



**Make
Amazing
Every Day!**

telenor



Content

Statement by the Chief Executive Officer	1
About the company	2
Sustainability	3
Care for employees	4
Responsibility to the market	5
Commitment to society	6
Attention to nature	7





Statement by the Chief Executive Officer

Our society and businesses around the world have endured an extraordinary threat from Covid-19 – resulting in a pandemic with incalculable human, economic and social effects on our lives. By adding benefits for its customers to help them keep in touch with their loved ones and run their businesses, Telenor has ensured telecoms connectivity for people to better cope with the impact of this crisis. In particular, we enabled an expedited transition of work from physical offices to digital platforms over our reliable, consistently stable and secure network. I would like to express my appreciation to the Telenor Bulgaria team for maintaining integrity during this unprecedented challenge, while continually contributing to our society and those in need.

At Telenor Bulgaria, we center our corporate social responsibility on creating collective value for society including customers, partners, employees and shareholders over the long term. Our team is dedicated to building a culture which brings corporate responsibility to every aspect of our business.

We take great pride in our corporate social responsibility programs and initiatives. Not one C-level executive champions these efforts but all thousands of Telenor Bulgaria employees are the engine of making good and amazing every day and to everyone. Telenor drives some of the most sustainable and long-term CSR programs in Bulgaria including Open Mind program for career development and social integration of people with disabilities and Safer Internet program and its CyberScouts incubator. We have continuously supported communities in the country, turned into a tradition wide variety of employee-initiated social contribution activities to help address the needs of communities. Telenor has given many youths the opportunity to work and professionally grow through hands-on experience as members of key project teams throughout the company.





Telecom operators are facing increasing challenges in the digital era. The task of providing the desired level of immediacy and agility is further challenged by the explosion of digitalization coupled with the increasing breadth and complexity of customers' and businesses' expectations. However, we are tasked today not only to adhere to market expectations and ethical standards but also to live up to responsibilities as a part of the society and a source of change.

Telenor Bulgaria is committed to establishing a sector-leading approach to responsible consumption, to expand social responsibility programs and initiatives which draw measurable, clear impacts and build on our efforts to improve digital lives, keep people secure online, develop digital and media literacy, support the development of more inclusive digital technologies felt in business and people lives, and invest in future generations of technologies driving positive impact and change for the society and the environment.

It is an honor and pleasure to share with you Telenor Bulgaria Corporate Social Responsibility Report 2019.

Jason King

Chief Executive Officer of Telenor EAD



Thank you for reading our new Sustainability Report!

Telenor's commitment to sustainable development and responsible business practices complements the company's core business. Our commercial success lies in offering affordable, efficient and innovative services and products that our customers value highly. Through this activity we have the opportunity to improve the lives of our customers and employees, but also to benefit society as a whole. This report includes a summary of all activities in the direction of sustainable development and information about the positive changes we have contributed to, in the lives of Telenor's customers and employees, as well as in society and the environment.



You can send any recommendations for improving the content of the report to cr@telenor.bg



Statement [About the company](#) Sustainability Care for employees Responsibility to the market Commitment to society Attention to nature

Our company



3 million
users in Bulgaria



part of
PPF Group



we make everyday life
better

Telenor is a leading telecommunications company with nearly 3 million active users in Bulgaria. As of August 1, 2018, Telenor Bulgaria together with Telenor Hungary and Telenor Serbia and Montenegro are part of the PPF Group.

Our products and services are in the hands of the people and through them we make their daily lives better. We speak to our clients in an understandable language. Our heroes are ordinary people.

To change our culture and improve the way we work, we have adopted values that create more pragmatic and sustainable behaviors. We looked at ourselves and the world around us, as well as at what we do to build the four pillars that best describe us:

I  We  Today  Tomorrow



Structure



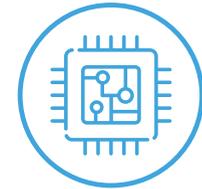
Finance
Division



People and Strategy
Division



Security
Division



Technology
Division



Corporate Affairs
Division



Commercial
Division



Statement [About the company](#) Sustainability Care for employees Responsibility to the market Commitment to society Attention to nature

Acknowledgments



Award of the Bulgarian Association of PR Agencies (BAPRA) for the Instagram campaign "It depends on you", with which we celebrated the International Safer Internet Day.

BAPRA Award for Corporate Social Responsibility with a focus on education for our initiatives in the field of safe internet and digital media literacy for 2018.



Third prize in the category "Investor in Knowledge" of the Bulgarian Business Leaders Forum (BBLF) for our joint efforts with the Center for Safe Internet to provide a positive and safe online environment for children and young people.

First prize in the category "Telecommunications" in the competition "The greenest companies in Bulgaria" on b2b Media.



Responsible company - responsible employees" Certificate from the BCause Foundation, the Bulgarian Association for People Management and the Bulgarian Society for Public Relations.





Sustainable development in Telenor

We remain committed to the idea of developing our business responsibly and sustainably, thus adding value to our customers and the company. Our ambitions for sustainable development in economic, environmental and social terms remain unchanged.

In 2019, Telenor Bulgaria successfully passed the SMETA audit (Sedex Members Ethical Trade Audit) and is already a member of the global organization Sedex, dedicated to improvements in ethical and responsible business practices in global supply chains.

CSR





Photo credit:
Julian Donovan, Manager magazine



Care for employees

In 2019, we refreshed our corporate values and norms of behavior and took a huge step towards improving the way of working and the corporate culture in the company. Our four values guide the decision-making and provide guidance on what is important, right and expected as behavior by our leaders and employees. Taking these values to heart is one of the main elements that sets us apart from other companies. Our motto is "We do good every day" and this reflects the way we work and our attitude towards colleagues, customers and the world around us.

Our efforts to provide a variety of personal and professional development and training opportunities to our employees make Telenor a place where people can become better and better at what they do and what excites them. This inevitably affects our daily work, services and the customer service we provide to our millions of patrons. By doing so, I believe that our values help us to leave a positive response in the world outside of us.

Galina Chuleva
Chief People and Strategy Officer



1907
employees at the end of 2019

In total, the fairer
sex reach



56%
of all employees

29%
of all employees
reporting directly to the
CEO are women

the company
provides equal
opportunities
for women's
career
development.

