

# Telenor Maritime ESG Report



2021



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# Letter from the CEO

## Connecting businesses to what matters most

Our purpose at Telenor Maritime is to connect our business partners to what matters most, by 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 (SDG).

Climate change is the greatest challenge of our generation. Telenor Maritime is focusing on finding cost and energy efficient solutions for our operations and 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.



Lars Erik Lunøe, CEO Telenor Maritime

# Telenor Management Team



**Lars Erik Lunøe**  
Chief Executive Officer



**Ann-Kari Heier**  
Chief Operations Officer



**Sebastian Jaggi**  
Chief Commercial Officer



**Kjetil Kjellstadli**  
Chief Product Officer



**Morten Martens Breivik**  
Chief Strategy Officer



**Sissel Tveiten**  
Chief Financial Officer



**Knut Fjellheim**  
Chief Technology Innovation Officer



## About Telenor Maritime

Telenor Maritime is a truly global connectivity provider at sea. Both a mobile operator and a digitalisation partner for the maritime industry.

Telenor Maritime has over 120 employees, and is headquartered in Arendal, Norway with local offices in Europe, Asia and North America. Serving more than 100 shipowners, and an ITU-certified global mobile operator with over 400 roaming partners, Telenor Maritime connects 30 million people through more than 500 installations on vessels, and offshore platforms and rigs worldwide.

Being a go-to partner for both non-governmental (NGO) and governmental organisations, Telenor Maritime is a major contributor to digitalising the commercial shipping fleet.

Delivering the best mobile experience at sea since 2004, Telenor Maritime provides end-to-end connectivity for passengers and crew at sea to use their devices in much the same manner as they would onshore. Ever at the forefront of implementing new connectivity technology and defining secure communications for customers, Telenor Maritime connects both crew and passengers to what matters most.

Through its owner, Telenor ASA, Telenor Maritime has access to a broad range of competence and resources, from market insight and innovation to product and content development.

## The technology and products

Telenor Maritime's overall service portfolio includes a vast set of connectivity services with engineering and commissioning of connectivity solutions on vessels, rigs and platforms. Telenor Maritime is known for its high level of quality and delivery of professional services meeting the industry demand in offshore, cruise and ferry, merchant, and governmental customer segments. Telenor Maritime follows industry developments and is an early adopter of modern technologies, for example in the field of LEO satellites and 5G connectivity.

### Wi-Fi

Telenor Maritime's dedicated maritime wi-fi solution provides cost-efficient and customer-friendly internet access on board. The solution includes network planning, engineering, and a management platform to monitor end-user experience, network health and traffic levels, as well as capabilities for easy-access management and billing.

## **On-board Mobile Networks**

As a mobile operator at sea providing an industry leading on-board mobile experience, Telenor Maritime offers a turnkey solution to connect passengers, crew, external personnel and IoT devices to the mobile network with seamless connectivity. The offering includes everything from planning and engineering to QoS and a 24/7 Network Operations Centre (NOC) operated from Stavanger, Norway.

## **Smart Ship**

The Smart Ship is enabled by a smart on-board network with wi-fi and mobile networks that has extensive coverage inside the ship. The Smart Ship platform can be used for many added value services such as upselling merchandise, advertising, messaging passengers and ship tracking.

## **Global Mobile Broadband Connectivity**

In parallel with the on-board networks, Telenor Maritime provides global backhaul connectivity through its Mobile Broadband services. The solution has proven to be the most cost-efficient solution for customers to connect vessels or platforms near shore to internet, no matter where customers are located.

## **Satellite**

Telenor Maritime's wide portfolio of satellite services is used to offer the best fit-for-purpose satellite connection to customers, from large cruise ships to offshore platforms and fishing vessels, thereby optimising price, capacity and coverage. The portfolio of satellite services covers everything from regional VSAT on Ku band and C band to global VSAT services and LEO. The best-in-class quality of service is ensured by the 24/7 NOC.

## **Global IoT Mesh Network**

Mesh network is an affordable and easy way to connect ship OT networks and get access to business-critical data. It is a recent technology that provides reliable and affordable data access through

a secure mesh network for maritime. It is affordable, risk-free IoT communications for the maritime business.

## **Digitalisation Services**

Providing secure and affordable end-to-end solutions for digitalising customer fleets, Telenor Maritime's product modularity enables complete customisation with military-grade security. Use cases vary from collecting and delivering sensor data, such as real-time fuel consumption, to full digitalisation of ships with infrastructure to host third party applications as a managed service.

