

GRI APPENDIX 2016

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

Com Hem presents 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 2016 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.29
G4-4	Primary products and services	AR, p.6-8
G4-5	Location of organisation's headquarters	AR, p.43
G4-6	Countries where operations are conducted	AR, p.6
G4-7	Nature of ownership and legal form	AR, p.18-19
G4-8	Markets served	AR, p.6-8
G4-9	Size of the organisation	AR, p.1, 6, 25, 32
G4-10	Total number of employees	AR, p.25
G4-11	Employees covered by collective bargaining agreements	AR, p.62
G4-12	Describe the organization's supply chain	AR, p.27
G4-13	Significant changes during the reporting period	AR, p.29
G4-14	Organisation's compliance with the precautionary principle	AR, p.27
G4-15	External initiatives that the organisation subscribes or endorses	AR, p.26-27
G4-16	Memberships of associations	AR, p.22
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 significant restatements
G4-23	Significant changes from previous reports	No significant changes
G4-24	Stakeholder groups with whom the organisation is engaged	GRI A, p.3
G4-25	Basis for identification and selection of stakeholders	GRI A, p.3
G4-26	Approaches to stakeholder engagement	GRI A, p.3
G4-27	Topics and concerns raised through stakeholder engagement	GRI A, p.3
G4-28	Reporting period	GRI A, p.1
G4-29	Date of publication of most recent report	GRI A, p.1

General standard indicators		Reference
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	AR, p.36-38
G4-56	The organisation's values, codes of conduct etc.	AR, p.26-27

Specific standard indicators		Reference
DMA	Indirect economic impacts	AR, p.20-23
G4-EC7	Development and impact of infrastructure investments and services supported	AR, p.20-23
G4-EC8	Significant indirect economic impacts, including the extent of impacts	AR, p.20-21
DMA	Energy	AR, p.28
G4-EN3	Organisation's energy consumption	AR, p.28
G4-EN4	Energy consumption outside of the organization	GRI A, p.5
DMA	Products and services	AR, p.28
G4-EN27	Initiatives to mitigate environmental impacts of products/services	AR, p.28
DMA	Customer privacy	AR, p.22
G4-PR8	Substantiated complaints regarding breaches of customer privacy and losses of customer data	AR, p.22, GRI A, p.6
DMA	Product and service labelling	AR, p.10
G4-PR5	Results of surveys measuring customer satisfaction	AR, p.10
DMA	Marketing communications	AR, p.26
G4-PR7	Compliance with regulations and voluntary codes concerning marketing communications	AR, p.26
DMA	Employment	AR, p.24-25
G4-LA1	Employee turnover	AR, p.25
DMA	Health & safety	AR, p.25
G4-LA6	Sick leave & work-related injuries	GRI A, p.5
DMA	Training & education	AR, p.24
G4-LA11	Performance reviews	AR, p.24
DMA	Diversity and equal opportunity	AR, p.25
G4-LA12	Composition of company	GRI A, p.5
DMA	Equal remuneration for women and men	AR, p.25
G4-LA13	Remuneration for women and men	AR, p.25
DMA	Supplier assessment for labour practices	AR, p.27
G4-LA14	New suppliers that were screened using labour practices criteria	AR, p.27
G4-LA15	Negative impacts in the supply chain and actions taken	AR, p.27
DMA	Supplier environmental assessment	AR, p.27
G4-EN32	New suppliers that were screened using environmental criteria	AR, p.27
G4-EN33	Negative environmental impacts in the supply chain and actions taken	AR, p.27
DMA	Supplier human rights assessment	AR, p.27
G4-HR10	New suppliers that were screened using human rights criteria	GRI A, p.4, 6
G4-HR11	Negative human rights impacts in the supply chain and actions taken	GRI A, p.4, 6
DMA	Anti-corruption	AR, p.26
G4-SO4	Communication and training on anti-corruption policies and procedures	AR, p.26-27
G4-SO5	Cases of corruption	AR, p.26

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

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

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. The legal entities included in our sustainability report are the Parent Company, Com Hem Holding AB, and our subsidiaries, Com Hem AB, Boxer Access 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 second year of reporting accordingly with GRI and the systems for measuring all aspects are not completely developed. Our aim is to include data for HR10 and HR11 within the next two 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 and from outsourced data centres and IT-infrastructure is reported in the annual report.

Energy consumption from products (MWh)	2016
Boxer	16,930
Com Hem	36,950
Total	53,880

The table shows the energy consumption from Com Hems set-top-boxes.

Information about the proportion of renewable energy in the annual report 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.

EMPLOYEES

Company composition	2016		2015	
	Persons	Women (%)	Persons	Women (%)
Board of Directors				
Under 30	0	-	0	-
30-50	3	-	6	33%
Over 50	3	67%	0	-
Group management				
Under 30	0	-	0	-
30-50	4	25%	5	20%
Over 50	1	100%	1	100%
Other employees				
Under 30	339	30%	381	33%
30-50	687	28%	664	28%
Over 50	153	33%	127	36%

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

All Boxer and Com Hem AB's employees are covered by collective agreements (Telekom, Phonera and iTUX do not have collective agreements but we apply parts of the collective agreements in iTUX).

Sick leave	2016	2015	2014
Average sick leave	6,8%	6,7%	5,7%

The sick leave is in line with the industry and customer service operations.

RESPONSIBLE BUSINESS

Customer privacy	2016	2015	2014
Substantiated complaints received concerning breaches of customer privacy	5	1	3

All incidents have been handled and are closed.

Supplier assessments for human rights

Engaging in responsible business is crucial to Com Hem's reputation and success. We therefore consider supplier assessments very important. During the year we identified supplier assessments for human rights as a material sustainability aspect. We have during 2016 developed our processes for screening suppliers regarding labor practices and environment and will continue with human rights assessments during 2017.

CONTACT

If you have any questions about our sustainability report, please contact Marcus Lindberg, Investor Relations Manager, Com Hem AB, marcus.lindberg@comhem.com