telenor | maritime

Sustainability Report 2020

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Connecting businesses to what matters most

Our purpose in Telenor Maritime is to connect our business partners to what matters most, enabling the digital shift at sea. We are committed to responsible business conduct and our ambition is to empower the maritime and offshore markets. Through our services we believe we can assist our partners and customers in their ambitions to become even more sustainable. In 2021 and beyond, we will continue to explore new ways of creating positive impact for our customers.

At Telenor Maritime, we fully support the UN's 2030 Agenda for Sustainable Development and the Global Compact Principles. Together with our partners, customers and stakeholders we are striving to raise standards in our operations and supply chains. With our global solutions we are providing access to services and opportunities that help the world deliver on the UN Sustainable Development Goals.

«Our people and our culture are at the heart of our commitment to sustainability. SDG 10: Reduce inequality within and among countries is part of our global business strategy and we all share the same ambition.»

Climate change is the greatest challenge of our generation. Telenor Maritime is focusing on finding cost and energy-efficient solutions for our operations, reporting our emissions in a transparent manner. Going forward, we will step up our effort and seek to further reduce our carbon footprint. Furthermore, we trust that our services are an enabler for our partners and customers to fulfil their ambitions on reducing their carbon footprint.

Our people and our culture are at the heart of our commitment to sustainability. SDG 10: Reduce inequality within and among countries is part of our global business strategy and we all share the same ambition. We are confident that by providing access to essential services and by contributing to improved working and operating standards, we will foster inclusion and empowerment in all the markets we serve.

Lars Erik Lunøe, CEO Telenor Maritime

About Telenor Maritime

Telenor Maritime is the leading global communications partner. We remove the "digital divide between offshore and onshore."

We are owned by Telenor ASA, which ranks among the 10 largest mobile operators in the world. With headquarters and R&D in Arendal, Norway, we also have local offices in the US and Asia to meet global needs both directly, as well as through our network of partners.

Telenor Maritime is a dedicated specialist marine mobile operator with unique telecoms and shipping competencies. We are the only operator at sea with a fully managed service, offering all mobile access technologies. Our ambition is to deliver the same quality of mobile experience at sea as available on land. Today, mobile devices play an important integrated role in our daily lives. Our mission is to make that same accessibility possible across all the world's oceans.

Our technology

Telenor Maritime's overall offshore service delivery includes engineering and commissioning of connectivity solutions on vessels, rigs and platforms. The offshore industry sets high demands for a professional network that provides excellent quality and availability to its end users. Today, we provide LTE (4G) area and onboard coverage for the offshore energy industry. 5G is expected to be piloted in 2021.
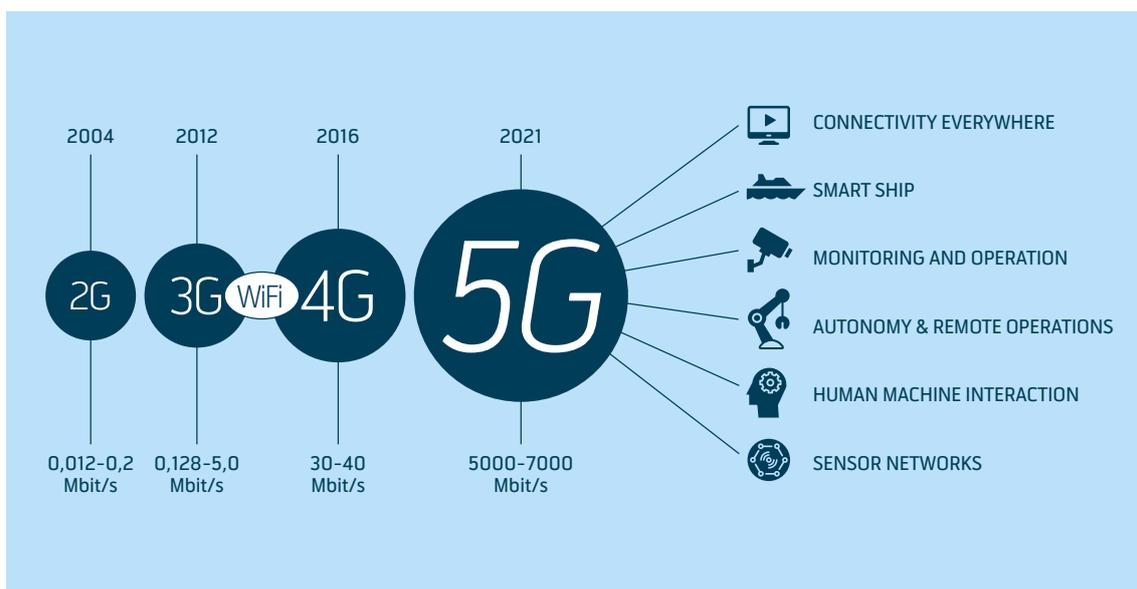
Wi-fi

Our customised application on mobile devices creates an accessible, consumer friendly channel for ship personnel to interact with guests. The solution includes network planning, engineering, and a management platform to monitor end-user experience, network health and traffic levels.

