

# SUSTAINABILITY REPORT

## UNLEASH THE POWER FOR THE BEST POSSIBLE DIGITAL QUALITY OF LIFE

More than half of all Swedish households are connected to Com Hem's network, which makes us a key driver of digitalisation in Sweden. We are working to ensure that as many people as possible can benefit from the opportunities offered by digitalisation to improve everyday life by providing greater access to communications, experiences and entertainment. This comes with a great responsibility to ensure that digitalisation in Sweden is carried out in a sustainable way from a social, political and environmental perspective.

In this sustainability report, which has been prepared in accordance with the Swedish Annual Accounts Act chapter 6, we describe how Com Hem works to ensure that our business has a positive impact on all stakeholders. Com Hem's sustainability work is based on four main areas: social impact of digitalisation, responsible business, our employees and the environment.

We have clear guidelines to ensure that the company is operated correctly and responsibly throughout the value chain, from compliance with rules and legislation to placing demands on suppliers and treating our customers fairly.

Our risks associated with sustainability are described in the Risks and risk management section on page 14-16.

### Com Hem's contribution to the UN Global Sustainable Development Goals

In 2015, the UN launched its Global Sustainable Development Goals, which replaced the earlier Millennium Development Goals.

The Global Sustainable Development Goals are aimed at achieving socially, environmentally and economically sustainable development throughout the world. Com Hem's

### COM HEM AND UN GLOBAL SUSTAINABLE DEVELOPMENT GOALS

How we contribute to UN Global Sustainable Development Goals

#### 3. GOOD HEALTH AND WELLBEING

We place great emphasis on all aspects of health and safety, with a focus on the digital wellbeing of our customers and society at large. Read more on page 26-28.

#### 5. GENDER EQUALITY

Com Hem works proactively to ensure that women and men are provided with equal opportunities in their work and careers. Read more about our efforts to achieve gender equality on page 34.

#### 8. DECENT WORK AND ECONOMIC GROWTH

Com Hem works to promote a safe and secure work environment, to protect employee rights and ensure decent working conditions both in its own operations and among its suppliers as well as safeguarding employment and growth. Read more about our work environment efforts on page 34 and about our work with suppliers on page 31.



#### 9. SUSTAINABLE INDUSTRY, INNOVATION AND INFRASTRUCTURE

Com Hem's network reaches more than half of all Swedish households and is a key requirement for the country's digitalisation. Com Hem invests large sums every year to maximise speed, stability and access to our infrastructure. This makes Com Hem a driving force in the digitalisation of society. Read more about our commitment to digitalisation and digital quality of life on page 26-28.

#### 16. PEACEFUL AND INCLUSIVE SOCIETIES

Access to digital tools has increasingly become a requirement for active participation in our democracy. We work to identify and facilitate groups that have lagged behind through our use of the monitor Com Hem-kollen. Read more on page 26. Within the framework of our own operations, we have systems in place for internal control of legislative compliance and compliance with ethical business principles as well as counteracting all forms of corruption. Read more on page 30.



work contributes to most of the goals, since digitalisation is a key aspect of achieving them. We have chosen to focus on five of the Global Sustainable Development Goals. Please see the illustration on the previous page showing how we are contributing to these goals.

### Com Hem's responsibility in the digital society

The wave of digitalisation that is sweeping the globe is fundamentally changing society – everything from consumption patterns and travel habits to how we form our political opinions and our attitudes to the world around us. Sweden is far advanced and our network plays a key role in this development. More than half of all Swedish households are able to connect to Com Hem's network, making us an important driver of digital Sweden. We work continuously to improve the capacity and stability of the networks on which the everyday digital life of so many Swedes depends. If Sweden is to lead the way in the next phase of digitalisation, we must continue to upgrade our network. Digitalisation will be crucial for us when it comes to managing future challenges relating to growth, prosperity and the environment.

