

# GRI APPENDIX 2015

GRI-index, background information, methods and assumptions used to prepare Com Hem's first Sustainability Report in accordance with GRI.

Com Hem will present an annual sustainability report as part of the company's Annual Report. Our sustainability reporting is based on the GRI (Global Reporting Initiative) Sustainability Reporting Guidelines. Our 2015 Sustainability Report follows the principles outlined in the G4 Guidelines, and has been prepared in accordance with level Core. The report has not been assured by an independent third party. We will evaluate the need for any future external reviews.

In this document we present our GRI-index, describe our stakeholder dialogue and how we have selected our most material sustainability aspects. We also outline the underlying methods and assumptions used for the sustainability data.

## GRI INDEX

The following list references the GRI indicators that Com Hem has decided to report on.

AR = Annual report; GRI A = GRI Appendix

General standard indicators		Reference
G4-1	CEO's statement on the organisation's sustainability strategy	AR, p. 2-3
G4-3	Name of the organisation	AR, p. 35
G4-4	Primary products and services	AR, p. 6, 16, 18
G4-5	Location of organisation's headquarters	AR, p. 28
G4-6	Countries where operations are conducted	AR, p. 18
G4-7	Nature of ownership and legal form	AR, p. 20
G4-8	Markets served, where the organisation is active	AR, p. 18-19
G4-9	Size of the organisation	AR, p. 1, 7, 18-19, 24, 44
G4-10	Total number of employees	AR, p. 24
G4-11	Employees covered by collective bargaining agreements	AR, p. 66
G4-12	Describe the organization's supply chain	AR, p. 26, 34
G4-13	Significant changes during the reporting period	AR, p. 28
G4-14	Organisation's compliance with the precautionary principle	AR, p. 26
G4-15	External initiatives that the organisation subscribes or endorses	AR, p. 26, GRI A, p. 6
G4-16	Memberships of associations	AR, p. 24
G4-17	Entities included in the scope of the report	GRI A, p. 4
G4-18	Process for defining report content	GRI A, p. 3
G4-19	Material aspects of sustainability identified	GRI A, p. 4
G4-20	Aspect boundaries within the organisation	GRI A, p. 4
G4-21	Aspect boundaries outside the organisation	GRI A, p. 4
G4-22	Restatements of information	No restatements
G4-23	Significant changes from previous reports	No significant changes
G4-24	Stakeholder groups with whom the organisation is engaged	AR, p. 22, GRI A, p. 3
G4-25	Basis for identification and selection of stakeholders	AR, p. 22, GRI A, p. 3
G4-26	Approaches to stakeholder engagement	GRI A, p. 3
G4-27	Topics and concerns raised through stakeholder engagement	AR, p. 22, GRI A, p. 3
G4-28	Reporting period	GRI A, p. 1
G4-29	Date of publication of most recent report	AR, p. 22

<b>General standard indicators</b>		<b>Reference</b>
G4-30	Reporting cycle	GRI A, p. 1
G4-31	Contact person for questions regarding the report	GRI A, p. 6
G4-32	Reporting level and GRI Index	GRI A, p. 1-2
G4-33	External audit	GRI A, p. 1
G4-34	Governance structure for the company	GRI A, p. 1
G4-56	The organisation's values, codes of conduct etc.	AR, p. 20
<b>Specific standard indicators</b>		<b>Reference</b>
<b>DMA</b>	<b>Indirect economic impacts</b>	AR, p. 22-23
G4-EC7	Development and impact of infrastructure investments and services supported	AR, p. 23
G4-EC8	Significant indirect economic impacts, including the extent of impacts	AR, p. 23
<b>DMA</b>	<b>Energy</b>	AR, p. 27
G4-EN3	Organisation's energy consumption	AR, p. 27
G4-EN4	Energy consumption outside of the organization	GRI A, p. 5
<b>DMA</b>	<b>Emissions</b>	AR, p. 27, GRI A, p. 5
G4-EN15	Direct greenhouse gas emissions	AR, p. 27, GRI A, p. 5
G4-EN16	Energy indirect greenhouse gas emissions	AR, p. 27, GRI A, p. 5
<b>DMA</b>	<b>Products and services</b>	AR, p. 27
G4-EN27	Initiatives to mitigate environmental impacts of products/services	AR, p. 27
<b>DMA</b>	<b>Customer privacy</b>	AR, p. 23
G4-PR8	Substantiated complaints regarding breaches of customer privacy and losses of customer data	AR, p. 23
<b>DMA</b>	<b>Product and service labelling</b>	AR, p. 8, 26
G4-PR4	Incidents of non-compliance with regulations/voluntary codes	AR, p. 26
G4-PR5	Results of surveys measuring customer satisfaction	AR, p. 8
<b>DMA</b>	<b>Marketing communications</b>	AR, p. 26
PR7	Compliance with regulations and voluntary codes concerning marketing communications	AR, p. 26
<b>DMA</b>	<b>Employment</b>	AR, p. 24-25
G4-LA1	Employee turnover	AR, p. 25
<b>DMA</b>	<b>Health &amp; safety</b>	AR, p. 25
G4-LA6	Sick leave & work-related injuries	GRI A, p. 4
<b>DMA</b>	<b>Training &amp; education</b>	AR, p. 25
G4-LA10	Employee development	AR, p. 25
G4-LA11	Performance reviews	AR, p. 25
<b>DMA</b>	<b>Diversity and equal opportunity</b>	AR, p. 25
G4-LA12	Composition of company	GRI A, p. 5
<b>DMA</b>	<b>Equal remuneration for women and men</b>	AR, p. 25
G4-LA13	Remuneration for women and men	GRI A, p. 4
<b>DMA</b>	<b>Supplier assessment for labour practices</b>	AR, p. 26, GRI A, p. 6
G4-LA14	New suppliers that were screened using labour practices criteria	GRI A, p. 4, 6
G4-LA15	Negative impacts in the supply chain and actions taken	GRI A, p. 4, 6
<b>DMA</b>	<b>Supplier Environmental Assessment</b>	AR, p. 26, GRI A, p. 4
G4-EN32	New suppliers that were screened using environmental criteria	GRI A, p. 4
G4-EN33	Negative environmental impacts in the supply chain and actions taken	GRI A, p. 4
<b>DMA</b>	<b>Anti-corruption</b>	AR, p. 28
G4-SO4	Communication and training on anti-corruption policies and procedures	AR, p. 26, GRI A, p. 6
G4-SO5	Cases of corruption	AR, p. 28
<b>DMA</b>	<b>Anti-competitive behaviour</b>	AR, p. 28
G4-SO7	Legal actions for anti-competitive behaviour and their outcomes	AR, p. 28