174
TnCO* employees

34
women
20%

140
men
80%



1733
Telenor Bulgaria

1043
women
60%

690
men
40%

We care about the rights, health and satisfaction of our employees. We strive to **support the people** who work for us by providing them with appropriate courses and training, as well as opportunities for further education to **ensure their development.**

We know that the success of the company depends on the cooperation, professionalism, innovation and responsibility of our employees.

the average age in the company is

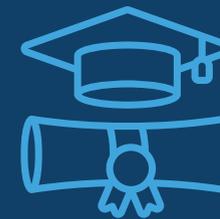
33-34 years



41%
leadership positions,
held by women
43%
Telenor Bulgaria
8%
TnCO



59%
leadership positions,
held by men
57%
Telenor Bulgaria
92%
TnCO



64%
employees with higher
education

36%
employees with secondary
education

* TnCO - Telenor Common Operation Ltd.



Open Mind

Open Mind provides opportunities for professional development and social integration of people with disabilities, who we accept in an accessible work environment. The success of the program is rooted in the fact that we change not only the participants but also ourselves. I accept the Open Mind project as a cause for which Telenor is committed to continue and develop. I believe that sharing good practices contributes to the inclusion of other companies in the mission. People with disabilities need a chance.

Radostina Todorova
Human Resources Partner



In 2019 we became the first mobile operator in Bulgaria to provide access for people in wheelchairs to all its stores

Echo of the project in the public space



Participation in an international HR conference organized by The Bulgarian Association for People Management



Four new participants joined the fifth edition of the Open mind program. We also started the preparation of a series of free trainings to increase the professional skills of the candidates in the program. **In 2019 we became the first mobile operator in Bulgaria to provide access for people in wheelchairs to all its stores.**



Participation in the national forum "With eyes for all", organized by UNICEF Bulgaria and partners



Employee development

"Make Amazing Every Day"

This is our vision, on which the new values of the company are based and the activities with which we take care of our employees.

StartKicking - in the spirit of Telenor's new values, the StartKicking initiative gave the employees the opportunity to present their idea, the realization of which the company would finance with BGN 10,000. The winner was chosen by a vote of all employees in the company.

FutureMe - our internal portal that provides employees with online training on various topics, including Microsoft Excel, "Project Management", "Product Management", "Digital Marketing", "Presentation Skills", "Emotional Intelligence".

LinkedIn Learning - in 2019 we provided access to online courses on over 25,000 topics that are part of the LinkedIn Learning platform. The most popular of these were Excel essentials, Introduction to 5G, SQL essentials, Critical thinking, Developing EI, Improving your listening skills, Negotiation skills, Strategic thinking and more.





4

of online training per student in LinkedIn Learning*



on over **2500** topics

20

colleagues benefited from a partial scholarship to study English



With them, a total of over **220** employees have joined the program since its inception



English Scholarship

40+

colleagues attended various conferences and seminars,

>100

attended trainings provided by external providers

*result for May-December 2019



Telenor supports young people

▲
The ambition of young people is something we at Telenor strongly believe in and we know that a little guidance is needed so that they can find their right career path.

►
We continued to support the youngest talents who bravely embarked on the SoftUni competition for young programmers - SoftUniada 2019. Within our established partnership, we joined as a jury and presented awards to the most outstanding among them.



▼
In 2019 we continued to develop our successful partnership with a number of university centers, including the Technical University - Sofia. Together with our colleagues, who are also former graduates of the university, we had the opportunity to discuss with freshmen from the Faculty of Telecommunications the importance of education and how to apply our knowledge to achieve successful realization.





Hub by Telenor

In 2019, we doubled the number of interns who became part of the program to 20. We also expanded the number of the departments that participated in the program. The talented young people who became our interns in 2019, as usual, are engaged in strategic projects of the company, and are already contributing to our financial, marketing, technology, IT and HR teams. Over 90% of our interns in the previous editions become part of our company, successfully developing their careers as specialists in Telenor. Remaining true to the established good practice, our managers and experts are strongly involved in the process from the very beginning - from applying to have an intern in their team, to selection through an assessment center, welcoming and supporting the new member of their team. This ensures the efficiency of the process, both from a business point of view and from the interns themselves and their experience. It is important for us to provide our interns with a friendly and pleasant working environment.



For the health and safety of employees

Telenor is a responsible employer, and the protection of the health and safety at work of employees is a value that is an integral part of our culture. The healthy and safe working conditions we have created are in accordance with the requirements set by the labor legislation, and our occupational health and safety management system is certified in accordance with the requirements of the management standard OHSAS 18001 from 2012. In October 2019 The supervisory audit carried out by TÜV Nord found that the system was functioning adequately and no discrepancies were noted.





In 2019, all employees underwent periodic training and the following trainings were conducted:

people

All Telenor employees have additional health insurance.

The analysis of the health condition of the employees, prepared by the Office of Occupational Medicine, shows that the results of the morbidity with temporary incapacity for work and preventive medical examinations in 2019 are not related to the working conditions in the company and are not professional.

Training of the employees assigned to conduct the briefings in the company - distance online training conducted by the Occupational Health service

131 store managers and **58** employees conducting the briefings in the central office

Training of a health and safety specialist

1

Training of the members of the Working Conditions Committee, conducted by the Occupational Health service

10 people

Training of the new employees responsible for the evacuation by floors in the central office

7 employees

First aid training

78 employees

Practical training for safe driving of company cars

24 new employees

Practical training for safe work at altitude in an alpine way

13 employees

Training for acquisition and confirmation of a qualification group in electrical safety

75 employees



For our employees (Wellbeing)

Wellbeing Crew is the team of Telenor employees that organizes various initiatives, events and activities to improve the well-being of everyone in the company. Some of the activities of Wellbeing Crew in 2019 were:

- 12 open sessions on healthy living, nutrition, coping with stress, challenges in raising children of different ages, etc.
- The "10,000 steps" challenge managed to attract a huge number of participants and employees for a more active lifestyle.
- Academy of Personal Finance with over 70 participants per session, as well as individual financial consultations, for which 40 of our colleagues subscribed.
- GetInShape prompted 20 employees to improve their physical condition according to their personal goals within three months.
- We created a channel in Microsoft Teams for all activities organized by Wellbeing Crew.



The Digital Office App

Digital Office is our mobile application that we use to optimize and digitize various internal processes. It has been developed by Telenor Bulgaria specialists, who are constantly improving its capabilities. In 2019, Digital Office received new modules and features:

FutureMe – a module for our trainings, which provides information on how employees can benefit from them.

Friends and family – a module for easy access to discounts for mobile plans that employees can share with their loved ones.

StartKicking – the initiative took place through the application, as the module gave participants the opportunity to present their ideas, and all colleagues – to vote for their favorite.

Improved design of the **Survey** module, which provides an easier and more user-friendly interface for its administrators.

Registration functionality for events organized by the **Wellbeing Crew** team.





