GRI INDEX

GRI index and other sections of the Annual and Sustainability Report have been prepared according to GRI G4 "In accordance – Core." Additionally we use the Telecommunications Sector Supplement in reporting. Deloitte has been engaged to provide a limited level of assurance on these sections, see Auditors' Limited Assurance Report on the Sustainability Report for more information. All disclosures in this GRI index are covered by the limited assurance.

Some of the disclosures in this GRI index, while deemed non-material, are nevertheless included as a response to specific stakeholder requests.

In the case of a disclosure not being fully reported, the omission is explained at the end of the disclosure.

STRATEGY AND ANALYSIS

G4-1   CEO statement

See Our Company, section "Comments by the CEO."

G4-2   Description of key impacts, risks, and opportunities

See Our Company, sections "How we create value" and "Our stakeholders" and Sustainability Work, sections "Sustainability in TeliaSonera" and "Sustainability focus area summary."

ORGANIZATIONAL PROFILE

G4-3   Name of the organization

TeliaSonera AB (publ).

G4-4   Primary brands, products, and services

See Our Company, sections "Where we operate" and "Our market position."

G4-5   Location of the organization's headquarters

Stockholm, Sweden.

G4-6   Countries where the organization operates

See Our Company, section "Where we operate."

G4-7   Nature of ownership and legal form

See Directors' report, section "TeliaSonera share."

G4-8   Markets served

See Our Company, section "Where we operate."

G4-9   Scale of the organization

See Our Company, section "TeliaSonera in brief."

G4-10   Total workforce by employment type, employment contract, and region

See Note C31 to the consolidated financial statements.

Omission: We do not report percentage of full-time and part-time employees, or percentage of permanent and temporary employees.

G4-11   Percentage of employees covered by collective bargaining agreements

Employees covered by collective bargaining agreements, by geographical area	2015 (%)	2014 (%)
Sweden	100	100
Europe	79	79
Eurasia	45	45
Other countries[1]	6	8
Reported entities' share of total workforce (%)	**78**	**79**

[1] TeliaSonera International Carrier France and Italy

In the following countries the percentage is zero: Kazakhstan, Azerbaijan, Georgia, Czech Republic, Germany, Hong Kong, Hungary, Netherlands, Poland, Singapore, United Kingdom, United States, Turkey, Italy and Russia.

TeliaSonera employees have the right to choose whether or not to be represented by a trade union for the purpose of collective bargaining. No employee shall be discriminated against for exercising this right. All employees should be aware of the basic terms and conditions of their employment. TeliaSonera respectfully cooperates with legitimate employee representatives and national labor unions.

G4-12   Description of the supply chain

See Sustainability Work, section "Responsible procurement."

G4-13   Significant changes during the reporting period regarding size, structure, ownership or supply chain

See Our Company, section "The year in brief."

G4-14   How the precautionary principle is approached

For TeliaSonera the precautionary principle relates mainly to electromagnetic fields, see Directors' Report, section "Risks and uncertainties." Our overall precautionary approach is addressed through the code of ethics and conduct, supplier code of conduct, other policies, and the risk management framework.

G4-15   Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses

See Sustainability Work, section "Sustainability in TeliaSonera."

G4-16   Memberships of associations

See www.teliasonera.com/en/sustainability/impacts/partnerships-and-initiatives/.

IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES

G4-17   Entities included in the consolidated financial statements, and whether any entity is not covered by the report

See Our Company, section "Where we operate" and Note C4 to the consolidated financial statements.

G4-18   Process for defining report content and aspect boundaries, and how the reporting principles for defining report content have been implemented

Report content and aspect boundaries are defined through continuous or annual internal and external stakeholder input, including discussions at Group Executive Management and Board of Directors level on the strategic direction of TeliaSonera's sustainability work, and as part of the process of producing the Annual and Sustainability Report. See also Our Company, section "Our stakeholders" and Sustainability Work, section "Sustainability in TeliaSonera."

G4-19   Material aspects identified in the process for defining report content

See Sustainability Work, section "Sustainability in TeliaSonera" and Our Company, section "Our stakeholders" for an understanding of material topics that define our sustainability work and report content.

G4-20   Aspect boundary within the organization for each material aspect

Material aspects are considered material for the entire organization.

G4-21   Aspect boundary outside the organization for each material aspect

Material aspects are considered material for all external stakeholder groups.

