

# TELIA ESTONIA ENVIRONMENTAL REPORT 2021





# DARINGLY TOWARDS A BETTER FUTURE!



Telia's mission is to further the development of society and make Estonia a better place to live and work. Social responsibility is very important to us, and within this framework we have set three daring and ambitious environmental goals to ourselves and our partners, **TELIA DARING GOALS**. These goals are part of Telia's values and business strategy.

Our aim is to reach zero CO<sub>2</sub> and zero waste by 2030 through responsible digitalization. These goals can be reached only in co-operation with our partners and customers. In order to achieve the largest possible impact, we will target those areas that meet the focus of our business, innovation and digitalization.

Digitalization has a large potential to support environmental sustainability: by offering customers environmentally sustainable solutions, we can reduce our direct costs and carbon emissions.

Our environmental strategy focuses on energy consumption, carbon emissions and waste. We can reduce the impact by building energy efficient networks and, whenever possible, use renewable

energy sources, for instance renewable electricity and solar energy.

Telia's energy management system is certified against ISO 50001 standard, which has made Telia Estonia the first company in Telia Company group to hold this certificate. We also have certified environmental (ISO 14001), quality (ISO 9001) and occupational health and safety management system. These certificates ensure that Telia offers high quality products and services that are environmental-friendly and energy efficient. We also care about environmental awareness of our employees, making sure that they have possibilities to further the responsible digitalization of Estonian society through volunteer programs.



Telia has already taken several important steps towards reaching the environmental goals, for example, by adopting paper-free workflow at the stores, reducing the amount of paper bills and waste, recycling customer devices, organizing public digital clean-up days, and consuming only green electricity. We have additionally reduced our ecological footprint by

choosing environmentally responsible suppliers.

We develop and provide services that help to address environmental impact and reduce the ecological footprint of our customers.

Let's move together towards a cleaner environment!




R. Pajos

Robert Pajos  
CEO at Telia Estonia

# ENVIRONMENTAL IMPACT OF TELIA ESTONIA

Telia is committed to achieve CO2 neutrality throughout its entire value change by 2030. This means that, in order to reach the environmental goals, we need to engage our customers, partners and, of course, employees.

Most of Telia's emissions come from purchased services and products, as well Telias' devices what are at customer premises and use electricity.