Responsibility to the market

Our customers remain the center of Telenor strategy. Our team is dedicated to provide customers with quality digital experiences over a consistent network and to meet and exceed their rising expectations. Telenor's customer-centric strategy is translated in the design of our all-new 2019 portfolio, in building a better network and increasing the network capabilities, delivering high-quality telecom services to respond to the demand for faster network speeds and accommodate a more diverse range of connections.

This drive for improvement won Telenor two Best in Test certificate for best-quality network in Bulgaria in 2019 and in the beginning of 2020. Today's digitally and socially connected world requires us to make forward-looking and smart decisions and be at the forefront of innovations.

Telenor's 5G test roadshow in 2019 was yet another proof of business leadership and readiness to anticipate and continually meet service quality expectations and respond to the new technological and market challenges.



Goran Markovic
Chief Commercial Officer



Corporate management

Transparency and timely disclosure of all significant issues regarding the company's activities are key elements of Telenor Bulgaria's corporate governance.

The acquisition of Telenor Bulgaria by PPF Group has led to some changes in some established principles and practices. Many corporate governance documents (policies and guidelines) have been revised to reflect these changes.

In this way Telenor Bulgaria strives to fully meet local requirements and local risks, legislation, established international standards and to be in line with the strategy of PPF Group.



Ethics and compliance

And in 2019 we made efforts to be an ethical partner of all stakeholders.

In accordance with the Code of Ethics of Telenor Bulgaria, we have adopted the local policy "Ethics and Compliance", which reflects the revised rules on the investigation of potential violations, giving and receiving corporate gifts, the integrity of third parties and others. We have developed and presented a new page on "Ethics and Compliance" in the internal intranet portal. In the successful external SMETA audit, the Ethics and Compliance function was awarded as an example of good governance.

In Telenor, we closely followed the process of approval and adoption of Directive 2019/1937 of the European Union on the protection of whistleblowers. The directive is to be transposed into Bulgarian legislation and will be binding on almost all persons in the private and public sectors. This only shows that the already established and functioning in Telenor channels and procedures for internal reporting and follow-up are another step in the right direction of development of the company as a socially responsible company.





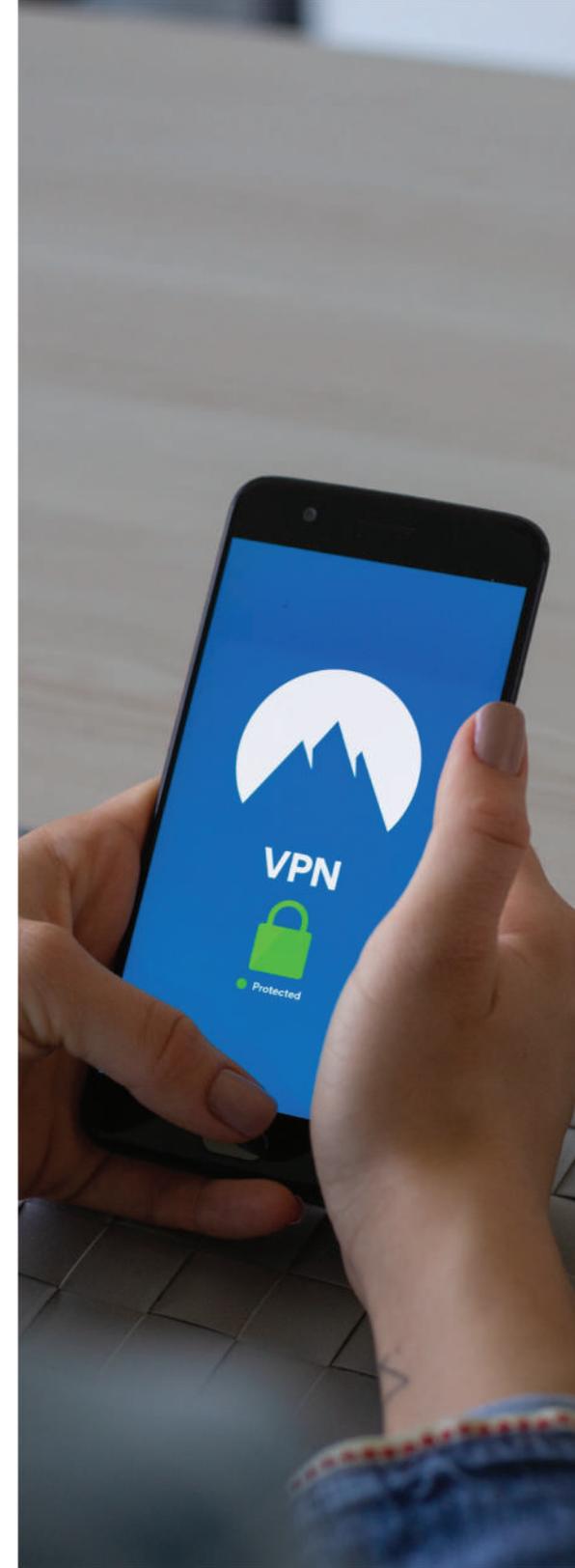
Responsible supply

We expect our suppliers to be ethical and responsible, as well as to comply with our environmental, ethical and social requirements.

Personal data protection

In order to maintain and increase the trust of our users and employees, in 2019 we continued to improve business processes and technical and organizational measures for data protection. Highlights were:

- Improving the culture of working with personal data. We conducted trainings and internal presentations, prepared detailed training materials and introduced mandatory tests to improve knowledge of inherent risks.
- Increasing the accountability and sense of responsibility of employees handling personal data.





- Updating information security requirements, including contracts with suppliers and partners who have access to personal data of our users or employees.
- The validation of the principles of data protection at the design stage (privacy-by-design) and by default (privacy-by-default).
- Enhancing the ability of users to manage their data processing operations by introducing new consents and ways to provide them and withdrawing without problems.
- Updating the ability of visitors to our sites to manage the use of cookies and related technologies.
- Standardization and optimization of the processes for servicing inquiries and complaints related to the processing of personal data.



Cybersecurity

In the position of a leading telecommunications company, it is natural for us to impose serious security measures in every part of our business and all our partners. In 2019, we continued to develop and improve security systems in the field of cyber security and protection of corporate information and personal data of our customers. We have built systems for remote access to sensitive data of the company with the highest level of protection, ensuring traceability and control of all resource management actions. We also improved and further developed the system for secure remote access for our employees.

We continued our expanded interactive program of information security training with a focus on working with email on computers and mobile devices, threats from social engineering and phishing. We have also provided training materials for our clients in order to protect them from these risks.

For another year we have successfully defended our certificate under ISO 27001: 2013 - an international standard recognized globally for information security risk management, as well as under standard 20000-1: 2011 - IT services management system (ITSMS).