## **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.

# Our strategic ambitions

2020-2025



Be the leading  
global communication  
partner at sea



Be the preferred  
enabler of secure  
digital maritime solutions

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

## Highlights of 2021

For years Telenor Maritime has provided secure connectivity to cruise, ferry and offshore industries. Now, Telenor Maritime's vision for truly global connectivity at sea is completed by digital initiatives, including the acquisition of KNL Networks (KNL) to provide a secure channel for reliable and affordable access to business-critical information. In addition, new partnerships are entered into with both Eutelsat as global VSAT provider and Telenor Connexion as global MBB provider.

During 2021, Telenor Maritime has further developed digital services introducing a unified hosting platform enabling the digitalisation of vessel operations. Through the platform, applications can collect, share and reuse operational data on board, also giving easy access to the data from shore. Through the increased digital focus, Telenor Maritime is growing, both with its product portfolio and number of employees. The ISO 9001 certification was also successfully completed in 2021.

# 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. The first sustainability report, issued for 2020, was based on a materiality assessment inspired by GRI and a stakeholder analysis defining Telenor Maritime's most important stakeholders. Sustainability efforts are focused towards areas where stakeholders are most affected and/or where Telenor Maritime as an organisation is affected. More information on Telenor's guidelines for reporting on sustainability, see [How we do responsible business](#) - Telenor Group.

Telenor Maritime's Sustainability Report for 2021 includes wholly owned subsidiaries; Telenor Maritime AB and Telenor Maritime Oy.



# Telenor and climate risk

Telenor Maritime assesses climate risks as part of its continuous enterprise risk-management process. The company acknowledges the climate changes and its responsibility to contribute to reduce the impacts for societies all over the world. As part of Telenor Group, Telenor Maritime is not only required to assess risks, but also opportunities related to climate changes, and to perform assessments on the impact its activities have on the climate.

Telenor Maritime's business solutions require a relatively low degree of physical infrastructure and therefore there is less risk for climate changes that could harm its business directly. Telenor Maritime's core network and physical equipment are installed in secure areas which are not exposed to known impacts from climate changes. Products and solutions installed on customer sites, on board vessels and offshore installations are also assessed to be narrowly affected by climate changes.

On the other hand, indirect consequences of climate change might be experienced such as:

- Increased pricing of GHG emissions and consequent cost increase.
- New regulatory requirements for environmental standards impacting the customers' business, especially within the cruise industry, thereby

potentially reducing Telenor Maritime business opportunities.

The most material opportunity is:

- Increased demand for new services connected to the low-carbon economy, IoT and new technology.



# UN's Sustainable Development Goals and UN Global Compact

Telenor Maritime is committed to the UN's Sustainable Development Goals (SDG) and is also a member of the UN Global Compact, fully supporting its principles. Telenor Maritime's contribution is focused on the goals where either products have an impact or where employees and company have an impact.

## How Telenor Maritime products contribute to UN's SDGs



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

Telenor Maritime's communications technology contributes to increasing access to communication and information technology where such technology was not previously available. Its technology is removing the "digital divide" between onshore and offshore. This has a direct impact on SDG 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 communications technology is enabling others to transition towards green activities. In addition, through its products, customers are able to remain connected and receive early warnings should any crisis or catastrophe occur offshore. Telenor Maritime products have an impact on SDG 13.3: **Improve education,**

awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

## How the company and employees contribute to UN's SDGs



The Telenor Maritime company and its employees contribute to SDG 8: **Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all**, and SDG 10: **Reduce inequality within and among countries**. As a business unit of Telenor Group, the company values SDG 10 highly and works consistently to reduce inequality.

This goal is also a part of Telenor Maritime's global business strategy.

Telenor Maritime thrives to promote inclusive and sustainable economic growth with a focus on innovation and technology, thereby contributing to SDG 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 the company is an inclusive and safe work environment for all employees, SDG 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**.



Climate and environment are highly valued and Telenor Maritime's local initiatives aim to promote sustainability and reduce waste generation, which has a direct impact on SDG 12:

Ensure sustainable consumption and production patterns, and SDG 12.5: By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.