Mobile

We are a mobile operator at sea with a mobile-centric solution, promoting a digital business transformation in the maritime industry. We develop our marine solutions with mobile devices as the focal point to enable the best mobile experience at sea.

Satellite

We offer both reginal VSAT on Ku band and C band through our partner, a major European satellite provider.

Smart Ship

Our Smart Ship is enabled by a smart network with wi-fi and 3G/4G that has extensive coverage inside the ship. Smart Ship can be used for many added value functions such as upselling merchandise, advertising, messaging passengers and ship tracking.

Mesh Network

An affordable and easy way to send business critical data to shore. Mesh network is our new technology that provides reliable and affordable data access through a secure mesh network for the maritime industry. It is affordable, risk-free IoT communication for your business. We provide secure and affordable end-to-end solutions for digitalising your entire fleet. Our product modularity enables complete customisation according to customer needs with military-grade security.

Our behaviours

Always Explore

Learning, curiosity, daring

We believe growth comes from learning every day.
We are curious and we dare to challenge, test, fail fast and pivot.

Create Together

Diversity, involvement, collaboration

We believe diverse teams find better solutions.
We seek different perspectives, share, involve and help each other succeed.

Keep Promises

Trust, integrity, reliability

We believe that trust is key in all our relationships.
We take ownership and show integrity.

Be Respectful

Equality, care, humanity

We believe in the unique human ability to understand what matters to people.
We meet everyone at eye level, listen and show that we care.

Goals & Ambitions

Our Strategic ambitions

√ **Be the preferred and leading global communication partner at sea**

√ **Be the preferred enabler of secure maritime digital solutions**

√ **Position ourselves within offshore energy and defense & security industries**

*By being a **relevant**, **responsible** and **sustainable** partner*

Highlight of 2020

For years Telenor Maritime has provided secure connectivity to cruise, ferry and off-shore industries. Now, our vision for truly global connectivity at sea may be completed with the acquisition of KNL Networks (KNL).

Due to technological and topographic challenges, a full-fledged offer to the merchant

fleet sector has been challenging to deliver, until now. In November 2020, Telenor Maritime acquired KNL, a Finnish tech company. KNL has developed a unique system providing data access through a secure mesh network around the globe for maritime and critical communication markets. With this technology and Telenor Maritime's expertise, the merchant fleet's missing link is finally in place: a dedicated end-to-end channel for reliable, secure, and above all affordable access to business-critical information.

Enabling a more sustainable future:

Telenor Maritime's vision of a greener future in the maritime industry has taken a big leap forward with the acquisition of KNL. This affordable technology provides the industry with a unique opportunity to utilise digitised solutions, enabling ship owners and key personnel to make data-driven decisions, improve efficiency, gain competitive advantage, and work towards a greener, more sustainable future.
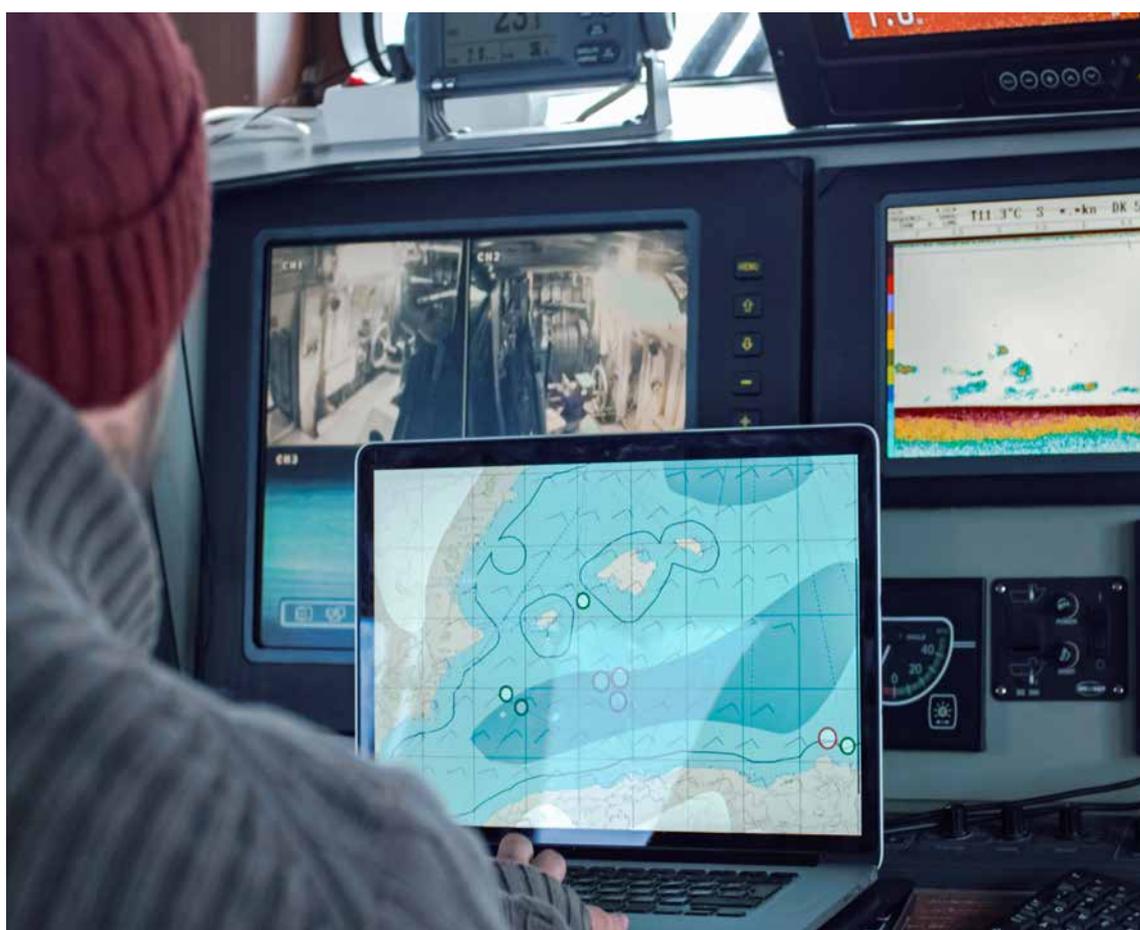
About this report