With care for our customers

To increase the satisfaction of our customers and make their lives easier, we have supplemented our portfolio and offered sustainable solutions that meet their needs and expectations.

Best in Test



In 2019, the international benchmark company umlaut conducted independent tests of mobile networks in Bulgaria and named Telenor's network as Best in Test.





5G tests for a better future

In July 2019, we started a series of practical tests of 5G technology, starting with the first remote medical examination through 5G in Bulgaria, conducted in partnership with The University Multidisciplinary Hospital for Active Treatment and Emergency Medicine "N. I. Pirogov". Demonstrations of 5G followed in the areas of mentoring, entertainment, gaming and manufacturing.

- Remote medical examination between The University Multidisciplinary Hospital for Active Treatment and Emergency Medicine "N. I. Pirogov", the headquarters of Telenor and a patient in Haskovo.
- The first 5G video call between the Minister of Transport, Information Technology and Communications Rosen Zhelyazkov and the actor Bashar Rahal.
- Live broadcast of Orlin Pavlov's concert via 5G technology.



Statement [About the company](#) [Sustainability](#) [Care for employees](#) [Responsibility to the market](#) [Commitment to society](#) [Attention to nature](#)

- Remote mentoring session in virtual reality with the participation of chef Andre Tokev and amateur chefs.
- Remote control of the production process with the help of virtual reality glasses and 5G connectivity.
- The connection for the employees in the shared Park Office of Telenor in September 2019 was provided with 5G technology.
- 6 different locations across the country.
- 4000 GB traffic through 5G technology.
- >1Gbps - maximum registered download speed.



For our business clients

In 2019, we provided three new services to our business clients:

Digital Screen - a platform for managing digital screens, through which business customers can choose what and when to tell their customers.

FindyOne - GPS monitoring service based on a device equipped with a GSM modem, GPS receiver and Wi-Fi module that transmits data over the GPRS network.

Fiscal devices - a service that we presented in connection with the changes in Ordinance N° H-18 for registration and reporting of sales in retail outlets through fiscal devices.

Total + plans

In May 2019, we presented the new portfolio of Telenor subscription plans. Total + provides convenience, flexibility and choice for our customers, adding to the standard structure of minutes and megabytes the plans two new elements - positions for access to digital services and traffic packages.





Depending on the specific plan, Total + customers have up to three positions in which to activate digital services, as well as certain packages that provide additional traffic to thematic applications. Traffic packages and digital service items are managed quickly and easily via the MyTelenor mobile application.

Our new digital services

Deezer – music streaming service that gives access to over 56 million songs, including such in Bulgarian.

Nickelodeon Play – an application that provides access to children's movies, series and games with some of the favorite characters of children.

Buba Play – a service with TV channels, series, movies and songs for the youngest children.

Kapital/Kapital PRO – digital subscription for the edition for politics, business and economy "Capital", which includes the articles of capital.bg, including archive and additional editions in the Library of capital.bg.

Bookmate – an online platform for electronic and audio books, including titles in Bulgarian, English, Russian, Serbian and Turkish.



Quick access to information through the MyTelenor application

As a company, we strive to give our customers an easy way to work with Telenor, no matter where they are at the moment. Our self-service application MyTelenor is a key tool that we are constantly developing and improving to meet the growing needs of our customers. In 2019, we introduced major improvements in the management of digital services through the application. MyTelenor also allows the company's customers to quickly and easily check information about their contract and the smartphone services they use. This helped MyTelenor in becoming one of the most popular applications developed in Bulgaria.

Stefan Dimitrov

Digital Sales and Marketing manager



Return and buy

In September 2019, we made significant changes to the Return and Take service, which allowed us to help our customers optimally extract the residual value of their old devices. This helps replace them, but also extends their life cycle through renewal or recycling. The partnership with the Estonian company Replace has led to a significant increase in returned devices, as by May 2020 more than 2,000 smartphones have been delivered to the retail network. It is also now possible for customers to return tablets, laptops, smartwatches from a catalog of over 10,000 devices.

Buy online

Access to our services is important for both our business and our customers. With our online store it has become much easier, and in 2019 we improved its capabilities. From the beginning of the summer it became possible to buy a new subscription through the online store both for existing Telenor customers and for those who choose our services for the first time. At the end of 2019, the online store offered us new opportunities - buying a device with a promo code, as well as buying a device on lease without a subscription plan.

In 2019, we serviced over 6,000 orders.





Customer satisfaction from our Call Center

2019 confirmed the trend established in the previous year to increase customer satisfaction of customers connected to the call center of Telenor Bulgaria. The message of the statistics is clear - whether it is for end or business users, or those with a prepaid SIM-card - our employees are highly praised for their professionalism and quality of service. The growth of satisfaction is especially significant for the consumer segment, where the average monthly increase is 4.4%.

If we put corporate denominators, individuals and prepaid customers under one denominator, in 2019 82% of them received permission to make an inquiry within the first call.

Despite some challenges in the peak months of consumption in 2019, we continue to tend to receive an average of 72% of calls within 30 seconds.



Telenor Park Office

After the success of the pilot edition in 2018, we decided in 2019 to expand the scope of the initiative by opening Park Office in Plovdiv, Varna and Burgas. We made the visit to the office in the park not only pleasant, but also useful through a series of free workshops and presentations. With them we were able to help small business representatives, freelancers and entrepreneurs who visited the shared workspace, with useful tools, knowledge, advice and experience. During the events, visitors were introduced to innovations and successful practices in the digital environment, including financial payments, social media, mobile photography, leisure entertainment and more.

Guests and presenters of Park Office were:

- Ioto Patsov, the first foreign journalist to cover the Chernobyl tragedy.
- Lisa Vasileva and Ana Klisarska from Storytel.
- Photographer Dimitar Karanikolov, singer Santra and Teodora Dimitrova from Huawei Bulgaria.
- Dimitar Malchev from Sony Bulgaria.
- Kalin Vassilev from ORM Holding and the Bulgarian Digital Marketing Association.
- Bozhidar Bojanov from LogSentinel and Emilian Zlatev from Telenor Bulgaria.
- Eduard Tsvetanov from Revolut.
- Dr. Nikola Kerekov from Ratio.



Commitment to society

In 2019, we continued to develop our already traditional successful social practices and to support numerous charitable causes. Online safety continued to be our focus. With the help of our partners from the Center for Safe Internet, we continued with the trainings on the dangers of the Internet and dealing with them, which this year involved more than 2,000 children from all over the country. We organized parent meetings and campaigns with influencers, thanks to which we raised the awareness of both adolescents and parents. We continue to invest in being the telecom that provides tools for better security on the Internet.