Collaboration between a number of players is required to ensure that the best possible digital quality of life is achieved in Sweden. In the future, a large number of services in Com Hem's network will be related to various societal requirements and communication between citizens and the public sector. This will also place increased demands on the cooperation between the market and the public sector. Com Hem actively participates in debates and political forums to highlight the issues we believe are important for paving the way for sustainable digitalisation in Sweden. During the year, for example, Com Hem cooperated with other

companies, authorities and interest groups to identify the core challenges for achieving the national goals for broadband. This work was conducted within the framework of the government's Broadband Forum, which is led by the digitalisation minister and on which Com Hem's CEO is represented. Core issues for us are infrastructure competition and efficient expansion to ensure high-quality and future-proof networks.

We want digitalisation to be implemented sustainably and have thus launched the monitor Com Hem-kollen, a report that measures and describes digital wellbeing in Sweden, where we also present Com Hem's index for digital wellbeing. Using Com Hem-kollen, we want to stimulate a discussion with households, other players in the industry, politicians and other stakeholders, so that we can jointly contribute to the most favourable development possible.

COM HEM'S INDEX FOR DIGITAL WELLBEING IS BASED ON THREE ASPECTS

ACCESS  
TO THE  
INTERNET

KNOWLEDGE  
AND SAFETY  
ON THE  
INTERNET

ATTITUDE  
TOWARDS  
INTERNET'S ROLE  
IN SOCIETY

DIGITAL WELLBEING

## COM HEM'S INDEX FOR DIGITAL WELLBEING

Com Hem has developed an index for digital wellbeing with the assistance of Sifo, and almost 2,000 Swedes have participated in the survey. The index is based on three aspects:

- access to the internet
- knowledge and safety online
- attitude toward the internet's role in society.

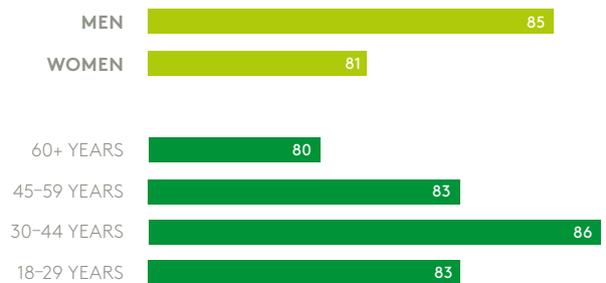
The index aims to measure the degree of digital wellbeing and maturity in relation to digitalisation among the Swedish public. With enhanced understanding of digital quality of life, we and other players in society can better manage the pitfalls that could affect the ability for Sweden to fully capitalise on the opportunities offered by digitalisation. Thanks to our large customer base and the large number of connected households throughout Sweden, we have unique insight into Sweden's digital wellbeing. It is important that we share this insight.

The result of the 2017 index was 83 on a scale of 100, compared with 82 for 2016. This is a high value, which is positive and entirely in line with Sweden's status as one of the most digitalised countries in the world. It is interesting to note that a fast and stable broadband continues to be a very important factor when choosing a place to live – even more important than proximity to parks and transportation. The importance of a fast and stable broadband has increased since last year. In 2016, 53% of participants thought that a fast and stable broadband was “very important” and in 2017 that number rose by five percentage points. In this year's survey we added the option of “a safe and secure neighbourhood”, which is such a fundamentally important issue that it ended up first on the list. The result is relatively stable between various groups in society, but at the same time, we have found that the feeling of vulnerability on the internet is the factor that Swedes perceive as the most problematic. This year, once again, parents are lagging behind. We also see that women and individuals over 60 have a somewhat lower index value than others. To be able to improve the digital quality of life, we have identified two main challenges for positive development: democracy and safety.

# 83

The result of the 2017 index. (2016 the result was 82, on a scale of 100)

### RESULTS COM HEM'S INDEX FOR DIGITAL WELLBEING (ON A SCALE OF 100)



### HOW IMPORTANT ARE THE FOLLOWING REGARDING YOUR ACCOMMODATION?



### Democracy – the fight against digital class divides

As an increasing number of societal services become digital and replace services that have been physically available, everyone must be given the opportunity to become connected. It is important that as many people as possible have access to the new tools, and that the right conditions and knowledge are available to enable their use in a positive way. This is crucial for future democracy. In some groups, we can discern a broad lack of knowledge and a sense of concern about increasing digitalisation and internet use.