G4-22   Effect of any restatements of information provided in previous reports, and the reasons for such restatements

No significant restatements during the reporting period. Greenhouse gas emissions have been recalculated using the most recent emission factors. See "Emissions."

G4-23   Significant changes from previous reporting periods in the scope and aspect boundaries

No significant changes during the reporting period.

STAKEHOLDER ENGAGEMENT

G4-24-27 **Stakeholder engagement**

See Our Company, section "Our stakeholders" and Sustainability Work, section "Sustainability in TeliaSonera."

REPORT PROFILE

G4-28 **Reporting period**

Calendar year 2015.

G4-29 **Date of most recent previous report**

March 2015.

G4-30 **Reporting cycle**

Annual. We regularly publish sustainability related information on the Newsroom, and a bi-annual sustainability update and law enforcement disclosure report. See www.teliasonera.com/en/sustainability/reports/.

G4-31 **Contact point for questions regarding the report or its contents**

Comments and feedback are important to help us develop our sustainability work and reporting. You are welcome to contact us at sustainability-group (at) teliasonera.com or visit www.teliasonera.com/en/contact/contact-us/sustainability for further contact details.

G4-32 **GRI content index**

GRI Index.

G4-33 **Policy and current practice with regard to seeking external assurance to the report**

Deloitte has been engaged to provide a limited level of assurance on sections of the Annual and Sustainability Report. TeliaSonera will continue this practice.

GOVERNANCE

G4-34-49 **Governance of the organization with regards to economic, social and environmental impacts**

See Corporate Governance, sections "Governing Bodies," "Shareholders," "Board of Directors," "Group-wide governance framework" and Sustainability Work, section "Sustainability in TeliaSonera."

ETHICS AND INTEGRITY

G4-56 **Values, principles, standards and norms of behavior such as codes of conduct and codes of ethics**

See Corporate Governance, section "Group-wide governance framework" and Sustainability Work, section "Sustainability in TeliaSonera."

G4-58 **Internal and external mechanisms for reporting concerns about unethical or unlawful behavior.**

See Corporate Governance, section "Enterprise risk management (ERM) framework."

DISCLOSURE ON MANAGEMENT APPROACH

For an understanding of how material aspects have been identified, see Our Company, section "Our stakeholders" and Sustainability Work, section "Sustainability in TeliaSonera."

For more information about sustainability governance, see Sustainability Work, section "Sustainability in TeliaSonera" and the Governance section of each respective focus area. The Code of Ethics and Conduct and other governing documents can be found at www.teliasonera.com/en/about-us/public-policies.

Evaluation of the management approach of material aspect s is the responsibility of the function responsible for the specific material aspect, and is carried out mainly through internal reporting. During 2015, we evaluated our management approach of material aspects as part of defining the sustainability approach.

ECONOMIC

Economic performance

G4-EC1 | **Direct economic value generated and distributed**

For detailed financial information, see the consolidated financial statements.

TeliaSonera provides network access and telecommunications services to our customers, we buy equipment related to building, developing and maintaining our networks and IT systems, and we purchase mobile handsets and other consumer electronics from our suppliers. We pay salaries, dividends and taxes that benefit our employees, local communities and national economies. These actions all generate monetary flows affecting TeliaSonera's stakeholders. For more information, see Our Company, section "How we create value."

Tax is an important sustainability issue, with high expectations from stakeholders on transparency. TeliaSonera is a responsible tax payer, paying the amount of taxes legally due in any territory, in accordance with local legislation and international accepted principles. In many of our markets we are one of the largest corporate tax payer and we promote the importance of transparency and fair, ethical tax practices. The table below lays out corporate income tax payments by country.

Income taxes paid SEK in millions	2015	2014	2013
Sweden	220	906	942
Finland	0	-2	0
Norway	264	159	187
Denmark	0	0	1
Lithuania	37	30	38
Latvia	23	28	22
Estonia	91	101	94
Russia	82	100	105
Turkey	438	0	0
Other countries[1]	68	193	67
Total, continued operations	**1,223**	**1,515**	**1,456**
Kazakhstan	685	649	651
Azerbaijan	410	359	370
Uzbekistan	6	12	9
Tajikistan	136	123	93
Georgia	0	24	40
Moldova	0	0	3
Nepal	661	492	379
Other countries[2]	45	4	50
Total, discontinued operations	**1,943**	**1,663**	**1,595**
Total	**3,166**	**3,178**	**3,051**

[1] Yoigo in Spain and TeliaSonera International Carrier outside above countries.