The report for Telenor Maritime is written in accordance with the guidelines for reporting by Telenor Group who use the Global Reporting Initiative (GRI) method. In addition, we have carried out an analysis at Telenor Maritime inspired by the guidelines for the GRI method.

Step 1. Assesment

A materiality assessment inspired by GRI is conducted to identify possible ESG risks and opportunities for Telenor Maritime throughout the value chain. This value chain assessment will include how Telenor Maritime affects environmental, social and governance conditions, and vice versa.

Step 2. Analysis

After the materiality assessment is complete, a stakeholder analysis is carried out to define Telenor Maritime's most important stakeholders. Telenor Maritime's most important stakeholders are those organisations, groups or individuals which/who either affect Telenor Maritime or are affected by Maritime.
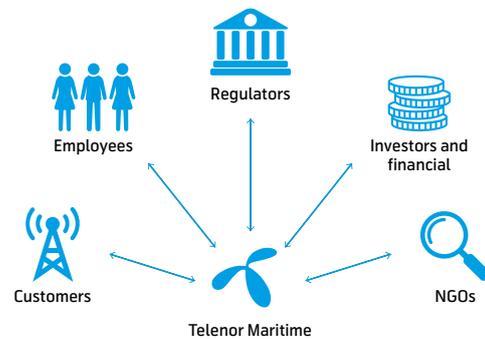
Step 3. Prioritisation

Based on the results from the value chain and stakeholder analysis the critical ESG impacts for Telenor Maritime are identified. Further on, these are prioritised according to the importance of the issue for Telenor Maritime and stake-holders, and whether the ESG impact is higher or lower.
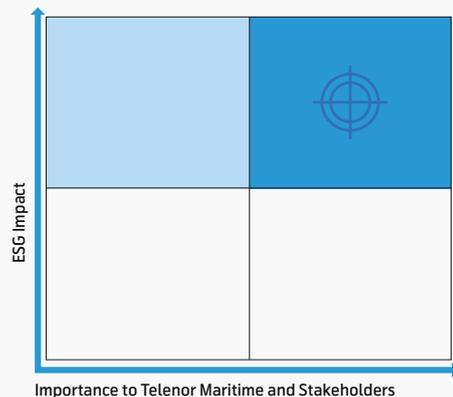
About the process:

The work with the ESG strategy in Telenor Maritime started in September 2020, with steps 1-3 conducted in the time period September to October. The ESG strategy was then presented to the Board of Telenor Maritime. In addition, a presentation of the ESG strategy inspired by GRI method was held for all the employees at an All Staff Meeting in January. The writing of our very first ESG report started in January 2021.

UN's Sustainable Develop Goals and UN Global Compact

Telenor Maritime is committed to the UN's Sustainable Development Goals (SDG), and we fully support the UN Global Compact Principles. For our contribution we focus on the goals where either our products have an impact or where our employees and company have an impact. We are a member of the UN Global Compact.