In the monitor Com Hem-kollen, we found that parents are one group that are faring below average from a digital perspective. They are concerned about their children's use of the internet. One example of the initiatives we took in 2017 involves gaming and e-sport. In a study we conducted in cooperation with Sifo, we found that children want their parents to become more involved. Gaming for up to ten hours a week does not impact children's wellbeing, school work, social relationships or physical activity according to the study. We have also produced a mini-documentary on gaming and e-sports to increase understanding and created a dictionary to enable more people to understand gaming language.

On our website [comhem.se/digital-livskvalitet](http://comhem.se/digital-livskvalitet), we have gathered content aimed at providing our customers and others with specific advice for enhanced digital quality of life.

### The pursuit of a safe and secure internet

Far too many people feel unsafe on the internet, which is a hurdle to positive development. This relates to everything from personal integrity to cyber bullying. Com Hem has a responsibility to increase security so that people can feel safe in a digital environment. We strive to strengthen the digital quality of life throughout Sweden. Some of this work involves raising awareness about the use of digital services so that we, our customers and other stakeholders can manage the challenges related to digitalisation, including integrity, information security and various forms of vulnerability on the internet.

The high degree of internet usage also creates some challenges, in particular, the vulnerability of children and young people on the internet. Com Hem realises that it cannot resolve these problems alone. Accordingly, Com Hem supports the organisation Surfa Lugnt, through which we cooperate with other companies in our industry, interest groups and public authorities to raise adults' awareness of children and young people's everyday life on the internet. Com Hem has had personnel trained to become Safe Surfing volunteers who offer free lectures to schools about how young people can avoid pitfalls and vulnerability on the internet. The lectures will begin in 2018 and are aimed at school personnel, teachers, parents and students aged 9 to 16.

#### EXAMPLES OF COM HEM'S COOPERATIONS

##### IT&Telekomföretagen

Together with IT&Telekomföretagen (the membership organisation for companies within the IT and telecom sector in Sweden) Com Hem engages within the council for data and the council for telecom. Within these councils we engage in matters concerning our customers and society as a whole.

##### Bredbandsfakta.se/The newsletter Insikt

This is a communication platform aiming at spreading knowledge around the topic of infrastructure competition in general and broadband competition in MDUs in particular.

##### IGEday

Com Hem participates in IGEday (Introduce a Girl to Engineering day) which is an initiative to increase interest in technology and engineering among young girls.

##### Yalla Rinkeby

An initiative aiming at providing job opportunities and self-sufficiency for women who are far from the labor market. Com Hem's role in the project has been to provide internet connection and digital services in Yalla Rinkeby's premises

##### Kodcentrum

Together with Kodcentrum, Com Hem strives to educate and inspire children in programming and coding, in order to ensure that future generations are well equipped for the digital society.

##### Tekniksprånget

Tekniksprånget is an internship program aiming at attracting more young people to higher technical education. As a member Com Hem welcomes interns to become a more attractive future employer within tech.

##### Com Hem Play Team

Play Team is Com Hem's own test patrol - a bunch of curious children and adolescents aged 7 to 18 years old with the task of testing and evaluating today's (and yesterday's) digital services and tv.

##### Initiative for newly arrived at customer service

In cooperation with Arbetsförmedlingen (the Employment Service) and the municipality of Härnösand Com Hem has initiated a specially adapted education for technical support for a group of newly arrived jobseekers in Sweden.

## RESPONSIBLE BUSINESS

At Com Hem, responsible business is a building block for every business decision, and the services Com Hem offers represent an important platform for the society of today and the future. Responsible business is necessary for Com Hem to continue delivering value to shareholders. Our work already complies with the UN Global Compact and its ten principles on human rights, labour rights, the environment and anti-corruption. In 2018, we will officially become a signatory of the UN Global Compact. We have a clear ethical approach and standards for all areas of our business and in relation to all parties with whom we collaborate. These are defined in our Code of Conduct and by guidelines in such areas as human rights, anti-corruption, the environment, personnel-related issues and the precautionary principle.