Michaela Kalajjeva
Chief Corporate Affairs Officer



Online safety is a long-term mission of Telenor. That is why for 13 years we have been working with the Center for Safe Internet to effectively promote the main risks online and the appropriate ways to deal with them. Throughout the years, through various activities, we have covered the education of children, teachers and parents.



ОПАСНОСТИТЕ ОНЛАЙН СА РЕАЛНИ
ОТТЕВЗАВИСИ.NET
КАК ЩЕ СЕ СПРАВИШ

safenet.bg telenor

On the occasion of the **International Safer Internet Day**, we conducted an Instagram campaign that demonstrates the provocations and challenges in online communication. In it, the singer Atanas Kolev called on his audience to dictate his day to show in the end that children should not do everything in the name of likes and popularity.

We also conducted a training session for the children of our employees, which was attended by **over 70 children and 40 parents**. This was the first such training, which we organized together with the experts from the Center for Safe Internet and the Parents Association.



Thanks to the Cyberscout **training program in 2019, we introduced over 2,050 children** to the rules of online safety and how to overcome the many risks on the Internet.

We organized four parent meetings in Sofia, Plovdiv, Varna and Burgas entitled **"Kids, smartphones and smart parents"** in cooperation with Parents Association and Safer Internet Center.



In 2019 we realized the game **"Digital Scouts: On a hunt for fun and knowledge"**. Our goal was to engage and inform children and their parents on the topic of safe internet. The game took place in one day and more than 300 participants took part in it.



Statement About the company Sustainability Care for employees Responsibility to the market **Commitment to society** Attention to nature

Internet safety is a hot topic that drives the modern world and is of paramount importance to all, especially adolescents. I am glad that I have the opportunity to work so closely with our initiatives in this area and I am proud of the projects we implemented in 2019. Through them we trained many children about online risks, and through our series of "parent meetings" we reached and supported parents with tips and important information about Internet security.

Diana Topkova
Sustainability Specialist



Donations

For another year, Telenor received a certificate of donation from the workplace. In addition to payroll donations, as part of our corporate responsibility policy, company employees have the opportunity to participate in the corporate volunteering program. The main advantage of the program is the opportunity to choose a cause that each employee considers important and interesting.

The company regularly donates used computer configurations and other IT equipment to schools, kindergartens, universities, community centers and other public institutions to be used for educational purposes and to increase access to information for children and young people.





Internal initiatives in favour of society



Blood drive

In 2019, 80 Telenor employees donated blood. The initiative is implemented jointly with the National Center for Transfusion Hematology, which have been our partners since 2012.

Our Christmas charity bazaar raised over BGN 2,000 in support of the causes selected through the Payroll Giving program.



Mission Baba Marta

For another year we supported the Ole Male project through our Baba Marta Mission initiative. Nearly BGN 3,000, collected from the purchase of martenitsas, were given to the mothers of children with disabilities who are unable to work because home care does not allow them to do so.



Bunny stories

We remained true to our practice of organizing bazaars in favor of social projects and charitable causes. Our Easter Bazaar managed to help young people at risk and disadvantage from the Concordia Bulgaria Foundation.





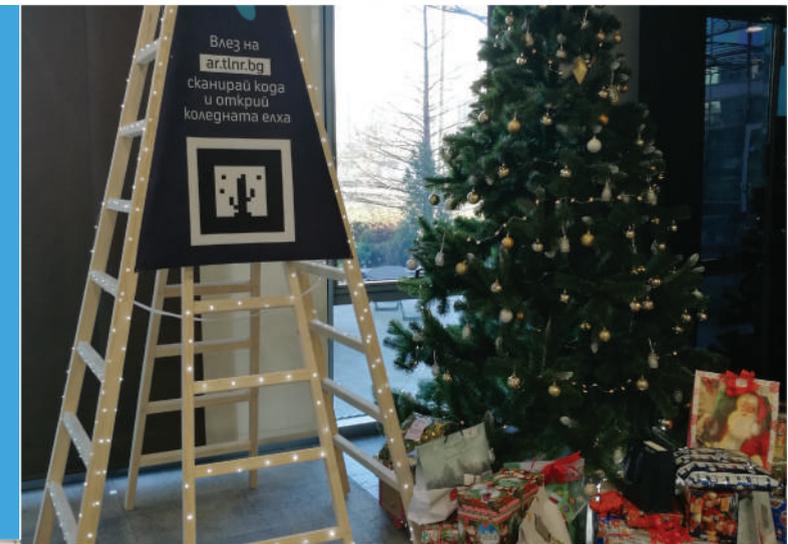
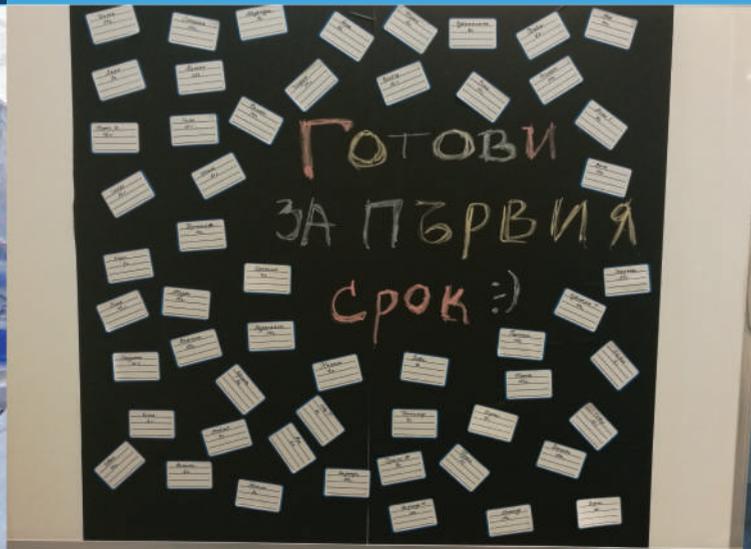
▲
We collected over 300 books in one week in support of the initiative "Let's bring together 2020 books" of the Association for Urban Reading Rooms.

We collected 232 kg of caps, with which we supported the cause of "Caps for the future".
▼



Ready for the first term

Thanks to the support of our employees within the "Ready for the first term" campaign, 59 children from the children's centers of the Concordia Bulgaria Foundation managed to go to school calmer and more prepared. **The children received various school supplies and materials for their school year.**
▼



Christmas for everyone

▲
Christmas 2019 was different for 35 children from the Center for Social Rehabilitation and Integration for Children at the Concordia Bulgaria Foundation. Each of them received the desired gift.