[2] 3 countries.

Omission: we are unable to accurately report value generated and distributed for all stakeholder groups. As we gain a better understanding of the financial and social impact of our services we aim to improve this reporting.

G4-EC2 | **Financial implications and other risks and opportunities due to climate change**

See Directors' Report, section "Risks and uncertainties." For additional information, see our Carbon Disclosure Project Climate Change Response at www.cdp.net.

Indirect economic impacts

G4-EC8 | **Significant indirect economic impacts**

See Our Company, section "How we create value."

Omission: we are unable to accurately quantify or report on our indirect economic impacts.

ENVIRONMENT

Energy

See "Emissions" regarding reporting scope. All scope 1 energy except solar energy is non-renewable. Part of scope 2 energy is renewable, see Sustainability Work, section "Environmental responsibility" for more information.

G4-EN3 | **Energy consumption within the organization**

Direct energy consumption by geographical area, GWh	2015	2014	2013
Sweden	4	4	3
Europe	28	31	32
Eurasia	161	178	211
Direct energy consumption, total	**193**	**213**	**246**

The figures include energy generated by solar powered base stations in Ncell in Nepal, Tcell in Tajikistan and Ucell in Uzbekistan, and the Telia Denmark head office, 4 GWh in total. Direct energy consumption consists mainly of fuel for generators used to provide back-up power. The large figure for Eurasia reflects the need for using back-up generators in areas where, or during periods when, access to grid electricity is limited or unavailable.

Indirect energy consumption by geographical area, GWh	2015	2014	2013
Sweden	398	444	440
Europe	684	662	685
Eurasia	422	398	393
Other countries[1]	41	29	70
Indirect energy consumption, total	**1,545**	**1,533**	**1,588**

[1] TeliaSonera International Carrier outside above areas.

The major share of indirect energy consumed (electricity, district heating and district cooling) is used for running base stations and data centers. The figures also include energy consumed in offices, stores and other locations such as warehouses.

Omission: we do not collect data on cooling and heating, e.g. energy used for cooling in base stations.

G4-EN5 **Energy intensity**

See Sustainability Work, section "Environmental responsibility."

G4-EN6 **Energy saved due to conservation and efficiency improvements**

Energy savings initiatives, mainly related to replacing older technical equipment at base stations and data centers and closing technical sites, accounted for reported energy savings of 34 GWh.

Emissions

WRI, IEA and Defra emission factors have been used as a basis for calculating greenhouse gas (GHG) emissions. Historical figures have been recalculated using the most recent emission factors. Leased assets are generally considered as scope 1 and scope 2. All major operations where TeliaSonera has financial control are included, unless otherwise noted. Joint ventures are included based on ownership share. Emissions are calculated and reported as CO_2 as we estimate that the difference between CO_2 and CO_2e is negligible.

G4-EN15-16 Direct and indirect greenhouse gas emissions (scope 1 and scope 2)			
Greenhouse gas emissions by geographical area, ktons CO_2	2015	2014	2013
Direct emissions (scope 1)			
Sweden	0.7	1.1	1.0
Europe	6.9	7.5	7.8
Eurasia	39.8	44.4	53.2
Direct emissions, total	**47.4**	**53.0**	**62.0**
Indirect emissions (scope 2)			
Sweden	5.2	5.3	5.3
Europe	153.8	163.2	166.6
Eurasia	162.6	157.2	147.4
Other countries[1]	17.0	11.8	30.8
Emissions reduction from renewable energy	-56.5	-47.9	-30.7
Indirect emissions, total	**282.1**	**289.6**	**319.4**
Direct and indirect emissions, total	**329.5**	**342.6**	**381.4**

[1] TeliaSonera International Carrier outside above areas.

G4-EN17 **Other indirect greenhouse gas emissions (scope 3)**

Greenhouse gas emissions by geographical area, ktons CO_2	2015	2014	2013
Sweden	3.8	4.3	3.9
Europe	2.4	2.0	2.3
Eurasia	2.8	2.6	2.7
Other indirect emissions from business travel, total	**9.0**	**8.9**	**8.9**

A significant share of the total emissions generated in our value chain is generated at suppliers. Correctly calculating these emissions is challenging as data is often lacking or of low quality. Therefore we only report business travel emissions from all countries.