### Responsible marketing

At Com Hem, we constantly strive to market our products and services responsibly and to provide our customers with reliable information. In this quest, Com Hem complies with

the rules and recommendations of the Swedish Consumer Agency, the Swedish Ethics Committee for Direct Marketing, the EU, the Swedish Post and Telecom Authority (PTS), the Swedish Telecom Advisors and the Swedish National Board for Consumer Disputes (ARN). In addition, we support and are actively involved in various organisations, such as the Swedish Advertising Ombudsman, the Swedish Telecom Advisors and Kontakta. The Swedish Telecom Advisors provides free and impartial assistance to consumers, while Kontakta strives to create a healthy climate between consumers, the community and businesses that engage with customers.

Marketing communication (number of incidents)	2017	2016	2015
Incidents of non-compliance with voluntary codes concerning marketing communications	8	4	7

Most cases concern unsolicited telemarketing, no cases resulted in a fine, penalty or warning.



During 2017, Com Hem and a number of other operators, in cooperation with the Swedish Telecom Advisors, prepared guidelines and signed an agreement to enable consumers to receive free and impartial advice from the Swedish Telecom Advisors regarding fibre connections.

In 2017, Com Hem had no incidents of non-compliance with marketing regulations that led to sanctions. In 2017, the number of cases of non-compliance with voluntary codes was eight, compared with four in the preceding year. These cases usually relate to situations in which the reporting party has mistakenly been called, despite being registered with NIX (a no-call list to stop unsolicited calls for marketing, sales and fundraising purposes). Com Hem constantly reviews its internal system, whereby phone numbers are cross-checked against the NIX registry.

### Information security

Information security is central to our operations and in addition to legal compliance, we also adhere to the ethical standards of our industry. During 2017, eight minor incidents occurred within Com Hem relating to customer integrity. All of these were addressed and resolved. Our integrity policy and our customer terms and conditions describe how we handle our customers' data, with the aim of being as informative and easy to understand as possible. A natural part of our ongoing efforts to ensure that we protect the integrity of our customers and employees, and comply with information security requirements, is our risk management work. This work proceeds from our information security management system (ISMS), based on the ISO 27001 standard. The system is a framework of policies, procedures, roles and activities, which we continuously work to develop and adapt according to the reality in which we operate. At Com Hem, a comprehensive effort has been under way for some time to ensure that Com Hem is ready for the new General Data Protection Regulation (GDPR). This work has included a review of our existing handling, systems and procedures to ensure that all handling is conducted correctly, and to ensure that our customers and employees continue to be provided with sufficient information and that their details are protected in the prescribed manner. Com Hem is a member of Swedish IT and Telecom Industries, SIG Security and the Swedish Civil Contingencies Agency (MSB), and actively pursues various integrity and information security issues in order to strengthen trust in the market.

Customer privacy	2017	2016	2015
Substantiated complaints received concerning breaches of customer privacy	8	5	1

All incidents have been handled and are closed.

Percentage that has received information of anti-corruption policy and procedures (%)	2017	2016	2015
<b>Board of Directors</b>			
Percentage that our anti-corruption policy has been communicated to	100%	100%	100%
Percentage that received training in anti-corruption	100%	100%	0%
<b>Employees</b>			
Percentage that our anti-corruption policy has been communicated to	100%	100%	100%
Percentage who received training on anti-corruption	100%	75%	0%

All employees have been informed about the anti-corruption policy. Guidelines on gifts, entertainment and hospitality have been communicated in-depth throughout the organisation.

### Anti-corruption

Our Anti-Corruption Policy, which was introduced in May 2015, is based on Com Hem's Code of Conduct and sets out the principles that are applied at Com Hem to prevent corruption in our business operations. All employees at Com Hem have been informed about the company's Code of Conduct and our efforts to combat corruption. Additionally, every new employee signs the Code of Conduct individually as part of Com Hem's introductory programme. All members of Executive Management have received training in ethics and anti-corruption since 2016. We provide continuous training and information on our existing policies through our internal channels to reduce the risk of unintentional mistakes. In 2017, Com Hem had no confirmed incidents of corruption.

Our gifts, hospitality and entertainment guidelines, which have also been communicated throughout the organisation, contain detailed information on how everyone at Com Hem should act in regard to external hospitality, and our rules for giving and receiving gifts or other benefits. If our employees feel uncertain about how they should act, they are encouraged to contact their supervisor or consult with the Group General Counsel.