How our products contribute to UN's SDGs

Our products have an impact on Sustainable Development Goal 9: *Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation*, and 13: *Take urgent action to combat climate change and its impacts.*

With our communication technology we are contributing to increasing access to communication and information technology where such technology was not previously available. Our communication technology is removing the "digital divide" between onshore and offshore. This has a direct impact on goal 9.c: *Significantly increase access to information and communications technology and strive to provide universal and affordable access to internet in least developed countries by 2020.*

Telenor Maritime's information and communication technology is enabling others to transition towards green activities. In addition, through our products, customers are able to remain connected and receive early warnings should any crisis or catastrophe occur offshore. Our products have an impact on goal 13.3: *Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.*

How we contribute to UN's SDGs

The Telenor Maritime company and its employees contribute to UN Sustainable Development Goals 8: *Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all*, and 10: *Reduce inequality within and among countries.* As a business unit of Telenor Group, we value goal 10 highly and work consistently to reduce inequality. This goal is also a part of our global business strategy.

We thrive to promote an inclusive and sustainable economic growth with a focus on innovation and technology, thereby contributing to goal 8.2: *Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including*

through a focus on high-value added and labour-intensive sectors. However, the most important goal for Telenor Maritime is an inclusive and safe work environment for all employees and we greatly value goal 8.8: *Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.* We value climate and environment and our local initiatives aim to promote sustainability and reduce waste generation, which has a direct impact on goal 12: *Ensure sustainable consumption and production patterns* and 12.5: *By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.*

Enabling Customers' Green Transition

Unified Hosting Systems

With Telenor Maritime's Unified Hosting Systems (UHS) the possibilities to make services greener and more efficient, and at the same time save money and time on operations are endless. To stay ahead of new regulations from class societies and other government demands, an investment in Unified Hosting Services can be a key step in your company strategy towards a safer, greener and smarter future in the maritime industry.

Why – Customer value	We enable a safer, greener and smarter maritime industry.
How	By providing a digital microservice eco system in order to launch new digital services.
What	We deliver an onboard Unified Hosting System (UHS) platform which utilises Kubernetes Docker technology as a unified hosting environment. The UHS manages the onboard microservice applications, tightly integrated with a global connectivity solution to serve the maritime industry.

With UHS, classification companies like DNV GL, Lloyds etc. have the possibility to perform remote surveys, instead of travelling to ships and offshore installations. There are also opportunities for suppliers of equipment to do remote surveys, upgrades and remote installations. Loss prevention is also a possibility through insurance companies.

In the near future when autonomous vessels become a more common occurrence, routinely sailing along similar routes as other modern, human controlled vessels, a scenario may look like this: An autonomous container vessel approaching the Suez Canal has applied for transit through the canal with an estimated time of arrival. The Suez Canal authorities (SCA) need to know the vessel dimensions, the current draft, the critical system's health status, and the cargo manifesto among other things to provide transit approval, allocate a slot and calculate the fee. The SCA AI makes an inquiry to the vessel

AI for the information it needs, and the vessel AI requests permission from the shipowner, relevant equipment vendors and class to share the data. The permission is immediately and automatically granted as this is standard procedure. The vessel AI then collects all relevant data from the different stakeholders and Microservices /Docker containers on the vessel Kubernetes Microservice cluster and shares all this data along with a verification link to classification companies tamperproof public ledger which the SCA AI uses to verify that no data has been unlawfully manipulated. A smart contract is established and the transit fee is calculated. A time slot for passage is agreed upon, but if either party is delayed or otherwise deviates from contract agreements, the fee will automatically change to reflect this according to the smart contract. When the transit is completed, the fee trans-

Similarly, machinery health status data is not just interesting to shipowners for maintenance, but also to OEMs, Class societies and insurance companies and may be used to lengthen survey intervals and reduce insurance premiums automatically by utilising smart contracts.

action is also completed, and the vessel continues its journey to Singapore port where much the same procedure is applied again before berthing and unloading containers. While sailing, different sensors on the ship collect data such as carbon emissions, hotel power usage, wave height, sea water temperature and health status of the machinery. The carbon emission data is required by EU and IMO through the MRV/DCS requirements and will be used to directly estimate carbon tax. Similarly, machinery health status data is not just interesting to ship owners for maintenance, but also to OEMs, class societies and insurance companies. The data may be used to lengthen survey intervals and reduce insurance premiums automatically by utilising smart contracts.

Certain types of data are of high value to certain stakeholders such as chart makers, meteorologists, wave researchers and autonomous navigation engineers. As such, the vessel may make the data publicly available to legitimate third parties willing to pay for the data they need.

These scenarios would require an onboard infrastructure capable of handling all vessel data in a seamless way on board the vessel. This typically consists of a system of systems

produced by several vendors, who are often competitors with proprietary software and data. It would also require trust in the machines and that the data they generate are verifiably tamperproof. Also, we need to trust that the monetary transactions they perform, from microtransactions to larger transactions, can be trusted and verified. All these requirements can, at least conceptually, be fulfilled by a common vessel data infrastructure utilising Distributed Ledger Technologies for both tamper proofing of data and monetary transactions.