## Enabling customers' green transition

### Unified Hosting Service™ (UHS®)

With Telenor Maritime's 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 the UHS® can be a key step in a strategy towards a safer, greener and smarter future in the maritime industry. Telenor Maritime facilitates:

#### Why - Customer value:

A safer, greener and more efficient maritime industry meeting all future regulatory requirements.

#### How:

By providing an on-board digital ecosystem in order to launch new digital services.

#### What:

An on-board data-sharing service that hosts applications to enable digitalisation of vessel operations. The platform allows applications to collect and reuse operational data on board, as well as easily access the data from shore 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 will also be an opportunity 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 at the 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 the UHS® shares all this data along with a verification link to the 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 transaction 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 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. 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 on-board 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 (DLT) for both tamperproofing of data and monetary transactions.

Today, each vendor or vessel owner with a need for data collection, storage and analysis on board a

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

## Responsible business performance

Telenor Maritime follows the Telenor Group policies for responsible business 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 the business and defines how the company will work to meet requirements and expectations from authorities, Telenor Group, customers and its own management. The TMMS covers a wide scope based on ISO 9001, ISO 45001, ISO 27001, ISO 14001 and Telenor Governance. The management system is certified according to ISO 9001:2015.

It is mandatory that all Telenor Maritime employees familiarise themselves with relevant documents to comply with routines and processes as described. The TMMS is a live management system that is regularly updated and improved.

## Climate & environment

As a business unit of Telenor Group, Telenor Maritime follows the Telenor Group policies regarding sustainability. The company recognises its responsibility to protect the environment and contribute to the fight against climate change. Telenor Maritime acknowledges that its contribution matters, and is continually improving its business strategy in line with a more sustainable strategy.

### Activities today

#### Climate & environment:

Telenor Maritime focuses on finding cost-efficient and energy-efficient solutions for its operations. The head office is in a new, energy-efficient building that is quality secured by Breeam Nor, Norway's foremost environmental certification system for buildings, to ensure a climate friendly and sustainable building. In addition, Telenor Maritime's main data centre has also moved location to a new energy-efficient building in southern Norway.

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

Due to installations and service upgrades on ships and offshore installations in many different locations, travelling for our field engineers will be necessary. This involves 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 where possible.

### Performance

Travel activity during 2021 was, as in 2020, limited due to COVID-19 and the imposed travel restrictions, thus the company experienced another year with a decrease in GHG emissions compared to earlier years.

All take-back products are thoroughly considered for reuse. If this is not possible, equipment is turned in for recycling.

### Goals & ambitions

Telenor Maritime seeks to have a clear understanding and overview of the environmental impact from its business activities and how its products and

#### Recycle, reuse and take back

EE waste is isolated, as well as 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.

**Telenor Maritime will continue the good practice, requiring the same of its suppliers.**

solutions can contribute positively to the reduction of GHG. Identifying its environmental aspects began in 2021.

The company uses a register to assess the impact of its business activities, and identifies and prioritises efforts to reduce the environmental impact. During 2022 Telenor Maritime will establish a climate action plan where it will also seek to contribute to Telenor's climate targets towards 2030, approved by the Scientific Based Targets initiative (SBTi). The approval confirms that the climate targets towards 2030 will allow Telenor to support the Paris Agreement target of limiting global warming to 1.5°C. [The SBTi has approved Telenor's greenhouse gas \(GHG\) emission reduction targets.](#)

Travels and transportation have been identified as significant environmental aspects for Telenor Maritime and the company is closely considering how to minimise its CO2 emissions. Service and installation work are planned and optimised with regards to scheduling multiple jobs in one trip to reduce the number of flights and transportation needs. Furthermore, online meetings shall always be considered before travel is planned for.

The climate changes and increased focus on the environment are also drivers for innovations of new technology and products, creating green opportunities for Telenor Maritime and its stakeholders. The company offers products that can support customers in their efforts to reduce energy consumption and GHG emissions.

## Responsible employer and Winning Team

Telenor Maritime follows Telenor's high ethical standards and code when conducting its business, promoting proper business practices that reflect relevant laws, regulations and internationally recognised standards. The company continuously strives to be responsible towards its customers, employees and society.

People are Telenor Maritime's most important asset. The well-being of staff who enjoy and are motivated in their work is the key to the company's success. It enables Telenor Maritime to create the best solutions and services for its customers. In addition to being a responsible employer with best-in-class benefits, policies and processes are established to attract, develop and retain the best talents. Its values and people policies are the backbone to how Telenor Maritime acts and performs as a responsible employer. The term, Winning Team, is used to describe the company's objectives and initiatives with the aim to strengthen collaboration, ownership to goals and ensure a culture where stakeholders and company succeed together in achieving the targets set.