### Children on the internet

In 2017, Com Hem, in cooperation with ECPAT Sweden and the major telecom and internet providers in Sweden, formed the Telecom Coalition Against the Sexual Exploitation of Children on the Internet. Membership of the coalition entails an active stance against the sexual exploitation of children; the company clearly disassociates itself from this issue, internally and externally, and informs employees and customers about this. Membership also involves cooperation with the police and participation in coalition meetings to develop new solutions to obstruct or prevent this type of crime.

### Whistle-blower system

Com Hem is to be characterised by an open organisational culture, in which all employees feel that they can speak openly if they have experienced serious misconduct by employees in management positions, or in key positions within the Group. As part of this, Com Hem has a whistle-blower system, whereby employees are encouraged to report wrongdoings and suspicions of serious misconduct committed, sanctioned or deliberately ignored by an employee in a management or key position. Such wrongdoings and serious misconduct include crimes punishable by a prison sentence, such as fraud, embezzlement, breach of trust and corrupt deeds, including giving and taking bribes as well as environmental crimes. It also comprises other serious misconduct arising from infringements of basic freedoms and rights, a risk to life, health and safety, and damage to the environment. The system allows for anonymous reporting, and the information received is kept confidential to safeguard the integrity of the whistle-blower. The system can be regarded as a complement to Com Hem's usual communication channels. According to the policy, serious misconduct can be reported via email to an email account that can only be accessed by Com Hem's Group General Counsel. Alternatively, reports can be filed through ordinary post to the Chairman of the Audit Committee, who is one of the company's independent Board members in Com Hem Holding AB. Reported cases are handled by the Group General Counsel, management (CEO) or the Audit Committee, depending on the severity of the issue and the individual toward whom suspicions are raised in order to avoid conflicts of interest. If required, the investigation can also be handed over to an external, independent legal firm. In 2017, no incidents were reported through the whistle-blower system.

### Purchasing procedures

In 2017, Com Hem introduced a suppliers' code that requires all suppliers to comply with the guidelines relating to such sustainability principles as trade sanctions, the environment, anti-corruption and the central ILO conventions (freedom of association, discrimination, forced labour and child labour).

Com Hem requires that all new suppliers undertake to comply with the suppliers' code, either by signing the code or by confirming that their own policies correspond with it in all essential aspects. In all procurement, sustainability principles represent a key element of the evaluation criteria and are weighed against other factors (total cost, fulfilment of functional requirements, etc.).

All existing suppliers will be reviewed annually to identify sustainability risks and, where necessary, implement measures to ensure compliance with the suppliers' code.

In 2017, Com Hem conducted a review of one supplier, based in Asia, who is considered a medium-high risk from a sustainability perspective. The review process included an interview with the sustainability manager, an inspection of CSR documents, and an inspection of plants and premises. No shortcomings in relation to Com Hem's suppliers' code were identified during the audit.

Supplier assessments	2017
Number of suppliers subject to impact assessments regarding labor practice, environmental impact, and human rights	259
Number of suppliers identified as having significant negative impacts regarding labor practice, environmental impact, and human rights	0
Percentage of new suppliers that were screened using labor practice, environmental, and human rights criteria	100%

## EMPLOYEES



A number of policies and guidelines form the basis of our work in human resources, such as our Code of Conduct, Work Environment Policy, Policy on fair treatment of coworkers and Equality Plan. All of these documents are shared with the company's employees and consultants via the Group intranet, ComIn. Building and developing a strong employer brand remains a prioritised ambition at Com Hem, and we constantly strive to retain and recruit the right employees who share our values of being reliable, personal and proactive. A key part of our vision to create a positive customer experience is that all of our employees understand and feel that they play an important part in the company. It is important that we convey the message to our employees that Com Hem offers them the possibility to influence and shape Sweden's digital future. Com Hem continues to measure such factors as employeeship and leadership in the annual employee dialogue, involving four different areas: Work Environment; Organisation; Leadership; Vision and Goals. The results of these four areas are summarised as an overall employee index. The results of the 2017 employee dialogue,

conducted in September-October 2017 with a response rate of 88%, showed a continued positive result in such areas as work environment, leadership, and vision & goals. Com Hem will continue to work on developing its organisation and employees to further strengthen and establish our vision of "Sweden's most satisfied customers", within our industry while at the same time making Com Hem an attractive place to work. The following are some of the initiatives launched in 2017:

In 2017, Com Hem developed an introductory programme to be implemented in January 2018. The programme is structured so that it is not only of value to new employees, but also serves as an information tool for existing employees.

