolivia and Paraguay since the beginning of this program in 2020

2,437 SCHOOLS AND PUBLIC INSTITUTIONS
OAS ICT 2030 ALLIANCE

9

SDG 4

4.1 FREE PRIMARY AND SECONDARY EDUCATION

By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes.

MILLICOM CONTRIBUTION

Tigo's flagship Conéctate Segur@ program educates children, parents, teachers and caregivers on the risks and opportunities of digital technology, giving children a safe way to learn, explore and grow through the creative and responsible use of digital tools. We've reached more than 650,000 children through the program from its inception in 2016 through 2022, with most online and in-person workshops facilitated by volunteers from our Acción Tigo program.

4.2 FREE PRIMARY AND SECONDARY EDUCATION

By 2030, ensure that all girls and boys have access to quality early childhood development, care and pre-primary education so that they are ready for primary education.

MILLICOM CONTRIBUTION

More than 102,000 teachers were trained by Maestr@s Conectad@s throughout the year. The program has trained 417,946 educators to date in Guatemala, El Salvador, Honduras, Nicaragua, Colombia, Costa Rica, Panama, Bolivia and Paraguay since the beginning of this program in 2020.

DIGITAL EDUCATION PROGRAMS HAVED REACHED MORE THAN 650,000 CHILDREN AND ADOLESCENTS IN LATIN AMERICA

KEY ELEMENTS OF BEING A RESPONSIBLE DIGITAL CITIZEN.

GENDER
EQUALITY
SDG 5

SDG 5

GENDER EQUALITY

5.2 END ALL VIOLENCE AGAINST AND EXPLOITATION OF WOMEN AND GIRLS

Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation.

MILLICOM CONTRIBUTION

Through our Conectate Segur@ program we include content that focuses on the dangers of risky online behavior, including potential exposure to grooming. We provide the tools to identify the dangers and promote the participation by adults as active mediators in their online experience.

5.5 ENSURE FULL PARTICIPATION IN LEADERSHIP AND DECISION-MAKING

Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.

MILLICOM CONTRIBUTION

We are committed to achieving gender parity by 2030 across the entire organization, including upper management positions globally We've made great progress in developing young female talent at Tigo, with women currently making up 42% of our employee base and 40% of our managerial positions.
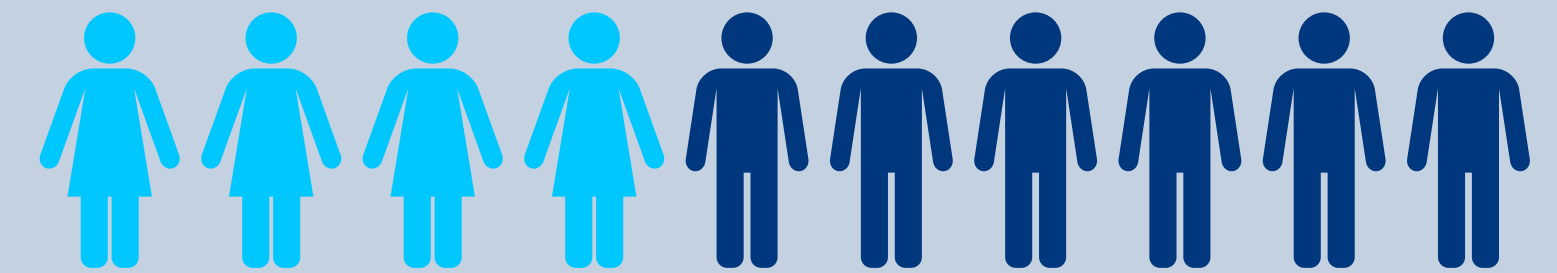
40% WOMEN IN SENIOR MANAGEMENT

AS OF DECEMBER 31, 2022

SDG 5

5.B | **PROMOTE EMPOWERMENT OF
WOMEN THROUGH TECHNOLOGY**

Enhance the use of enabling tech-
nology, in particular information
and communications technology,
to promote the empowerment of
women.

MILLICOM CONTRIBUTION

More than 150,000 women, annually
since 2018, teaching them basics
online skills and how to use techno-
logy for entrepreneurs. More than
171,000 women and adolescents
girls received digital literacy and tra-
ining in 2022 through our digital
education program Conectadas in-
cluding the web platform.