G4-EN18 **Greenhouse gas emissions intensity**

See Sustainability Work, section "Environmental responsibility."

G4-EN19 **Reduction of greenhouse gas emissions**

See Sustainability Work, section "Environmental responsibility."

Effluents and waste

G4-EN23 **Total weight of waste by type and disposal method**

Dismantled telephone poles, ktons	2015	2014	2013
Sweden	6.4	7.6	6.9
Finland	3.5	5.6	3.9
Total	**9.9**	**13.2**	**10.8**

Waste reporting covers only Sweden and Finland, where we are confident in the data provided by waste handlers. To provide meaningful comparison between scopes and years, we limit our waste reporting to include only dismantled telephone poles. These poles are mainly dismantled as part of the technology shift from fixed to mobile networks, and make up a large share of total reported waste.

Additionally, approximately 800 tons of electronic waste was reported. The accuracy of this figure is uncertain as much of this waste, generated mainly from replacing equipment at or decommissioning technical sites is handled by contractors. For more information, see Sustainability Work, section "Environmental responsibility."

Omission: we are constantly reviewing how we can better report on waste, especially electronic waste.

Supplier environmental assessment

| **G4-EN32** | **Percentage of new suppliers screened using environmental criteria** |

See Sustainability Work, section "Responsible procurement."

Omission: we are unable to report separately on the percentage of new suppliers. As we develop our supplier screening processes, this data might become available.

LABOR PRACTICES AND DECENT WORK

Occupational health and safety

| **G4-LA6** | **Injuries, absenteeism, and work-related fatalities** |

See also Sustainability Work, section "Occupational health and safety."

LTIF and SAR, by geographical area	2015		2014	
	LTIF[1]	SAR[2] (%)	LTIF	SAR (%)
Sweden	0.44	2.50	0.72	2.90
Europe	0.54	2.30	0.36	2.20
Eurasia	0.09	1.40	0.18	1.50
Other countries[3]	0.0	0.90	0.0	2.09
Total	**0.41**	**2.20**	**0.46**	**2.30**

[1] Total number of lost-time injuries per million possible working hours.
[2] Total hours of sickness absence per possible working hours (full year average).
[3] TeliaSonera International Carrier outside above areas.

Around 20 lost-time injuries were reported. Most injuries occurred in the course of normal work (e.g. in offices or shops) or in traffic. A few cases were stress related.

There have been no fatal accidents involving TeliaSonera employees reported during 2013-2015.

Omission: we do not consider reporting by gender relevant, as there are no differences in work tasks. We are working on developing supplier reporting.

Training and education

| **G4-LA11** | **Percentage of employees receiving regular performance and career development reviews** |

TeliaSonera has a group-wide performance management process which targets 20,100 employees at all levels and units, regardless of gender and employee category, in total covering 75 percent of our employees. In 2016, the process will translate TeliaSonera's strategic objectives into actions and is designed to support managers to set individual objectives, review and provide constructive feedback on individuals' performance, reward strong performance and plan individual career and development to build the capabilities needed, short and long term.

In addition to the above, the majority of employees who don´t participate in the group-wide process take part of local performance and development planning processes, either non computer based or supported by local tools.

Supplier assessment for labor practices

| **G4-LA14** | **Percentage of new suppliers screened using labor practices criteria** |

See Sustainability Work, section "Responsible procurement."

Omission: we are unable to report separately on the percentage of new suppliers. As we develop our supplier screening processes, this data might become available.

Labor practices grievance mechanisms

| **G4-LA16** | **Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms** |

See Corporate Governance, section "Enterprise risk management (ERM) framework."

HUMAN RIGHTS

Investment

| **G4-HR1** | **Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening** |

See Sustainability Work, section "Human rights impact assessments – Focus on region Eurasia."

| **G4-HR2** | **Employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations** |

See Sustainability Work, section "Freedom of expression and privacy."

Non-discrimination

| **G4-HR3** | **Total number of incidents of discrimination and actions taken** |

No substantiated cases of discrimination during the year.