Attention to nature

We continue to strive to meet our environmental commitments. Our ambitions in this direction are described in the Environmental Policy created and maintained by us, and the goals we set help us reduce our impact on nature. The number of initiatives through which we are achieving our ambitions are the reason for us to record more than good results in terms of some of the set goals for 2019.



Spas Velinov
Chief Technology Office



Environmental management system

The company's implemented Environmental Management System, which meets the ISO 14001 standard, guarantees our ability to monitor and improve our environmental performance over time. The fulfillment of the set goals was confirmed by TÜV Nord during the supervisory audit performed during the year.



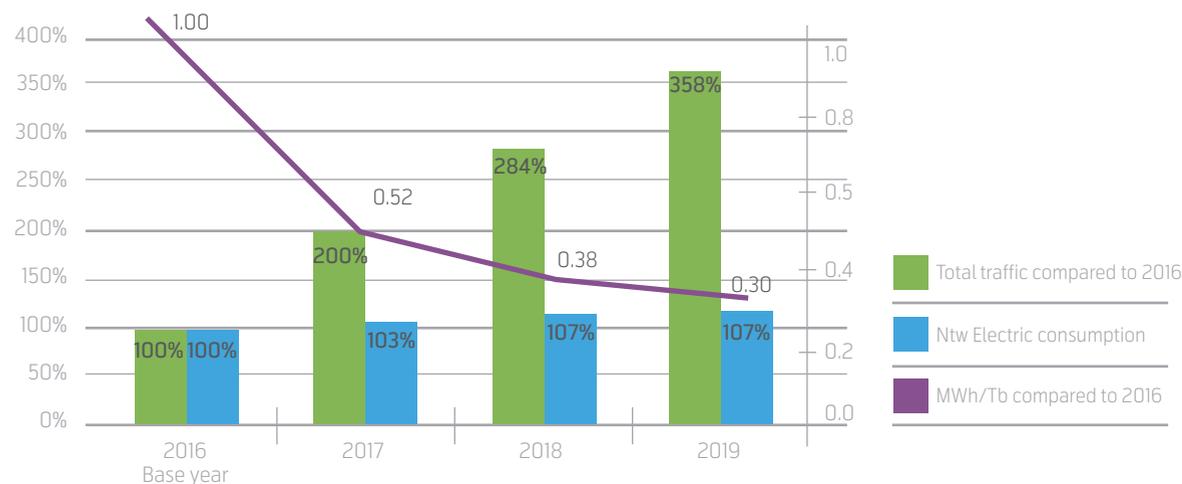
Energy efficiency (energy consumption)

The direct impact of our business on the environment is relatively small, but all our communication facilities, office buildings, and commercial offices consume energy. The network infrastructure is responsible for 91% of the company's energy consumption, and the remaining 9% is due to our offices and stores. We take into account the fact that the more the traffic in our network grows and the faster the subscriber base expands, the more energy we consume. This inevitably leads to a greater indirect impact on the environment. Despite the increase in data traffic volumes, thanks to our energy efficiency programs there is no proportional increase in energy consumption.

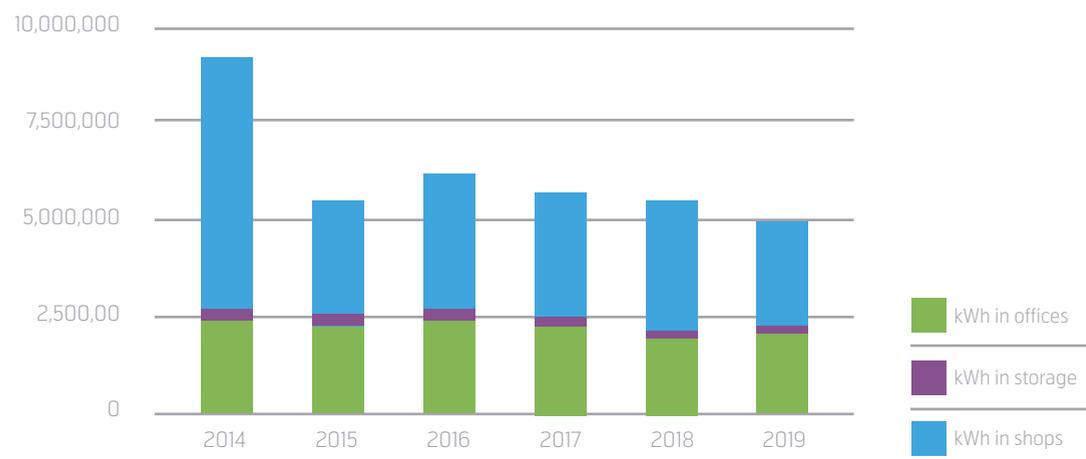
In order to reduce the energy consumption of the base stations, Telenor applies the following measures:

- Replacement of equipment with more energy efficient ones.
- Use of software algorithms for switching off the transceivers of the base stations.





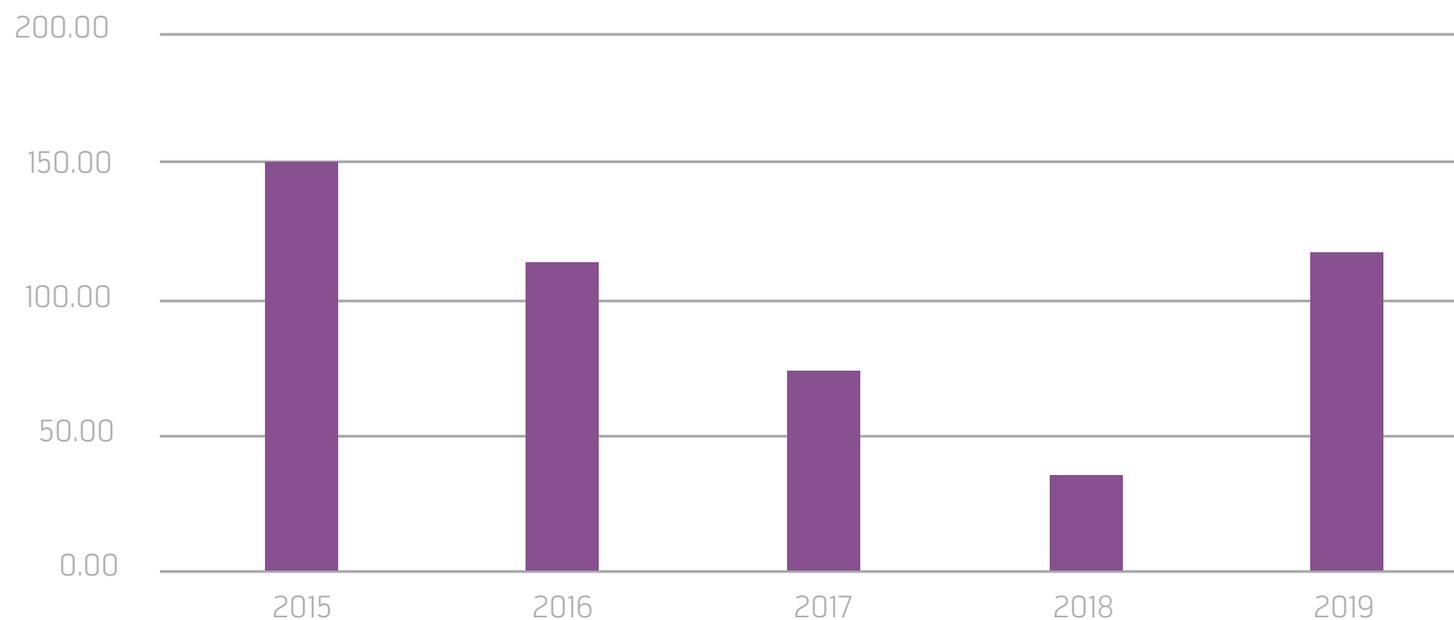
Over the past year, our electricity consumption in our stores has decreased by 18%, allowing us to save more than 586 MWh and related greenhouse gas emissions.