Today, each vendor or vessel owner with a need for data collection, storage and analysis on board a vessel needs to install and maintain HW and SW for this purpose, and each needs to arrange for access to vessel communications systems for transferring data to shore. Such a solution is both wasteful and will inherently result in high complexity

The UHS platform will utilise Kubernetes Docker technology as a unified hosting environment for managing onboard microservice applications and a tight integration with a global connectivity solution which can serve the maritime industry.

and low reliability. The UHS platform will utilise Kubernetes Docker technology as a unified hosting environment for managing onboard microservice applications and a tight integration with a global connectivity solution which can serve the maritime industry. Such a Kubernetes cluster would need a capability to share data between various internal stakeholders on the vessel as well as to external stakeholders on shore, while still maintaining high cybersecurity for each stakeholder's data.

Responsible Business Performance

Telenor Maritime follows the Telenor Group policies for responsible businesss performance. To learn more about how Telenor endeavours to be a responsible business see the following link Responsible Business – Telenor Group.

Telenor Maritime has in addition, established an integrated management system, the Telenor Maritime Management System (TMMS). The TMMS includes all elements of our business and defines how we will work to meet requirements and expectations from the authorities, Telenor, customers and our own management. The TMMS covers a wide scope based on ISO 9001, ISO 45001, ISO 27001 and Telenor Governance.

It is mandatory for everyone who works for Telenor Maritime to familiarise themselves with relevant documents and comply with company routines and processes. The TMMS is a live management system that is regularly updated and improved.

Climate & Environment

As a business unit of Telenor Group, Telenor Maritime seeks to follow the Telenor Group policies regarding sustainability. We recognise the responsibility to protect the environment and contribute towards climate change. Telenor Maritime acknowledges that our contribution matters, and we are continually improving our business strategy in line with a more sustainable strategy.

Activities today

Climate & Environment

Telenor Maritime's focus is on finding cost and energy-efficient solutions for our operations. Telenor Maritime moved office in September 2019 to a new, energy-efficient building. The building, quality secured by Breeam Nor, Norway's foremost environmental certification system for buildings, is a climate friendly and sustainable building. In addition, our Data Center was recently moved to a new energy-efficient building at the end of 2020.

Telenor Maritime complies with local laws and internationally recognised standards, including UN's Sustainable Development Goals.

Recycle, re-use and take back

EE waste is isolated as well as all plastic, paper and wood.

Obsolete equipment due to upgrades or vessels taken out of traffic is returned from the vessels to the warehouse and reused for other installations as far as possible.

We will continue the good practice for Telenor Maritime and require the same of our suppliers.

Due to installations offshore, travelling for our work force will be necessary. This involves both travel by air, sea and land.

Natural Resources

In line with Telenor Group, Telenor Maritime shall make reasonable efforts to minimise the use of natural resources including energy, water and raw material, and reduce global carbon emissions.

Telenor Maritime will secure sustainable waste management by recycling. Waste management includes reducing the resource consumption and increasing reuse consumption if possible.

Performance.

Our travels in 2020 were limited due to COVID-19 and travel restrictions. Our GHG emissions regarding Scope 3 were therefore reduced compared to earlier years.

100 % of the take-back products are reused if possible.

Goals & Ambitions

Our goals and ambitions within climate and environment will include carrying out a climate risk assessment to identify our environmental risks and opportunities. The climate risk assessment will have a focus on extreme weather events related to climate change, as well as our business impact on the environment.

Telenor Maritime will seek to minimise CO_2 emissions from transportation and travel. Online meetings shall always be considered first, but travel is necessary when performing installations. When travel is required, Telenor Maritime will evaluate the environmental impact of alternative means of transportation, and the most environmentally friendly shall be the preferred option.

With challenges regarding climate & environment there will also be green opportunities for our company. With our communication technology we have an opportunity to use this technology further to reduce the need for travel and transportation.

Winning Team

Winning Team is a term used for describing all the initiatives we start and execute every year to improve collaboration i.e. build better culture and ensure we are all aligned in where the company is going. This is a continuous process which reaches everyone in the company no matter what they do and where they are located. The initiatives are planned and directed from senior management and cascaded downwards in the organisation through different campaigns, workshops and similar arenas. They are always aligned with our behaviours, our policies and our ambitions.

The importance of Winning Team is very high and it is fundamental if we are going to succeed together in achieving the goals and targets that are set for the company.

The effects of such initiatives can often be measured through the EES survey with a high score on the Engagement Index, as well as through a low turnover of staff and low short-term sick leave statistics.

Activities today

The work-life balance in the company has improved positively over the past years by more and better planning and prioritising, systemising work practices, improving ways of working and empowering greater parts of the organisation to deliver on their goals. We have also focused on improving the balance of responsibility vs. authority through better role definitions and job descriptions. And finally, we have increased the number of people in the company to better share the workload in critical areas (both in business support functions, operations, fulfilment and technology).

Performance

The female/male employee ratio has changed throughout the years as a result of our deliberate focus on improving the gender balance. In the beginning of 2017, the ratio was 1:10 women / men and no women in line management or in senior management positions. When entering 2021 the statistics had greatly changed with 23% female employees in total and 33,4% women in management and leading roles.