Freedom of association and collective bargaining; Child labor; Forced and compulsory labor

G4-HR4-6 — **Operations and suppliers identified with significant risks regarding the right to exercise freedom of association and collective bargaining, child labor and forced and compulsory labor**

See Directors' Report, section "Risks and uncertainties" and Sustainability Work, section "Responsible procurement." We consider these risks small in TeliaSonera's own operations, but bigger in many suppliers' operations.

Supplier human rights assessment

G4-HR10 — **Percentage of new suppliers that were screened using human rights criteria**

See Sustainability Work, section "Responsible procurement."

Omission: we are unable to report separately on the percentage of new suppliers. As we develop our supplier screening processes, this data might become available.

Human rights grievance mechanisms

G4-HR12 — **Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms**

See Corporate Governance, section "Enterprise risk management (ERM) framework."

SOCIETY

Local communities

G4-SO1 — **Local community engagement**

See Sustainability Work, section "Sponsorships and donations."

Omission: we do not carry out community or environmental impact assessments. We aim to develop a more comprehensive approach to assessing the positive and negative impacts of our operations.

Anti-corruption

G4-SO3 — **Number and percentage of operations assessed for risks related to corruption and the significant risks identified**

See Sustainability Work, section "Anti-bribery and corruption" and Directors' Report, section "Risks and uncertainties."

G4-SO4 — **Communication and training on anti-corruption policies and procedures**

See Sustainability Work, sections "Anti-bribery and corruption," "Responsible procurement" and "Responsible exit from region Eurasia."

Omission: We are unable to provide more accurate statistics than those provided in the above sections.

G4-SO5 — **Confirmed incidents of corruption and actions taken**

See Sustainability Work, section "Anti-bribery and corruption," Corporate Governance, section "Enterprise risk management (ERM) framework" and "G4-SO8."

Anti-competitive behavior

G4-SO7 — **Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes**

Kcell in Kazakhstan, Ucell in Uzbekistan, Yoigo in Spain and Telia in Sweden were engaged in a small number of new and ongoing legal processes. In all cases the fines have either been appealed, or corrective actions have been implemented.

Compliance

G4-SO8 — **Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations**

TeliaSonera subsidiaries were engaged in a small number of tax-related cases, none of which resulted in a significant fine. TeliaSonera, some of its subsidiaries and former employees are involved in preliminary investigations in Sweden, the Netherlands and USA primarily relating to investments in Uzbekistan. See Directors' Report, section "Risks and uncertainties" for more information.

PRODUCT RESPONSIBILITY
Product and service labeling

G4-PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction

We use NPS (Net Promoter Score) as the key measure to track development towards reaching our vision of becoming loyalty leader on all our markets. NPS was introduced as a strategic KPI in 2015. NPS is complemented by regular brand tracking in terms of brand consideration and preference, which gives useful insights into customer satisfaction trends. All results are followed both locally and on group level.

Omission: Due to changes in the NPS survey setup, we cannot present aggregated results for 2015.

Marketing communications

G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications

Telia in Sweden was convicted twice for violating direct marketing regulations. In both cases corrective actions were taken.

Customer privacy

G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data

Around 20 substantiated complaints were reported. Most cases related to system errors or failures which caused customer data to be visible for other customers or online, or customer data being sent to the wrong customer. In all cases the errors were corrected.

Omission: There may be additional cases that have not been reported. We are working on improving reporting.

TELECOMMUNICATIONS SECTOR SUPPLEMENT
Health and safety

IO4-6	Compliance with ICNIRP standards and guidelines related to radiofrequency emissions and Standard Absorption Rate of handsets and base stations

See www.teliasonera.com/en/sustainability/other-issues/electromagnetic-fields/.

Access to telecommunication products and services

PA1-2	Policies and practices to overcome barriers for access and use of telecommunications products and services

See Sustainability Work, section "All In for an inclusive world."

PA6	Programs to provide and maintain telecommunication products and services in emergency situations and disaster relief

TeliaSonera is prepared to assist in rescue work and disaster relief in cases of major emergencies and disasters. Maintaining telecommunications services is vital to facilitate the rescue work and for helping affected people.

In 2015, Nepal was hit by major earthquakes. See Sustainability Work, section "Sponsorships and donations" for information on our response.

Access to content

PA7	Policies and practices to manage human rights issues relating to access and use of telecommunications products and services

See Sustainability Work, sections "Freedom of expression and privacy" and "Human rights impact assessments – focus on region Eurasia."