In the spring of 2017, the entire Com Hem management team participated in a workshop on diversity. During the workshop, a decision was made to form a Diversity Audit Group, which will ensure that the company continues to address these matters in the future.

### Professional development

All employees should have an individual development plan that is to be discussed with their immediate manager during regular development talks – COMpetence discussions. During 2017, all employees were introduced to the COMpetence discussions, which are conducted in a web-based tool between manager and employees. The discussions are built around our values, our vision, our purpose and the competencies we have identified as important for our employees and managers in our shared effort to achieve our business goals. At the time of the employee dialogue focusing in particular on the COMpetence discussion and salary review process, 92% responded that they had completed their annual COMpetence discussion.

The COMpetence discussions support, among other things, sub-goal contained in the individual development plans of offering our employees tangible support and clear goals to be able to develop in their existing roles as well as growing into other, future attractive roles within the company.

Our internal management and talent development programme continues to harvest success. All managers at

Com Hem are given the chance to take part and, depending on the seniority of their role, participate in one of our two programmes (new manager or experienced manager). Our specialists and talents are also offered development programmes that continue to build on our values, our vision, our purpose and our business goals. The programmes run for a few months up to a year and are all designed to develop and strengthen the leadership characteristics at Com Hem.

To keep up the momentum in our development work, we created a number of new activities in 2017 as a follow-up to the senior management programme to support the challenges we constantly identify in, among other things, our employee dialogues.

During 2017, we prepared three different half-day workshops for our experienced managers focusing on:

- Commitment
- Communication
- Conflict management

### TOTAL WORKFORCE, END OF YEAR

	2017	Women/men (%)	2016	Women/men (%)	2015	Women/men (%)
Permanent employees	1,083	29/71	1,158	29/71	1,169	31/69
- Of whom full time	981	26/74	1,112	27/73	1,148	30/70
- Of whom part time	102	56/44	46	72/28	21	86/14
Temporary employees	13	23/77	21	33/67	9	56/44
<b>Total</b>	<b>1,096</b>	<b>29/71</b>	<b>1,179</b>	<b>29/71</b>	<b>1,178</b>	<b>31/69</b>

### EMPLOYEE MOVEMENT

	2017	Women/men (%)	2016	Women/men (%)	2015	Women/men (%)
<b>New recruitments during the year</b>						
Under 30 years	127	32/68	109	28/72	120	33/67
30-50 years	80	43/57	91	33/67	89	31/69
Over 50 years	6	50/50	6	17/83	7	29/71
Total	213	37/63	206	30/70	216	32/68
New recruitment rate	19%		17%		18%	
<b>Individuals who left during the year</b>						
Under 30 years	131	37/63	130	35/65	105	38/62
30-50 years	150	37/63	119	38/62	100	39/61
Over 50 years	16	44/56	20	55/45	10	20/80
Total	297	37/63	269	38/62	215	38/62
Employee turnover	27%		23%		18%	

The employee turnover is in line with our industry and its customer service operations. The average age of our employees are 28-29 years.

Reduction in number of employees and increased employee turnover is mainly due to the integration of Phonera into Com Hem Group common functions during 2017.

### Talent programme

For the past two years, Com Hem has had a special talent programme in its IT department. In cooperation with an external partner, the programme identifies and recruits young talents from within the IT sector and now also technology. The talent programme has been successful and has now been expanded to include our operations and technology organisation. The programme will continue to recruit talent during the next year. The programme participants work in development teams and are given the opportunity to work for short periods in other Com Hem departments. They are also offered external and continuous coaching by experienced Com Hem employees to establish a good start to their careers.

### Future employees

In 2017, Com Hem took part in events for young academics and final-year students at a number of universities and colleges. The company was also nominated for a number of awards in employer branding in 2017. In 2017, Com Hem was again named a Career Company – an award presented annually to companies that actively focus on employee development, increased commitment and a better workplace. The company continued to successfully recruit individuals to its management trainee programme and IT talent programme.