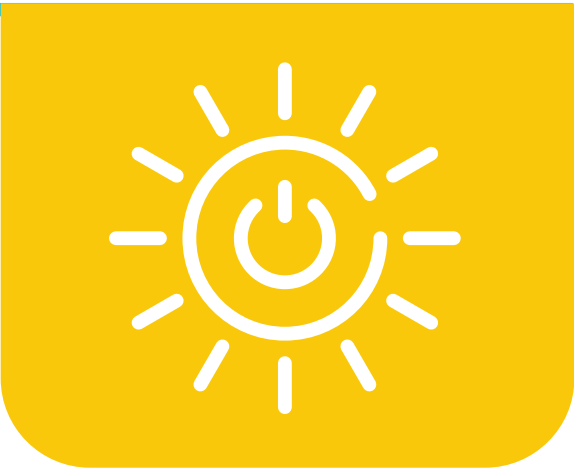## Over 150,000 WOMEN ENROLLED ANNUALLY IN DIGITAL INCLUSION PROGRAMS SINCE 2018.

AFFORDABLE AND CLEAN ENERGY
SDG 7

SDG 7

7.2 **INCREASE GLOBAL PERCENTAGE OF RENEWABLE ENERGY**

By 2030, increase substantially the share of renewable energy in the global energy mix.

MILLICOM CONTRIBUTION

For the period October 1st, 2021, to September 30, 2022, over 24,000 MWh of electricity as certified renewable. Over 3,800 MWh per year in Power Purchase Agreements.

7.3 **DOUBLE THE GLOBAL RATE OF IMPROVEMENT IN ENERGY EFFICIENCY BY 2030**

By 2030, double the global rate of improvement in energy efficiency.

MILLICOM CONTRIBUTION

Increasing our use of fiber cable may also reduce our energy consumption, as fiber consumes less energy when transmitting data than cable internet. As of the end of 2022, we had installed 193,000 kilometers of fiber across our footprint, including Honduras.
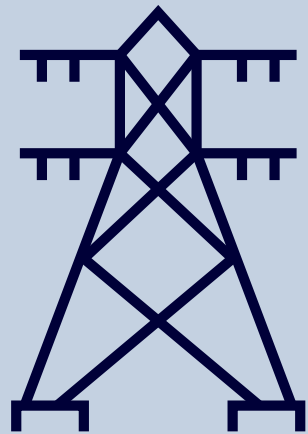
24K+ MWh
ELECTRICITY CERTIFIED AS RENEWABLE

OVER 3,800 MWh
PER YEAR IN POWER PURCHASE AGREEMENTS.

SDG 7

7.A PROMOTE ACCESS TO RESEARCH, TECHNOLOGY AND INVESTMENTS IN CLEAN ENERGY

By 2030, enhance international cooperation to facilitate access to clean energy research and technology, including renewable energy, energy efficiency and advanced and cleaner fossil-fuel technology, and promote investment in energy infrastructure and clean energy technology.

MILLICOM CONTRIBUTION

In 2022, we continued our four-year rollout of more than 1,200 new mobile sites in Colombia using the EaaS (energy as a service) model, out of which 70% of the sites are expected to be off grid. Many are solar powered, with lithium-ion batteries providing backup power without the use of generators

7.B EXPAND AND UPGRADE ENERGY SERVICES FOR DEVELOPING COUNTRIES

By 2030, expand infrastructure and upgrade technology for supplying modern and sustainable energy services for all in developing countries, in particular least developed countries, small island developing States and landlocked developing countries, in accordance with their respective programs of support.

MILLICOM CONTRIBUTION

Our base station and fixed network sites account for roughly 75% of the energy we consume from fuel and grid electricity. Given the scale of our ambitions, meeting our Scope 1 and 2 target require considerable investment and innovation. To achieve our goals, we've built a comprehensive roadmap combining aggressive energy-efficiency and energy-saving initiatives with programs and market instruments to increase the proportion of energy we use from renewable sources.

DECENT WORK AND ECONOMIC GROWTH

SDG 8

SDG 8

8.1 | SUSTAINABLE ECONOMIC GROWTH

Sustain per capita economic growth in accordance with national circumstances and, in particular, at least 7 per cent gross domestic product growth per annum in the least developed countries.