### Activities today

#### Culture, inclusion and equality:

Telenor Maritime has a conscious approach to be an equal opportunity employer by building an inclusive work environment free from discrimination and harassment, where everyone feels psychological safety, and has equal development and career opportunities. Equal pay and fair compensation practices are essential to attract, retain and engage employees across all markets. In 2020, new regulatory requirements related to equality and gender pay were introduced in Norway. Telenor Maritime has published an Equality Statement for 2021 on [telenor.com](https://www.telenor.com)

The company is proud that 97% of employees say in the annual Employee Engagement Survey (EES) that they feel they can be themselves at work, and 90% say they would recommend the company to others as a good place to work.

#### Openness and flexibility:

Telenor Maritime values flexibility and provides flexible work conditions for all employees, thereby allowing them to make the most out of their day to balance work and family life. In a year influenced by the pandemic, managers have put more effort into

care and concern for employees, especially in terms of physical and psychosocial health and work-life balance.

#### Learning and development:

Employees are encouraged to take responsibility for their own learning and development; to learn new things and continuously improve their skills to be ready to meet the future. As part of Telenor Group, Telenor Maritime can offer all employees a learning platform with thousands of free courses. In the EES, 93% of employees say that opportunities for development are available to everyone, regardless of gender, nationality, age, physical ability, or any other discriminatory background.

#### Performance

For the last five years, Telenor Maritime has had a clear goal of creating a more diverse workforce and improving the gender balance, especially in leadership positions. The company is happy to see that deliberate efforts have had a result. In 2017 only 10 % of the workforce were female, and none were in managerial or senior management positions. At the end of 2021 statistics have improved to 24% female employees in the company, 28% of whom are top management team members i.e. two of seven members, as well as 12% of department managers. In addition, females hold 75% of other types of manager positions. The 2021 Equality Statement analysis of gender-pay gaps show that women in Telenor Maritime Norway are paid on average 90% of the total compensation of men. The difference is non-existent when comparing gross base salary and when taking into consideration age, tenure, department and position.

During 2021 Telenor Maritime has increased its workforce by 22% to support operations in alignment with the company's strategic targets. 21% of the new hires are females. However, this is below target, but Telenor Maritime will continue to focus on improving the gender balance, in addition to bringing more diversity to all areas.

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 Requests 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.

The Engagement Index score among Telenor Maritime employees is still at a high level, indicating that the company's focus as employer and the actions it takes are appreciated and valued by employees.

#### Goals & ambitions

Telenor Maritime will continue working for an inclusive culture through various initiatives like awareness training for managers and employees, with focus and awareness in recruitment processes, equal pay analysis, human rights risk assessments and employee surveys. Continued focus is necessary to reduce observed gaps, secure fair and just

practices, and support the broader diversity and inclusion agenda.

Telenor Maritime will continue to focus on being a great place to work. It will further strengthen flexible work conditions by implementing a more structured flexibility program in all locations during 2022. By driving the Winning Team activities with continuous focus on the working environment, Telenor Maritime hopes to maintain or even increase the high score received on the Engagement Index in the EES in 2021.

### **Health and safety**

Among Telenor Maritime's most important stakeholders are its employees, and their well-being and health & 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 management.

## **Ethics & compliance**

Telenor Maritime has implemented 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 in scope 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 to all customers, shareholders, vendors and employees. Telenor Maritime is committed to a responsible and ethical way of conducting its business as 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, as well as to external stakeholders. 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 program sets requirements for processes and controls to detect, prevent and remedy corruption risk in Telenor's subsidiaries.

The compliance function reports annually on Telenor Maritime compliance activities to its Board of Directors, as well as providing a yearly report on the status of the Anti-Corruption program.

### **Performance**

There have not been any incidents with regards to ethics and compliance in 2021. 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. In addition, employees receive regular training on these topics in accordance with Telenor requirements. The compliance function has close cooperation with the Supply Chain department to ensure the company takes the necessary steps to quality-assure potential business partners with regards to responsible business conduct.