# STAKEHOLDER DIALOGUE

During 2015 Com Hem conducted a survey among our major stakeholder groups to identify the aspects that we should focus on in our future sustainability efforts. The sustainability aspects are based on the GRI G4 Guidelines. Some of the aspects have been reformulated to connect more clearly with our operations, and to make it easier for our stakeholders to

decide what they think is most important. The stakeholders were asked to rank various sustainability aspects, and were also given an opportunity to evaluate Com Hem's sustainability efforts and make suggestions for improvement. The table below shows the five most important aspects for each stakeholder group.

Stakeholder	Top 5 aspects
Landlords	<ul style="list-style-type: none"> <li>• Reliability and quality in products and service</li> <li>• Information security and protection of customer privacy</li> <li>• Financial stability</li> <li>• Responsible marketing</li> <li>• Supplier requirements regarding working conditions and environmental issues</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Reliability and quality in products and service</li> <li>• Training and career opportunities for employees</li> <li>• Financial stability</li> <li>• Safe and healthy workplaces</li> <li>• Information security and protection of customer privacy</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>• Reliability and quality in products and service</li> <li>• Financial stability</li> <li>• Information security and protection of customer privacy</li> <li>• Reduced environmental impact</li> <li>• Safe and healthy workplaces</li> </ul>
Investors	<ul style="list-style-type: none"> <li>• Reliability and quality in products and service</li> <li>• Financial stability</li> <li>• Information security and protection of customer privacy</li> <li>• Anti-corruption</li> <li>• Training and career opportunities for employees</li> </ul>

The survey was answered by 1,419 landlords, 419 employees, 22 suppliers and four investors.

The results from more than 1,800 responses show that sustainability aspects are becoming increasingly important among all stakeholder groups. The results also show that Com Hem is expected to operate in a manner that, first and foremost, focuses on the delivery of services with high quality, reliability and information security. Other top priorities are financial stability and human resources matters, such as professional development, diversity, gender equality and health. Measures to prevent corruption and reduce environmental impact are also top priorities. We noticed that the sustainability aspects with a clear link to the company's business model and success received the highest priority. The surveys generated many concrete suggestions for improvement, and have led to discussions on increased collaboration with our stakeholders in regard to our commitment to sustainability.

In addition to the specific surveys outlined above, we have many other forums for engaging in ongoing dialogue with

our stakeholders around sustainability issues. Shareholders continuously discuss different topics and present proposals to the management team and the Board of Directors. Employees can discuss workplace health and safety or business-related issues at performance reviews, through health and safety committees or with their managers.

## Materiality analysis

In autumn 2015, we conducted a materiality analysis as part of our first sustainability report. An internal team, with representatives from both the management team and employees, gathered to identify Com Hem's most material aspects. The analysis was based on our strategy, our ability to advocate and the results of our stakeholder dialogue. The table on the next page lists the sustainability aspects we identified as material, and the corresponding sustainability aspect in the GRI Sustainability Reporting Guidelines.