MILLICOM CONTRIBUTION

Providing access to broadband has the potential for GDP per capita growth of up to 1,7 percent.* By continuing our purpose of building the digital highways that connect people, improve lives and develop our communities by help the countries in which we operate to further develop and grow.

8.2 | DIVERSIFY, INNOVATE AND UPGRADE FOR ECONOMIC PRODUCTIVITY

Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labor-intensive sectors.

MILLICOM CONTRIBUTION

Our short-term priorities are to provide more and better services to our mobile and broadband customers. This is a critical but challenging need as we strive to use less energy per unit of data traffic even as our traffic and customer base continue to grow.

*Katz, Jung, and Callorda, "The Role of the Digital Economy in the Economic Recovery of Latin America and the Caribbean," Telecom Advisory Services, May 2022.

8.3 PROMOTE POLICIES TO SUPPORT JOB CREATION AND GROWING ENTERPRISES

Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services.

MILLICOM CONTRIBUTION

Since we launched Tigo Money 14 years ago, it has become the leading mobile wallet in the markets we serve, with almost 6 million active users Many Latin American citizens are gaining first-time access to the finance system through the Tigo Money app. Meanwhile, our B2B business reached 338,000 small and medium enterprise (SME) customers by the end of 2022 and we are on our way to becoming the most trusted ally for Latin American businesses on their digital journey.

8.5 FULL EMPLOYMENT AND DECENT WORK WITH EQUAL PAY

By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.

MILLICOM CONTRIBUTION

At Millicom we provided employment to approximately 20,000 full-time employees and more than 10,000 contractors in our Latin America markets. 5th in World's Best Workplaces 2022 survey by Great Place to Work #2 Best Workplaces in Latin America

WE EMPLOY APPROXIMATELY 20,000 PEOPLE IN LATIN AMERICA

HELPING SMALL BUSINESSES TO GROW

SDG 8

8.6 PROMOTE YOUTH EMPLOYMENT, EDUCATION AND TRAINING

By 2020, substantially reduce the proportion of youth not in employment, education or training.

MILLICOM CONTRIBUTION

We promote technology as a tool to access education and employment opportunities. Through our Digital Education programs more than 650,000 children and adolescents since 2018, and over 150,000 women annually have received trainings on how to use technology for their personal development, access education and promote sustainable livelihoods.

8.7 END MODERN SLAVERY, TRAFFICKING AND CHILD LABOUR

Take immediate and effective measures to eradicate forced labor, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labor, including recruitment and use of child soldiers, and by 2025 end child labor in all its forms.

MILLICOM CONTRIBUTION

At Millicom we prohibit any form of child labor through our business and value chain. Our Employee Code of Conduct, Supplier Code of Conduct and Child and Young Workers Policy explicitly address this. Furthermore, we train suppliers throughout the region on key ESG issues including Child Labor and Child Rights.

SDG 8

8.8 PROTECT LABOR RIGHTS AND PROMOTE SAFE WORKING ENVIRONMENTS

Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.

MILLICOM CONTRIBUTION

We are committed to the safety of all our employees. All of our operations are certified against the Health and Safety Standards. Our Health & Safety Management System covers all employees and contractors. HSE managers and team members are required to conduct regular and annual risk assessments.

Tigo operation complies with standard stipulated in the ISO 45001.

8.10 UNIVERSAL ACCESS TO BANKING, INSURANCE AND FINANCIAL SERVICES

Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all.

MILLICOM CONTRIBUTION

Since its launch over a decade ago, Tigo Money Offering a financial lifeline to the unbanked in Latin America, with almost 6 million active users Many Latin American citizens they are accessing for the first time financial system through Tigo money app.

tigo money

FINANCIAL SERVICES TO ALMOST 6M ACTIVE USERS IN THE REGION

100% Tigo operations COMPLY WITH STANDARD STIPULATED IN THE ISO 45001

INDUSTRY, INNOVATION AND INFRASTRUCTURE

SDG 9

SDG 9

9.4 UPGRADE ALL INDUSTRIES AND INFRASTRUCTURES FOR SUSTAINABILITY

By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.

MILLICOM CONTRIBUTION

In 2022 we announced new SBTi-validated emissions targets to reducing absolute scope 1 and 2 GHG emissions by 50% by 2030 and absolute scope 3 GHG emissions by 20% by 2035, both from a 2020 base year.