Consumption of refrigerants

Over the past year, we have seen an increase in the amount of refrigerants used. This is due to the need for repairs of air conditioning equipment in the network.





Fuels for electricity

We registered a slight increase of 5% in the consumption of diesel for electricity production for the needs of the network, as in 2019 we used a total of 285.7 thousand liters. Currently, 21 base stations use hybrid power, which helps reduce diesel consumption, despite increased data traffic by 26%.

Renewable energy

We recorded an increase of 12% in the electricity produced from renewable sources, which is equal to 85.5 MWh.



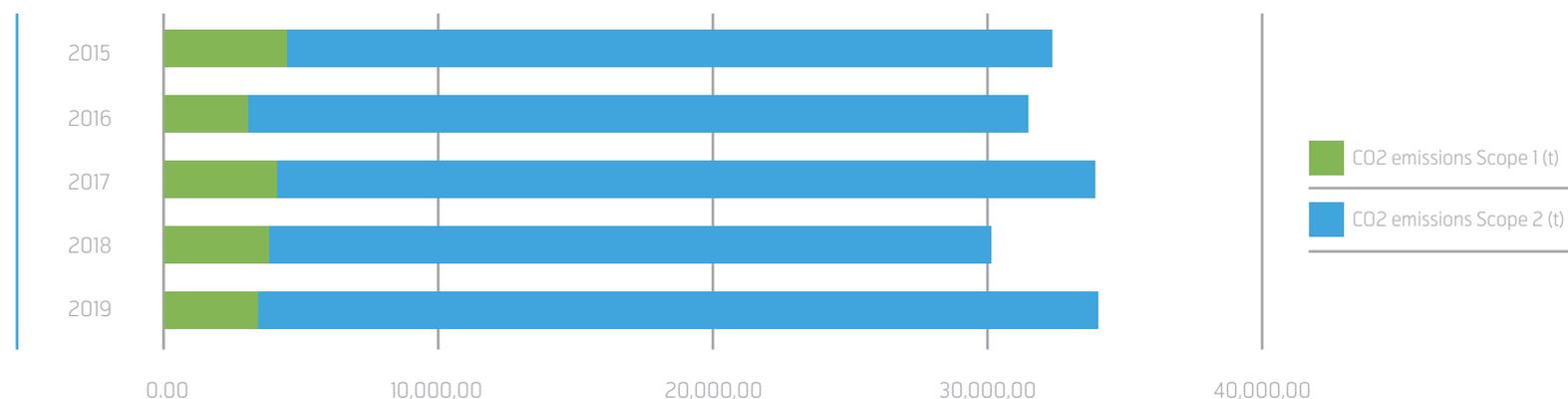


Fuels for transport

In 2019, we recorded a decrease of 12% in the fuel used for our cars - a total of 565,665 liters. This is due to internal structural changes and optimization, as well as a reduction in the number of cars.

CO2 emissions

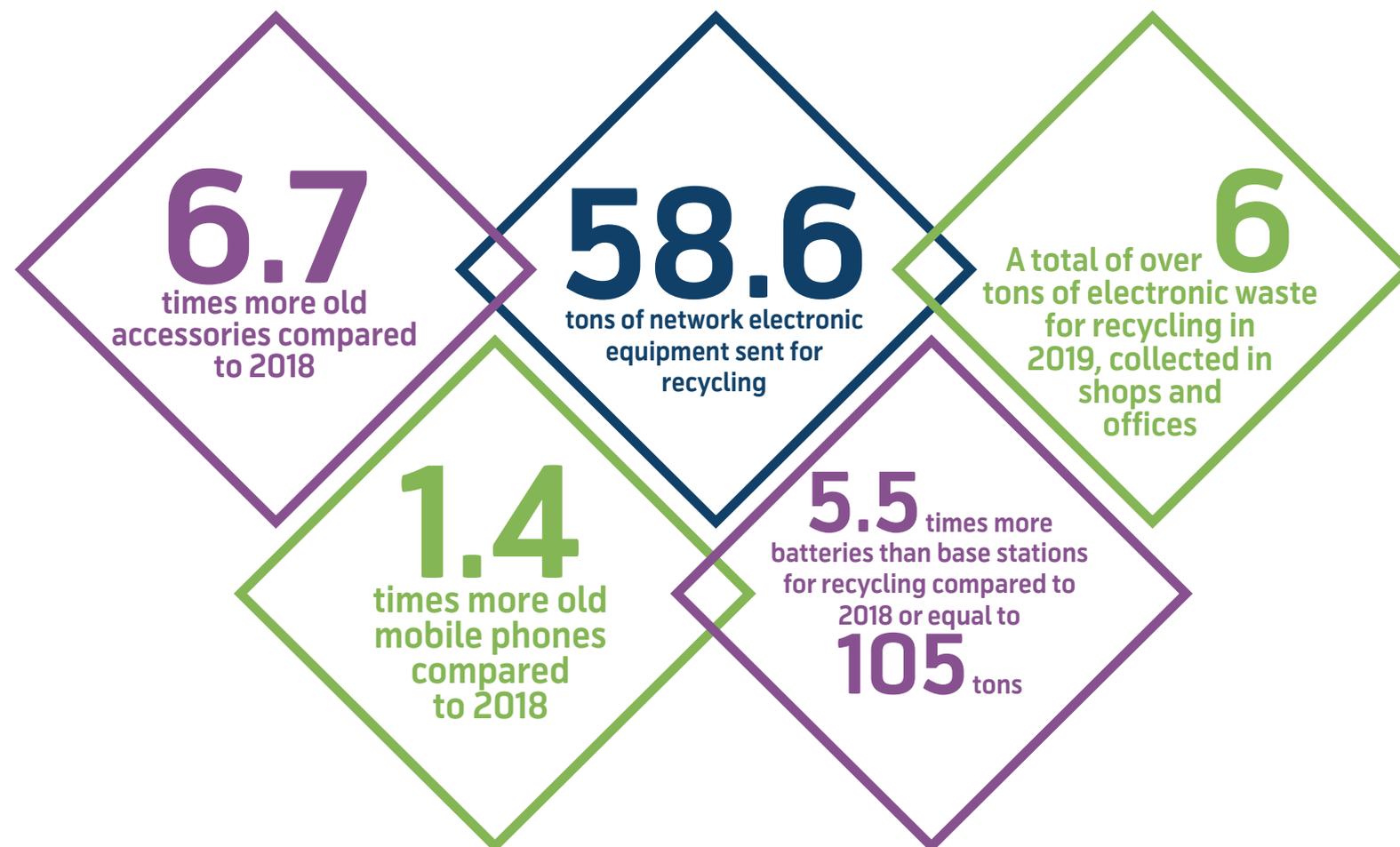
Our total greenhouse gas emissions increase by 6% compared to 2018, reaching 32,107 tons. This is mainly due to the growth in the used emission factor for the produced electricity in the country, which leads to higher indirect emissions from our activity. However, with regard to the direct emissions from our activity as a result of the used fuels and refrigerants, we realized a decrease of 8%, reaching 2026 tons.