Through the annual Employee Engagement Survey (EES), Telenor Maritime measures the employees' assessment of the organisation, managers and the level of integrity of colleagues. The Integrity Index is based on questions regarding ethics and compliance and is monitored and compared year by year across Telenor Group and against a general industry norm. Telenor Maritime's Integrity Index is above the industry norm and in line with the Telenor Group level.

In 2021 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 has a high focus on responsible business conduct in its value chain. The company will continue with mandatory training within Anti-Corruption, Codes of Conduct, privacy and security to build awareness and empower Telenor's and Telenor Maritime's employees to manage the risks they may face. The ambition is to maintain the high score on the Integrity Index resulting from the yearly employee survey.

## **Supply chain transparency**

Telenor Group has several 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 its supply chain on a regular basis to identify supply chain sustainability risk areas. The supply

chain sustainability performance is reported 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 assets and information is vital. A breach in the 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 focus is needed on this to stay relevant in the market.

### **Activities**

Telenor Maritime has increased its cybersecurity activities in 2021. To name some key activities, the company has conducted a security crisis management exercise, updated security policies in accordance with ISO 27001, key personnel have completed cybersecurity courses to increase their skills, other cybersecurity awareness courses have been conducted in the organisation with over 90 % attendance, a complete asset register has been identified and security risk assessments conducted.

Telenor Maritime's goal is to govern and manage security in accordance with ISO 27001 and by adoption of other best practises. A risk-based approach to security and integrated security in all business processes has been implemented.

In 2021 there has been focus on increasing the organisation's security maturity level in accordance with Telenor and ISO 27001 requirements. All the company's security policies reflect this, and the maturity level has thus increased after implementing necessary controls in the organisation. This work will continue in 2022.

There is a strong focus on cybersecurity in all 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.

Cooperation with Telenor Group is very useful in this aspect and OPIs and status are reported monthly. Being part of the security community in Telenor is a major advantage for Telenor Maritime. As a Telenor business unit, the company is part of a large security community with many advantages, even though it is a small organisation with limited local security resources.

Telenor Maritime's local security team follow up security activities, ensuring that global and local security policies are followed, and security incidents are handled appropriately. The security team also ensures that necessary security measures are implemented in the IT platform where they are monitored.

All new employees must go through mandatory cybersecurity onboarding and local cybersecurity training is also given throughout the year.

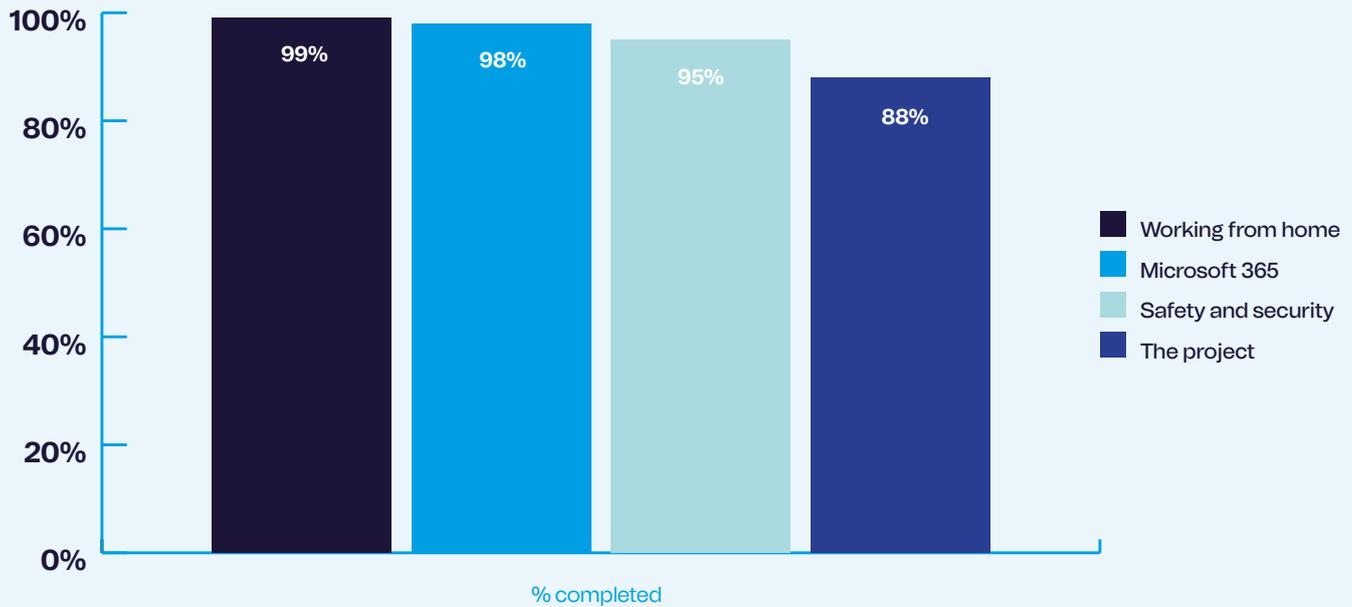
Since strengthening the team with an IT resource in 2021, Telenor Maritime has been able to have more focus on and prioritise security.