9.5 ENHANCE RESEARCH AND UPGRADE INDUSTRIAL TECHNOLOGIES

Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending.

MILLICOM CONTRIBUTION

Our transition from a telecommunications company to a next-generation broadband, mobile and digital service provider requires us to hire and retain the best software engineers and data scientists from Latin America and beyond. Fulfilling these roles is critical to keeping our digital applications current and growing our mobile financial services, B2B cloud, infrastructure, and other business areas.

REDUCING OUR SCOPE 1 AND 2 EMISSIONS

IN LINE WITH A MAXIMUM 1.5°C INCREASE ABOVE PRE-INDUSTRIAL LEVELS

23

9.A FACILITATE SUSTAINABLE INFRASTRUCTURE DEVELOPMENT FOR DEVELOPING COUNTRIES

Facilitate sustainable and resilient infrastructure development in developing countries through enhanced financial, technological and technical support to African countries, least developed countries, landlocked developing countries and small island developing States.

MILLICOM CONTRIBUTION

We are adopting new energy saving and efficiency initiatives at all of our operations to reduce our electricity consumption.

This includes modernizing and consolidating our data center infrastructure and equipment and investing in newer and more efficient technologies.

9.B SUPPORT DOMESTIC TECHNOLOGY DEVELOPMENT AND INDUSTRIAL DIVERSIFICATION

Support domestic technology development, research and innovation in developing countries, including by ensuring a conducive policy environment for, inter alia, industrial diversification and value addition to commodities.

MILLICOM CONTRIBUTION

As a provider of digital, mobile and broadband services, we facilitate access to networks and technology for business development in the 9 countries where we operate.

SDG 9

9.C | **UNIVERSAL ACCESS TO INFORMATION AND COMMUNICATIONS TECHNOLOGY**

Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020.

MILLICOM CONTRIBUTION

Our networks passed 12.9 million homes at the end of the year, an increase of 6.8% compared to 2021.
In mobile, we built an additional 2,248 points of presence and increased our 4G network to cover 80% of the population in our markets

We ended the year with 12.6 million HFC/FTTH homes passed, of which more than 730,000 are fiber to the home (FTTH). Overall, we added 151,000 new HFC/FTTH home customers to our footprint.

OUR NETWORKS PASSED **12.9 MILLION HOMES** AT THE END OF THE YEAR. **INCREASE OF 6.8% COMPARED TO 2021**

RESPONSIBLE CONSUMPTION AND PRODUCTION

SDG 12

SDG 12

12.1 **IMPLEMENT THE 10-YEAR SUSTAINABLE CONSUMPTION AND PRODUCTION FRAMEWORK**

Implement the 10 Year Framework of Programes on Sustainable Consumption and Production Patterns, all countries taking action, with developed countries taking the lead, taking into account the development and capabilities of developing countries.

MILLICOM CONTRIBUTION

100% of our operations are ISO14001 certified and ruled by environmental management policies and guidelines. We work with suppliers to extend responsible environmental practices throughout the supply chain, with more than 57% of global strategic suppliers have been vetted in our sustainable purchasing platform. 79% of our suppliers with $1 more than a million expenses participated in our ESG training in 2022.

12.2 **SUSTAINABLE MANAGEMENT AND USE OF NATURAL RESOURCES**

By 2030, achieve the sustainable management and efficient use of natural resources.

MILLICOM CONTRIBUTION

We ended 2022 with an 83% end-to-end recovery rate, well above our target of 76% by 2024. Every Tigo operation put a significant focus on improving collection rates and the percentage of CPE that can be refurbished in our labs.

Strategies include reducing the time between customer disconnects and CPE recollections, changing the incentives for recollection, allowing customers to drop off equipment after normal business hours, enabling customers to make appointments via text and upgrading operations in recovery labs.

100% OF OUR OPERATIONS ARE ISO 14001 CERTIFIED AND RULED BY ENVIRONMENTAL MANAGEMENT POLICIES & GUIDELINES

79% OF OUR STRATEGIC SUPPLIERS PARTICIPATED IN OUR ESG TRAINING

SDG 12

12.4 RESPONSIBLE MANAGEMENT OF
CHEMICALS AND WASTE

By 2020, achieve the environmentally
sound management of chemicals
and all wastes throughout their life cycle,
in accordance with agreed
international frameworks, and
significantly reduce their release to
air, water and soil in order to minimize
their adverse impacts on human health
and the environment.