Waste Management

Separate waste collection and recycling continues to be an important priority for us and in 2019 we again saw an increase in recycling.

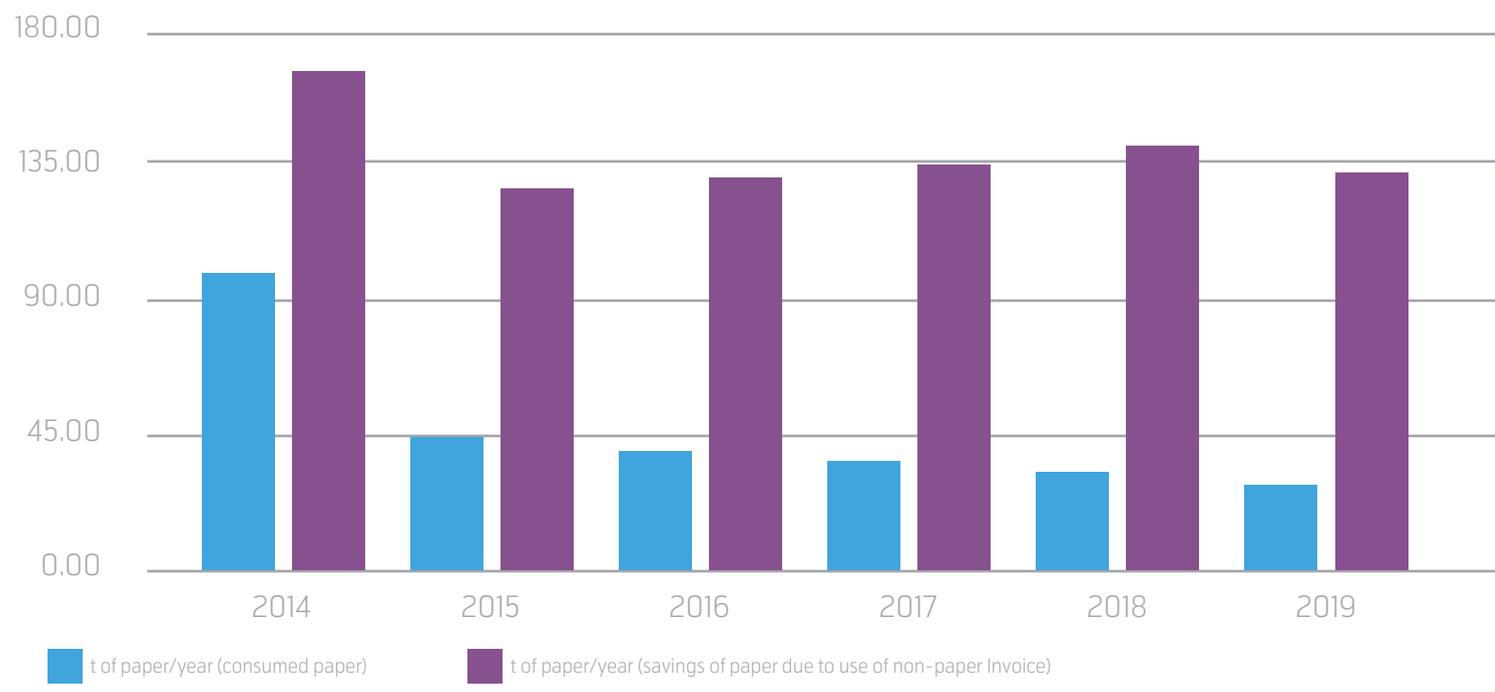




Paper consumption

In 2019, one of the main goals was to significantly reduce paper invoices. In order to achieve our goal, we conducted various campaigns, as a result of which we managed to save an additional 4.8 tons of paper compared to the one used in 2018. Together with them, our annual savings from customers who switched to electronic invoicing reached 133.7 tons.

Used and saved invoice paper



Memberships

Telenor is a member of a number of organizations with which we share a common vision for sustainable development in Bulgaria and together we overcome the challenges facing business in the country.

- Confederation of Employers and Industrialists in Bulgaria (CEIBG)
- Bulgarian Chamber of Commerce and Industry
- Bulgarian Forum of Business Leaders
- Telecommunications Association
- American Chamber of Commerce in Bulgaria
- Bulgarian Donation Forum
- Bulgarian Association of Advertisers
- Greek Business Council in Bulgaria
- German-Bulgarian Chamber of Industry and Commerce
- Public Council at the Center for Safe Internet
- Institute of Internal Auditors in Bulgaria
- World Mobile Communications Association (GSMA)
- Bulgarian Association of Information Technologies (BAIT)





Contacts:

pr@telenor.bg

Telenor Bulgaria Mladost 4, Business Park Sofia 6
1766 Sofia

For Telenor subscribers: 123

For subscribers of other operators: 089 123

For subscribers abroad: +359 89 123

Follow us



telenor