Telenor about human rights

Telenor is committed to respecting and supporting human rights in accordance with the International Bill of Human Rights, the UN Guiding Principles on Business and Human Rights, and the ILO Declaration on the Fundamental Principles and Rights at Work.

Telenor applies an ongoing process of human rights due diligence, both at Group and business unit levels, to identify, address and manage human rights-related risks and impacts resulting from Telenor's own activities and those in its value chains.

Telenor is committed to being transparent on challenges and company practices to the extent possible through its annual reporting, issue-specific reporting (including the annual Authority Request Disclosure Report), and through other sustainability updates, presentations and forums.

Telenor engages with a number of organisations to advance its human rights objectives, including the UN Global Compact, the Global Network Initiative, GSMA, the Joint Audit Cooperation (JAC) and Global Union.

Goals & Ambitions

The ambition for 2021 is to maintain the high score we received on the Engagement Index in the EES Survey in 2020. We will also target our focus on onboarding our new colleagues from Finland into our organisation and ensure that they become permanent members of our Winning Team.

Health and safety

Among Telenor Maritime's most important stakeholders are our employees, and their well-being, and health and safety are a priority. Telenor Maritime is committed to learning from experience and to continuously improve by identifying and managing risks, increasing awareness, preventing incidents, and providing safe and healthy working environments. The Telenor Maritime Management System (TMMS) is developed and implemented in accordance with ISO 45001 for occupational health and safety management systems to meet requirements from authorities, Telenor Group, customers and internal management.

Ethics & Compliance

Telenor Maritime has implemented the Telenor Group's corporate governance principles and practices which define the framework for the way business is governed and controlled in all Telenor business units. Local policy owners and local policy managers are appointed for all policy areas for Telenor Maritime. The Telenor Maritime Compliance Officer participates in the Telenor Global Compliance Community and is responsible for monitoring and supporting the implementation of Telenor Governance.

Activities today

In line with Telenor, Telenor Maritime strives to be a trusted partner of all customers, shareholders, vendors and employees. Telenor Maritime is committed to a responsible and ethical way of conducting our business which is stated in The Telenor Code of Conduct. Telenor encourages a speak-up culture, and has established a global, external hotline called the Integrity Hotline which is open to all business units. The Integrity Hotline is a confidential channel where anyone can ask questions or raise concerns about misconduct.

In line with Telenor Group, Telenor Maritime has zero tolerance for corruption, and the Telenor Group Code of Conduct prohibits corrupt conduct in all business activities. Telenor has implemented a risk-based Anti-Corruption program that Telenor Maritime follows. This Anti-Corruption program is to detect, prevent and remedy corruption risk in all of Telenor's subsidiaries.

Performance

There have not been any incidents with regards to ethics and compliance in 2020. People are encouraged to report via the existing channels when they experience or are concerned about any breach of the Code of Conduct. All new employees and consultants are trained in the Code of Conduct, Anti-Corruption and privacy principles and practices. We are retraining our employees regularly on Anti-Corruption and Code of Conduct in accordance with Telenor requirements.

In 2020 100 % of Telenor Maritime employees successfully completed both the Anti-Corruption and the Code of Conduct eLearning programs.

Goals & Ambitions

In line with Telenor's ambitions, Telenor Maritime seeks to support our employees to identify corruption risks. We will continue with an Anti-Corruption eLearning program to build awareness and empower Telenor Maritime's employees to manage risks they may face.

Supply Chain Transparency

Telenor Group has a number of standards and initiatives to raise standards across the supply chain and minimise possible risks in the business units. The key fundamental responsibility is to keep workers across the supply chain safe from harm. To do this, areas of risk need to be identified and high standards set in areas such as working conditions, anti-corruption, labour and human rights, as well as environment. The standards are based on internationally agreed conventions and frameworks, and are outlined in the Code of Conduct and Supplier Conduct Principles (SCP) which are approved by the Telenor ASA Board of Directors.