MILLICOM CONTRIBUTION

The waste generated in our processes is
subject to company-wide waste - mange-
ment guidelines, and ensuring that all
laws and policies are being accomplished
for collection, transport, export, recycling
and disposal the total weight of e-waste
for recycling through our responsible
e-waste management program is 5,044
tonnes during the period oct 1st 2021 to
september 30 2022.

12.5 SUBSTANTIALLY REDUCE
WASTE GENERATION

By 2030, substantially reduce
waste generation through
prevention, reduction, recycling
and reuse.

MILLICOM CONTRIBUTION

We work in our operations to mini-
mize and manage e-waste responsi-
bly, and recycle it when feasible.

83% CPE
END TO END RECOVERY RATE

SDG 12

12.6 **ENCOURAGE COMPANIES TO ADOPT SUSTAINABLE PRACTICES AND SUSTAINABILITY REPORTING**

Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.

MILLICOM CONTRIBUTION

Moving forward, we've prepared a roadmap to align our ESG disclosures with upcoming EU Taxonomy, Corporate Sustainability Reporting Directive (CSRD) and SEC rules and regulations. We will report on eligibility and alignment with the EU Taxonomy in a separate report in mid-2023.

12.7 **PROMOTE SUSTAINABLE PUBLIC PROCUREMENT PRACTICES**

Promote public procurement practices that are sustainable, in accordance with national policies and priorities.

MILLICOM CONTRIBUTION

We have a sustainability training in place for our procurement staff and key suppliers and 79% of our strategic suppliers participated in our ESG training in 2022.

57% of the global strategic suppliers in our updated list have been vetted on our sustainable procurement platform.

57% OF THE GLOBAL STRATEGIC SUPPLIERS **HAVE BEEN VETTED ON OUR SUSTAINABLE** PROCUREMENT PLATFORM.

79% OF SUPPLIERS WITH SPEND ABOVE $1M TRAINED IN SUSTAINABILITY

PEACE JUSTICE AND STRONG INSTITUTIONS
SDG 16

SDG 16

16.2 PROTECT CHILDREN FROM ABUSE, EXPLOITATION, TRAFFICKING AND VIOLENCE

End abuse, exploitation, trafficking and all forms of violence against and torture of children.

MILLICOM CONTRIBUTION

Through our Conectate Segur@ program we include content that focusses on the dangers of risky online behavior, including potential exposure to grooming. We provide the tools to identify the dangers and promote the participation by adults as active mediators in their online experience. We also prevent access to verified sites with Child Sexual Abuse Materials in our networks.

16.4 COMBAT ORGANIZED CRIME AND ILLICIT FINANCIAL AND ARMS FLOWS

By 2030, significantly reduce illicit financial and arms flows, strengthen the recovery and return of stolen assets and combat all forms of organized crime.

MILLICOM CONTRIBUTION

Our Anti-Money Laundering (AML) team works closely with our Mobile Financial Services (MFS) to closely monitor processes and transactions. 100% of our MFS revenue was subject to AML controls in 2022. 99% of all our employees received Compliance training, including AML, in 2021.

100% OF REVENUE FROM MFS SUBJECT TO AML CONTROLS IN 2022.

SDG 16

16.5 SUBSTANTIALLY REDUCE CORRUPTION AND BRIBERY

Substantially reduce corruption and bribery in all their forms.

MILLICOM CONTRIBUTION

Millicom enforces a zero-tolerance policy on any form of corruption both for its employees as for its vendors and suppliers.

The Millicom Ethics and Compliance program is reinforced through annual training campaigns. In 2022, 99% of all active Millicom employees completed the Code of Conduct training.

16.10 ENSURE PUBLIC ACCESS TO INFORMATION AND PROTECT FUNDAMENTAL FREEDOMS

Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements.

MILLICOM CONTRIBUTION

At Millicom, we consider protecting our networks and customers one of our top priorities. We have a dedicated Global Chief Information Security Officer ("Global CISO") whose team oversees the strategy and direction of all security-related assets at Millicom.

Cybersecurity

Privacy Statement

Annual Law Enforcement Disclosure (LED) Reports

100% OF ACTIVE EMPLOYEES
COMPLETED THE ANNUAL CODE OF CONDUCT TRAINING.