Com Hem Sustainability Aspects	GRI G4 Aspect
Anti-corruption	<ul style="list-style-type: none"> <li>• Anti-corruption</li> <li>• Anti-competitive behaviour</li> </ul>
Diversity and equality in the organisation	<ul style="list-style-type: none"> <li>• Diversity and equal opportunity</li> <li>• Equal remuneration for women and men</li> </ul>
Training and career opportunities for employees	<ul style="list-style-type: none"> <li>• Training and education</li> </ul>
Financial stability	<ul style="list-style-type: none"> <li>• Indirect economic impacts</li> </ul>
Information security and protection of customer privacy	<ul style="list-style-type: none"> <li>• Customer privacy</li> </ul>
Reduced environmental impact	<ul style="list-style-type: none"> <li>• Energy</li> <li>• Emissions</li> <li>• Product and service</li> </ul>
Reliability and quality in products and service	–
Responsible marketing	<ul style="list-style-type: none"> <li>• Marketing communications</li> <li>• Product and service labelling</li> </ul>
Safe and healthy workplaces	<ul style="list-style-type: none"> <li>• Occupational health and safety</li> <li>• Employment</li> </ul>
Supplier requirements regarding working conditions and environmental issues	<ul style="list-style-type: none"> <li>• Supplier assessment for labour practices</li> <li>• Supplier environmental assessment</li> </ul>

## BACKGROUND DATA FOR GRI INDICATORS

In this section we outline the underlying methods and assumptions for Com Hem's GRI Indicators as well as supplementary tables for the information in the Annual Report.

### Boundaries and omissions

All of the material sustainability aspects we have chosen impact our own business operations and our employees. The legal entities included in our sustainability reporting are the Parent Company, Com Hem Holding AB, and our subsidiaries, Com Hem AB, Phonera Företag AB and iTUX Communication AB. Organisational boundaries are outlined in connection with the information reported.

Some of our sustainability aspects have an impact beyond Com Hem's organizational boundaries – on our customers and suppliers, for example. In the sustainability report, we continuously describe the impact of each sustainability aspect, both within and outside the company.

This is the first year of reporting accordingly with GRI and the systems for measuring all aspects are not completely developed. Our aim is to include data for LA6, LA13, LA14, LA15, EN32 and EN33 within the next three years.

# ENVIRONMENT

## Energy consumption

Com Hem measures and monitors the annual electricity, heating and cooling consumption of our offices and IT- infrastructure. We operate 22 data centres, and use 7 outsourced data centres. The energy consumption within the organization is reported in the annual report and the energy consumption from outsourced data centres and IT-infrastructure is reported in the table below.

Energy consumption outside of the organization (MWh)	2015
Electricity	4,300
District heating	0
District cooling	0
<b>Total</b>	<b>4,300</b>
Share renewables	95 %

The table shows the energy consumption from outsourced data centres and IT-infrastructure.

Information about the proportion of renewable energy is obtained from each energy provider. All energy consumption is reported in MWh. To convert energy consumption from MWh to GJ, use the conversion factor of 3.6.

## Greenhouse gas emissions

We monitor our greenhouse gas emissions annually according to the global standard, the Greenhouse Gas (GHG) Protocol. Wherever possible, we use the relevant conversion factors for all greenhouse gases.

Greenhouse gas emissions per scope, ton CO <sub>2</sub> e	2015
Scope 1	239
Scope 2	2,142
Scope 3	278
<b>Total</b>	<b>2,260</b>

The table shows Com Hem's greenhouse gas emissions divided into three scopes, and total.

Scope	Activity
Scope 1	Business travel with company cars
Scope 2	Electricity District heating District cooling
Scope 3	Business travel, rail, air, private car Printing

The table shows the underlying activities for each scope.

# EMPLOYEES

Company composition	2015		
	Persons	Women (%)	Men (%)
<b>Board of Directors</b>			
Under 30	0	-	-
30-50	6	33%	67%
Over 50	0	-	-
<b>Group management</b>			
Under 30	0	-	-
30-50	5	20%	80%
Over 50	1	100%	0%
<b>Other employees</b>			
Under 30	381	33%	67%
30-50	664	28%	72%
Over 50	127	36%	64%

The table shows the composition of the company broken down by staff category and reported by age and gender.

# RESPONSIBLE BUSINESS

## **Anti-corruption**

Our Code of Conduct has been communicated to the organisation during 2015. We have had no active training but all board members and all employees have received information about the Code of Conduct during 2015.

## **Product and service labelling**

Product and service information required by Com Hem's procedures include sourcing of components, content, safe use and disposal of product. Com Hem have had no cases of non-compliance during 2015. All units sold by Com Hem are required to comply with all relevant environmental and social EC directives. Including, but not limited to the following regulations: RoHS, WEEE, REACH, CE and UN Global Compact.

## **Supplier assessments for labour practices**

Engaging in responsible business is crucial to Com Hem's reputation and success. We therefore consider supplier assessments for labour practices a material sustainability aspect and are revising opportunities to begin reporting the number of new suppliers subject to impact assessments for labour practices (G4-LA14) and (G4-LA15). These indicators will be possible to report as our processes for supplier screening are developed.

## CONTACT

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