Telenor Maritime shall carry out a risk assessment of our supply chain on a regular basis to identify supply chain sustainability risk areas. We report our supply chain sustainability performance on a quarterly basis to the Head of Group Supply Chain Sustainability.
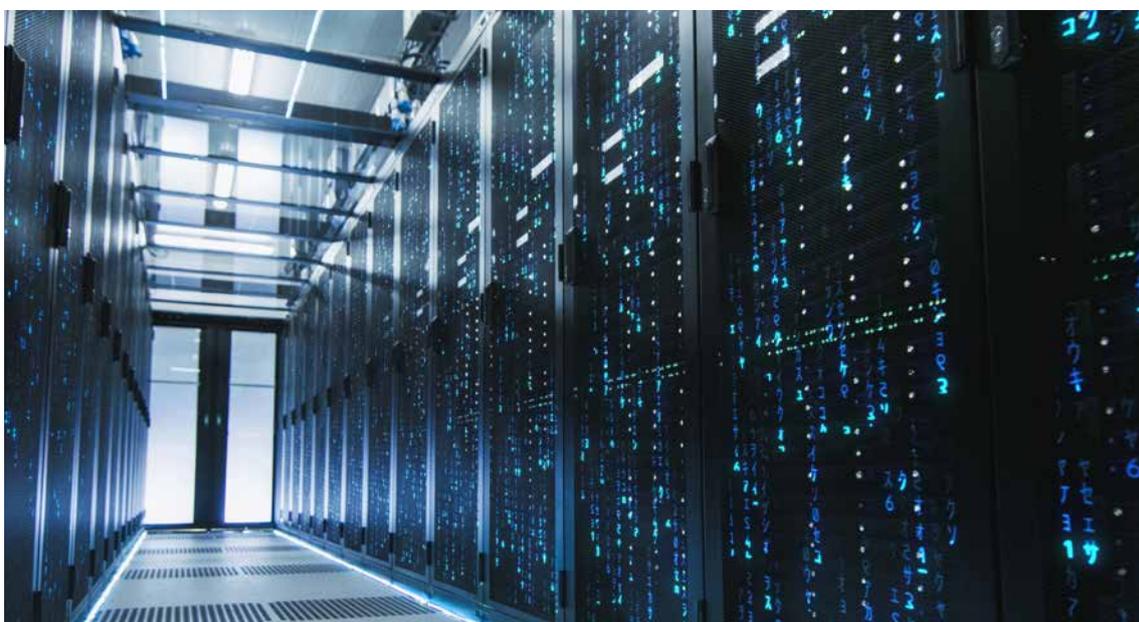
Cybersecurity

A strong focus on cybersecurity is important for Telenor Maritime because protecting our assets and information is vital. A breach in our systems could be disastrous and potentially lead to loss of sensitive customer data, loss of service, reputation damage and ultimately loss of revenue. In addition, a strong focus on cybersecurity is a customer demand and we need to focus on this to stay relevant in the market.

Activities

We have created and published a local security policy based on ISO 27001 and are in the process of implementing the controls described there. We are aiming at an ISO 27001 certification in 2022, this is a Must Win Battle and has high priority at Telenor Maritime. There is also a strong focus on cybersecurity in our installations and deliveries to customers, driven by both customer and Telenor Maritime requirements. Security is implemented and managed according to industry best practices and regulations.

Our cooperation with Telenor Group is very good in this area and we report KPIs and status on a monthly basis. Being part of the security community in Telenor is a major advantage for us as a Telenor BU. Telenor Maritime has also established a local security organisation with a main responsibility to work with security, ensure that global and local security policies are followed, and follow up on security incidents.

Performance

Telenor Maritime has had a stronger focus on cybersecurity in 2020 than any previous years. One example being the hiring of a dedicated resource on security in 2019.

In addition, we have introduced mandatory onboarding on security for all new employees and we have strengthened security measures for employees in the Microsoft 365 platform (forced MFA, security licenses and policies, etc.). The Telenor Maritime Security Organisation was also established in 2020.

Telenor Maritime has also worked in 2020 to prepare for an ISO 27001 certification. We have acquired a new Information Security Management System (ISMS) to help us in this work and which will be important for maintaining the security focus in the future.

Security incident reporting was only established officially in 2020, with two minor security incidents reported that year. However, we are firmly committed to more proactive reporting of incidents in 2021.

Goals & Ambitions

We are satisfied that we have been able to move forward on cybersecurity in 2020, but there is still much work to do. We have not come as far as we would like on the ISO 27001 work, and that will be a KPI for 2021. We also need to further prioritise security work in the organisation, this will be achieved by hiring a second resource on IT/security in 2021.

ISO 27001 certification.

- ISO 27001 ready for document control and fill GAPs in 2021

- Improve Microsoft 365 security policies for users

- More user training and awareness

- Fulfil Telenor Group security requirements

- Get monitoring in place, protect critical assets, and improve detection and respond capabilities

- Continue to integrate security into installations and projects

Customer Privacy

Being a provider of connectivity in the maritime industry, our customers expect that their data is safeguarded. The right to privacy is very important and key for our services. Telenor Maritime strives to be transparent about how personal data is handled and believes this is the best approach to ensure and build the trust of customers.

As a business unit of Telenor, Telenor Maritime follows a strict regime with policies and manuals on this area. Our Data Protection Officer is responsible for monitoring and acting on privacy risks and is part of a larger collaborating community in Telenor Group.

Telenor Maritime follows the policies and regulations on privacy from Telenor Group and collaborates on this area with all Telenor BUs.

We also have a local policy describing privacy procedures in Telenor Maritime, for example data retention, sharing, handling of personal data, etc. This policy also describes the process for handling breaches.

Our main target and ambition for this focus area is an ISO 27001 certification. This is a Must Win Battle for 2021, and we expect to be ready for audit by Q1 2022. A project group will follow up on the implementation work and key resources have been prioritised to work on this throughout 2021.