Our employees are our most important ambassadors and Com Hem continuously evaluates key metrics, such as eNPS (employee Net Promoter Score) and pNPS (product Net Promoter Score), in its ongoing employee dialogues. eNPS developed positively between 2016 and 2017, increasing 7 points. pNPS also remains high, meaning that our employees remain willing to recommend our products and services.

### Health and balance

We attach great importance to all aspects of occupational health and safety. Com Hem has been committed to employee wellbeing for many years and encourages employees to take part in healthy activities by, for example, providing wellness contributions and sponsoring specific physical activities (running and cycling in 2017). By providing occupational health services, we ensure that our employees receive prompt and qualified care and rehabilitation when required. In 2016, a project was started to analyse all dimensions of health and safety, which was completed in 2017. The following focus areas were identified and work groups were established in each area during the year to further pursue the respective area:

- Timetable and working hours
- Work environment
- Training/Development
- Management and control
- Compensation
- Information

Com Hem continuously follows up its health and safety work during the year, including safety inspection rounds and health and safety meetings with, for example, health and safety officers and trade union branch representatives, while an employee dialogue is conducted once a year, which focuses solely on the physical and social work environment.

### Diversity

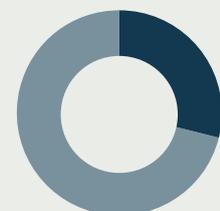
Com Hem values workplaces with extensive diversity and our recruitment base extends far beyond Sweden's borders. We believe that Com Hem has become a more innovative and dynamic company by employing women and men of all ages, with various backgrounds and experience. Com Hem always strives to offer the same opportunities, rights and obligations to all of its employees. We ensure this, for example, by way of the terms in our collective agreement – Telekom.

Com Hem regards equal pay for equal work without salary discrimination as self-evident. We continue to conduct salary surveys in conjunction with our salary reviews to ensure that we do not have any structural salary differences between men and women. The result of the survey showed that no such differences exist in the company and the result was reported in the company's Equality Plan 2017-2018.

In 2018, Com Hem is also participating in Womentor, a mentoring programme for increased equality. Womentor is an initiative that supports companies in the IT and telecom industry, aimed at systematically increasing the number of female managers. As part of its commitment, Com Hem has selected two employees to participate in the Womentor programme for one year: one female manager who will become a mentee and one man from the company's management group who will serve as a mentor. Com Hem's goal in 2017-2018 is to increase the proportion of female managers from 27% to at least 30%. We also want to increase the proportion of female candidates in our recruitment process for positions that are usually dominated by men, such as in IT. The goal is to have at least one woman in the interview process for these positions and for half of the final candidate list to comprise women. Wherever possible, Com Hem also works with anonymous CVs during the recruitment process.

GENDER DISTRIBUTION DEC 31, 2017

■ Women	29%
■ Men	71%



## EMPLOYEE INTERVIEW

## A COMPANY WITH A STRONG PURPOSE AND CLEAR VALUES

Com Hem wants to unleash the power for the best possible digital quality of life in Sweden. We also want our employees to have the opportunity to unleash the power of their full potential. That is why we exist. And we do it by living our values, "Proactive, Personal and Reliable".

The annual award "Årets Kraftknippe" (employee of the year) goes to the one who best delivers on our values. All Com Hem employees are invited to vote. No jury, no management team, no lottery. This year the award went to Carolina Eggertsson.

It is easy to get involved with her enthusiasm. Even things that are not so fun at work are delivered with a smile. Can everything really be so great, you wonder?

"Basically, I enjoy what I'm doing. As a result, it's easier for me to do a good job."

An advertising agency. An event agency. A PR agency. And some other things. That's what Carolina Eggertsson did before joining Com Hem and the Marketing Department. Or with Com Hem words; Project Manager in the Brand Experience team responsible for all communication with landlords. This means that she has daily contact with agencies in the industry she used to work in, has the responsibility for fairs, for Com Hem Magazine, for newsletters and for a lot of other events at Com Hem.