### **Performance**

Telenor Maritime continued to have an increased focus on security in 2021 compared to previous years.

Telenor Maritime was in 2021 ranked on the top 5 list of all the Telenor business units on the OPI completion statistics. The OPIs included completion of four security awareness courses for all employees, conducting a crisis management exercise, creating a security forum, having a security day, and increasing cybersecurity skills for at least 2 employees in the organisation. The company reached over 90%

## Completeness of mandatory Information Security training



attendance overall on the security lessons and completed all the remaining OPIs. Telenor Maritime is very happy with this result.

In 2021, local security KPIs for management reporting were also included. One of the targets was to increase the number of reported security incidents. With only two reported in 2020, these incidents were most likely under-reported in the organisation. An improved focus on this area led to 27 reported incidents in 2021. Being able to handle security incidents in the management system is very important for further learning, and insuring accurate treatment and documentation of the reported incidents.

The security maturity KPI has helped Telenor Maritime to focus on important security controls and has thereby increased the organisation's maturity level. This work will continue in 2022.

### Goals & ambitions

2021 has been a giant leap forward for the organisation in the cybersecurity area. It has set focus on security and increased the organisation's maturity level. This will continue in 2022 and goals include:

- Increase organisation's security maturity level.
- Continue to implement ISO 27001 controls.

- Implement security monitoring service to protect assets and increase response capabilities.
- Complete Telenor security OPIs.
- Continue to integrate security in products and installations.
- Conduct security awareness training for employees.

## Customer privacy

Telenor Maritime is a provider of connectivity in the maritime industry, and customers expect that their data is safeguarded. The right to privacy is very important and key for all services. Telenor Maritime seeks 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 the policies and regulations on privacy from Telenor Group, collaborating on this area with other Telenor business units. The company's Data Protection Officer is responsible for monitoring and acting on privacy risks and is part of the collaborating community in Telenor Group.

# Appendix

## List of abbreviations

AI - Artificial Intelligence

BU - Business Unit

DCS - The IMO Data Collection System

DLT - Distributed Ledger Technologies

EES - Employee Engagement Survey

ESG - Environmental, Social, Governance

GHG - Greenhouse gas

HW - Hardware

IMO - International Maritime Organisation

IoT - Internet of Things

ITU - International Telecommunication Union

KPI - Key Performance Indicator

LEO - Low Earth Orbit

MBB - Mobile Broadband

MRV - The EU Monitoring, Reporting & Verification

NGO - Non-governmental organisation

NOC - Network Operations Centre

OEM - Original Equipment Manufacturer

OPI - Operational Performance Improvement

OT - Operational Technology

QoS - Quality of Service

SCP - Supplier Conduct Principles

SDG - Sustainable Development Goals

SW - Software

TMMS - Telenor Maritime Management System

UHS - Unified Hosting Service™

UN - United Nations

VSAT - Very Small Aperture Terminal

# Telenor Maritime Key ESG Figures

People & organisation	2021
Women in total workforce (%)	24
Women in management positions (%)	35
Aggregated salary ratio female/male (%)*	90
Health & safety	
Fatalities	0
Lost Time Injury Frequency (LTI)	0
Total sick leave (%)	1,49
Short-term sick leave (%)	0,88
Long-term sick leave (%)	0,61
Climate	
Direct carbon emissions/Scope 1 (thousand tonnes CO2)	N/A
Indirect carbon emissions/Scope 2 (thousand tonnes CO2)	0,26
Other indirect carbon emissions/Scope 3 (thousand tonnes CO2)	0,53
Total energy use (GWh)	0,43
Environment	
Electronic waste recycled/reused (%)	100
Water consumption (cubic metre)	161,6

\* Aggregated salary ratio includes only employees in Telenor Maritime AS.