Appendix

List of abbreviations

UN   United Nations

SDG   Sustainable Development Goals

IoT   Internet of Things

ESG   Environmental, Social, Governance

UHS   Unified Hosting System

MRV   The EU Monitoring, Reporting & Verification

DCS   The IMO Data Collection System

OEM   Original Equipment Manufacturer

HW   Hardware

SW   Software

TMMS   Telenor Maritime Management System

EES   Employee Engagement Survey

SCP   Supplier Conduct Principles

BU   Business Unit
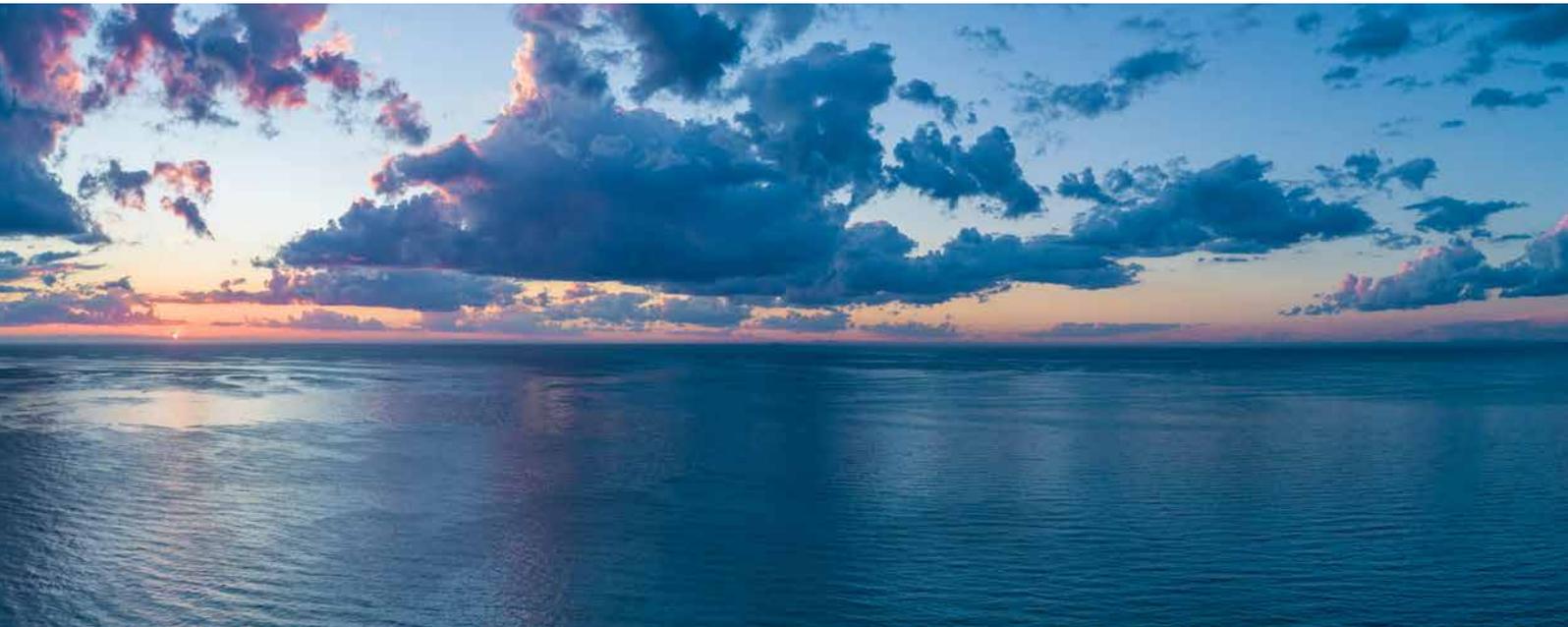
Telenor Maritime Non-Financial Key Figures

	2020
People & Organisation	
Women in total workforce (%)	23 %
Women in management positions (%)	33,4 %
Health, Safety & Security	
Lost Time Injury Frequency (LTIF)	0
Total sick leave (%)	2,5 %
Short-term sick leave (%)	1,21 %
Long-term sick leave (%)	1,29 %
Ethics & Compliance	
Employees who completed eLearning Code of Conduct (%)	100 %
New employees who completed eLearning Anti-Corruption (%)	100 %
New employees who completed eLearning Privacy (%)	100 %
Climate Change	
Direct carbon emissions/Scope 1 (thousand tonnes CO2)	NA
Indirect carbon emissions/Scope 2 (thousand tonnes CO2)	36,4
Other indirect carbon emissions/Scope 3 (thousand tonnes CO2)	57,4
Total energy use (GWh)	0,09 GWh
Environment	
Municipal waste recycled (%)	45 %
Electronic waste recycled/reused (%)	100 %
Water consumption (cubic metre)	85,5

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