

GRI APPENDIX 2017

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

Com Hem presents an annual sustainability report as part of the company's Annual Report. Our sustainability reporting is based on the GRI (Global Reporting Initiative) Sustainability Reporting Guidelines. Our 2017 Sustainability Report follows the principles outlined in the G4 Guidelines, and has been prepared in accordance with level Core. The report has not been assured by an independent third party. We will evaluate the need for any future external reviews.

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

GRI INDEX

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

AR = Annual report; GRI A = GRI Appendix

| General standard indicators | | Reference |
|-----------------------------|---|-----------------------------|
| G4-1 | CEO's statement on the organisation's sustainability strategy | AR, p.2-3 |
| G4-3 | Name of the organisation | AR, p.9 |
| G4-4 | Primary products and services | AR, p.6 |
| G4-5 | Location of organisation's headquarters | AR, p.24 |
| G4-6 | Countries where operations are conducted | AR, p.6 |
| G4-7 | Nature of ownership and legal form | AR, p.7-8 |
| G4-8 | Markets served | AR, p.6 |
| G4-9 | Size of the organisation | AR, p.1, 6, 33, 12 |
| G4-10 | Total number of employees | AR, p.33 |
| G4-11 | Employees covered by collective bargaining agreements | AR, p.34, 56 |
| G4-12 | Describe the organization's supply chain | AR, p.31 |
| G4-13 | Significant changes during the reporting period | AR, p.9 |
| G4-14 | Organisation's compliance with the precautionary principle | AR, p.29 |
| G4-15 | External initiatives that the organisation subscribes or endorses | AR, p.29-30 |
| G4-16 | Memberships of associations | AR, p.28 |
| G4-17 | Entities included in the scope of the report | GRI A, p.4 |
| G4-18 | Process for defining report content | GRI A, p.3 |
| G4-19 | Material aspects of sustainability identified | GRI A, p.4 |
| G4-20 | Aspect boundaries within the organisation | GRI A, p.4 |
| G4-21 | Aspect boundaries outside the organisation | GRI A, p.4 |
| G4-22 | Restatements of information | No significant restatements |
| G4-23 | Significant changes from previous reports | No significant changes |
| G4-24 | Stakeholder groups with whom the organisation is engaged | GRI A, p.3 |
| G4-25 | Basis for identification and selection of stakeholders | GRI A, p.3 |
| G4-26 | Approaches to stakeholder engagement | GRI A, p.3 |
| G4-27 | Topics and concerns raised through stakeholder engagement | GRI A, p.3 |
| G4-28 | Reporting period | GRI A, p.1 |
| G4-29 | Date of publication of most recent report | GRI A, p.1 |

| General standard indicators | | Reference |
|-------------------------------------|---|---------------------|
| G4-30 | Reporting cycle | GRI A, p.1 |
| G4-31 | Contact person for questions regarding the report | GRI A, p.5 |
| G4-32 | Reporting level and GRI Index | GRI A, p.1-2 |
| G4-33 | External audit | GRI A, p.1 |
| G4-34 | Governance structure for the company | AR, p.17-19 |
| G4-56 | The organisation's values, codes of conduct etc. | AR, p.29-31 |
| Specific standard indicators | | Reference |
| DMA | Indirect economic impacts | AR, p.25-28 |
| G4-EC7 | Development and impact of infrastructure investments and services supported | AR, p.25-28 |
| G4-EC8 | Significant indirect economic impacts, including the extent of impacts | AR, p.25-28 |
| DMA | Energy | AR, p.36 |
| G4-EN3 | Organisation's energy consumption | AR, p.36 |
| G4-EN4 | Energy consumption outside of the organization | GRI A, p.5, AR p.36 |
| DMA | Products and services | AR, p.36 |
| G4-EN27 | Initiatives to mitigate environmental impacts of products/services | AR, p.36 |
| DMA | Customer privacy | AR, p.30 |
| G4-PR8 | Substantiated complaints regarding breaches of customer privacy and losses of customer data | AR, p.30 |
| DMA | Product and service labelling | AR, p.4 |
| G4-PR5 | Results of surveys measuring customer satisfaction | AR, p.4 |
| DMA | Marketing communications | AR, p.29 |
| G4-PR7 | Compliance with regulations and voluntary codes concerning marketing communications | AR, p.29 |
| DMA | Employment | AR, p.32-34 |
| G4-LA1 | Employee turnover | AR, p.33 |
| DMA | Health & safety | AR, p.34 |
| G4-LA6 | Sick leave & work-related injuries | GRI A, p.5 |
| DMA | Training & education | AR, p.33 |
| G4-LA11 | Performance reviews | AR, p.33 |
| DMA | Diversity and equal opportunity | AR, p.34 |
| G4-LA12 | Composition of company | GRI A, p.5 |
| DMA | Equal remuneration for women and men | AR, p.34 |
| G4-LA13 | Remuneration for women and men | AR, p.34 |
| DMA | Supplier assessment for labour practices | AR, p.31 |
| G4-LA14 | New suppliers that were screened using labour practices criteria | AR, p.31 |
| G4-LA15 | Negative impacts in the supply chain and actions taken | AR, p.31 |
| DMA | Supplier environmental assessment | AR, p.31 |
| G4-EN32 | New suppliers that were screened using environmental criteria | AR, p.31 |
| G4-EN33 | Negative environmental impacts in the supply chain and actions taken | AR, p.31 |
| DMA | Supplier human rights assessment | AR, p.31 |
| G4-HR10 | New suppliers that were screened using human rights criteria | AR, p.31 |
| G4-HR11 | Negative human rights impacts in the supply chain and actions taken | AR, p.31 |
| DMA | Anti-corruption | AR, p.30 |
| G4-SO4 | Communication and training on anti-corruption policies and procedures | AR, p.30 |
| G4-SO5 | Cases of corruption | AR, p.30 |

STAKEHOLDER DIALOGUE

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

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

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

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

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

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

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

Materiality analysis

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

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

BACKGROUND DATA FOR GRI INDICATORS

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

Boundaries and omissions

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

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

This is the third year of reporting accordingly with GRI and the systems for measuring all aspects are not completely developed.

ENVIRONMENT

Energy consumption

Com Hem measures and monitors the annual electricity, heating and cooling consumption of our offices and IT-infrastructure. We operate 23 data centres, and use 7 outsourced data centres. The energy consumption within the organization and from outsourced data centres and IT-infrastructure is reported in the annual report.

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

EMPLOYEES

| Company composition | 2017 | | 2016 | | 2015 | |
|---------------------------|---------|-----------|---------|-----------|---------|-----------|
| | Persons | Women (%) | Persons | Women (%) | Persons | Women (%) |
| Board of Directors | | | | | | |
| Under 30 | 0 | - | 0 | - | 0 | - |
| 30-50 | 1 | - | 3 | - | 6 | 33% |
| Over 50 | 4 | 50% | 3 | 67% | 0 | - |
| Group management | | | | | | |
| Under 30 | 0 | - | 0 | - | 0 | - |
| 30-50 | 4 | 25% | 4 | 25% | 5 | 20% |
| Over 50 | 2 | 50% | 1 | 100% | 1 | 100% |
| Other employees | | | | | | |
| Under 30 | 288 | 30% | 339 | 30% | 381 | 33% |
| 30-50 | 653 | 27% | 687 | 28% | 664 | 28% |
| Over 50 | 144 | 33% | 153 | 33% | 127 | 36% |

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

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

| Sick leave | 2017 | 2016 | 2015 |
|--------------------|------|------|------|
| Average sick leave | 6,2% | 6,8% | 6,7% |

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

CONTACT

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