She joined Com Hem in the fall of 2016. Just over a year later she is awarded the employee award of the Year. That is fast moving, to say the least. When asked why, she stops and thinks little.

"If I have to choose, I'm Proactive and Reliable, but I'm probably most Personal with my colleagues. If we feel good and laugh together, we become more creative which makes it easier to deliver good things. I like to do things quickly, strive to simplify things and steer things up so that we can move on. Just because you have fun at work, you do not have to be slow. I get a bit of a kick from delivering good things quickly, and I have high demands both on myself and on my environment. And it seems that my colleagues appreciate it.

"Årets Kraftknippe" is awarded in December each year, with the entire company present. It's the most



Cristina Bueno - Product TV, Carolina Eggertsson - Marketing, Ahmed Omar - Sales and Daniel Bryntesson - Network planning.

prestigious of four prizes awarded. None of the prize winners know about the awards in advance.

"It was super cool. Of course one can understand it is a great feeling to get a recognition like this, but there are so many talented people at Com Hem."

You seem to feel at home, even at work. Com Hem seems to be a fun place. Your colleagues appreciate you. Is there anything that could be better?

"But of course. A fairly simple thing would be to pay more attention to all those who do a great job behind the scenes, and there are many."

Everything can always get better. This year's Kraftknippe has spoken.

## ENVIRONMENT



Com Hem has worked continuously with environmental issues for many years. The ongoing digitalisation of society is creating opportunities for economic growth without a negative environmental impact and Com Hem strives to contribute to this transformation. We do so by constantly developing and simplifying environmentally effective communications solutions, but also by economising on resources and managing our waste in the best possible way.

Com Hem's environmental work is based on our Code of Conduct, of which the environment is a key part. We believe that digitalisation can create opportunities for reduced environmental impact, and we work actively to reduce our own energy consumption and recycling of e-waste. Com Hem also uses an environmentally aware procurement method (described in the section on purchasing procedures on page

31). When making investments and choosing suppliers, environmental aspects are taken into consideration to reduce the use of materials and resources. In its CPE procurements in 2017, Com Hem ensured that the occurrence of bromide, chlorine and phosphor compounds was minimised.

### Smart cities

Our work on smart cities was intensified during the autumn, and we will present our view of smart cities based on smart properties in spring 2018. A key product launch for smarter properties is the Com Hem Smart app, which was launched at the beginning of 2018. With this app, landlords and residents have the possibility to, among other things, book shared resources, distribute information, report faults and control their energy consumption.

Energy consumption (MWh)	2017	2016	2015
Electricity inside the organization	7,960	7,810	7,500
District heating	787	810	840
District cooling	2,798	2,820	2,740
Electricity for outsourced data centers	641	630	550
Electricity for IT infrastructure	4,125	4,130	3,750
<b>Total</b>	<b>16,311</b>	<b>16,200</b>	<b>15,380</b>
Share renewables	98%	90%	66%

The table shows the electricity, district heating and cooling from Com Hem's offices and data centres as well as the energy consumption from outsourced data centres and IT infrastructure.

Energy consumption from products (MWh)	2017	2016
Set-top-boxes	50,280	53,880
Routers	81,210	-
<b>Total</b>	<b>131,490</b>	<b>53,880</b>

The table shows the estimated electricity consumption from our customers use of all set-top-boxes and routers.

### Energy

Part of our ongoing work is to actively support a reduction in environmental impact in terms of energy consumption in the production of our products and services. For example, Com Hem has signed an agreement with Fortum Öppen Fjärrvärme® to reuse surplus heat from data centres for the district heating network. In 2017, a new electricity agreement came into force with a new supplier of renewable energy. As a result of this, 100% of the electricity that Com Hem purchases directly is renewable.

### Recycling and e-waste

Com Hem is committed to ensuring that used network materials, routers and set-top boxes are collected and recycled in the right way. For this purpose, we have established a partnership with Kuusakoski for the recycling of e-waste, and are affiliated with EI-Kretsen for the recycling of obsolete consumer electronics. During 2017, Com Hem initiated a major effort for the reuse of CPE within the operation to reduce the need for new purchases of equipment, thus reducing energy and resource consumption in the manufacturing process. This initiative will achieve full effect in 2018.