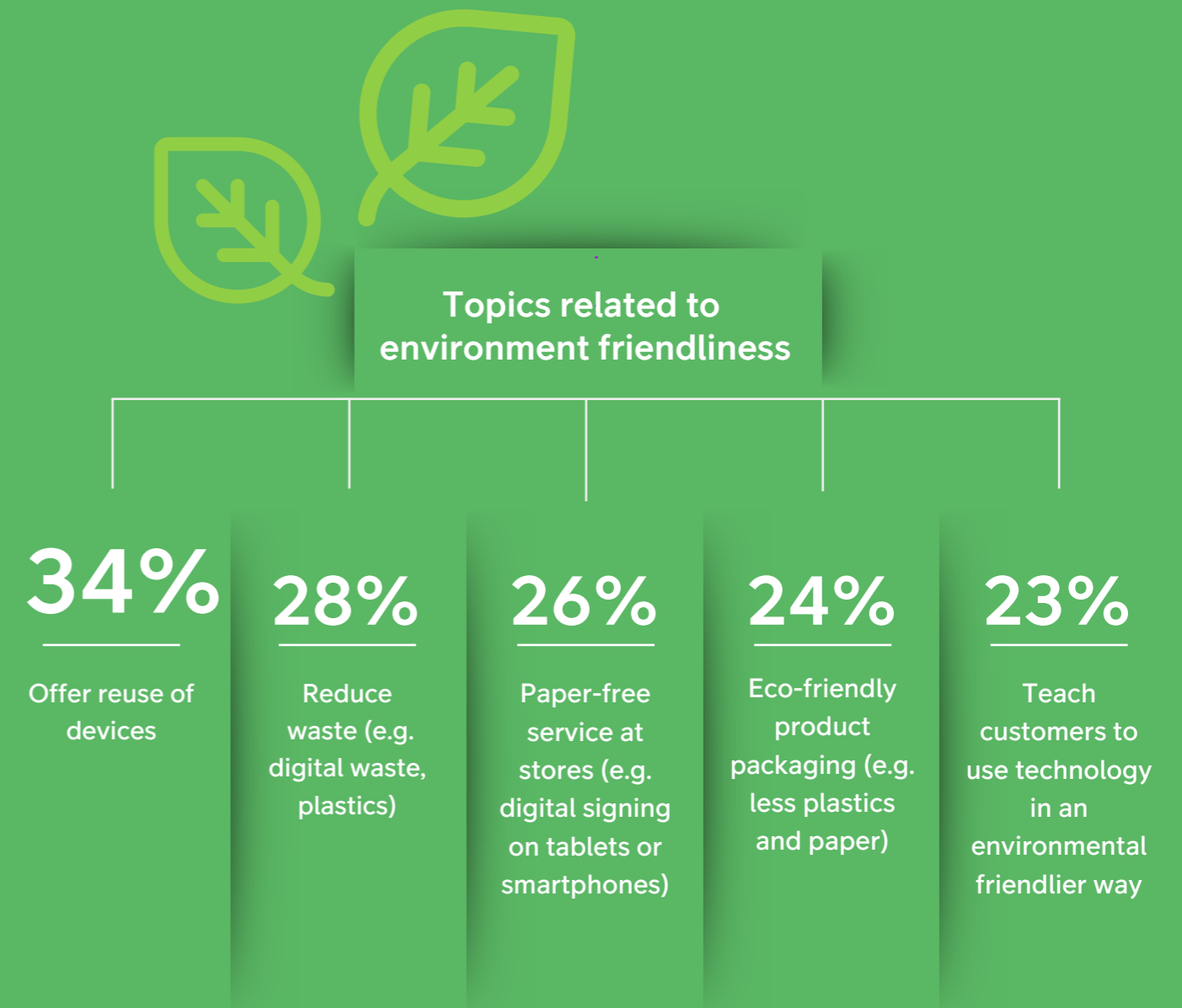


(Green House Protocol)

In addition to mapping our environmental impact, we asked the residents of Estonia what are the most important topics related to the environment Telia should consider.

The most important steps towards environmental friendliness are considered to be reuse of devices, reducing waste and paper-free service at stores.

Additionally, Estonian people expect Telia to support and motivate customers to use environmentally friendly technology.



(Viilup Uuringud, 2019)



Telia has an action plan that will help to reach zero CO2 and zero waste by 2030.

## 2016

Our energy consumption comes from renewable sources



## 2019

**DARING GOALS:** we have set ambitious environmental goals to reach zero CO2 and zero waste by 2030



## 2020

We adopted science-based targets

We became the first in Estonia to launch 5G, which will help to create energy-efficient solutions



We were the first in Estonia to build a solar park next to our largest data center

We began to change our carpark with electric cars

We began offer to our customers refurbished devices

We signed a renewable energy agreement with Eesti Energia, through which we will be involved in building renewable energy sources (2021)

## 2022

We will expand our Green Offerings to our customers

We will substantially increase the amount of refurbished devices in our product assortment



## 2025

We will reduce our own operations emissions twice

We will reduce 29% carbon emissions related to the products we sell

72% of Telia's suppliers have adopted Science-based targets



## 2030

Telia has reached zero CO2 and zero waste





# ENERGY



## Since 2016.

Telia uses only green electricity, which is produced in an environmentally sustainable and responsible way. Additionally, for many years, Telia has been reusing the heat energy generated by its servers.

In 2016, the city of Tartu, Tartu University and Telia Estonia launched a co-operation with a goal to turn Tartu into an energy efficient city with an innovative living environment.

## In 2020.

2020, Telia became the first in Estonia to use solar energy in its largest data center. Additionally, a smaller solar station was built to support a mobile base station.

In 2020, Telia began replacing its vehicles with electric alternatives.

## In 2021.

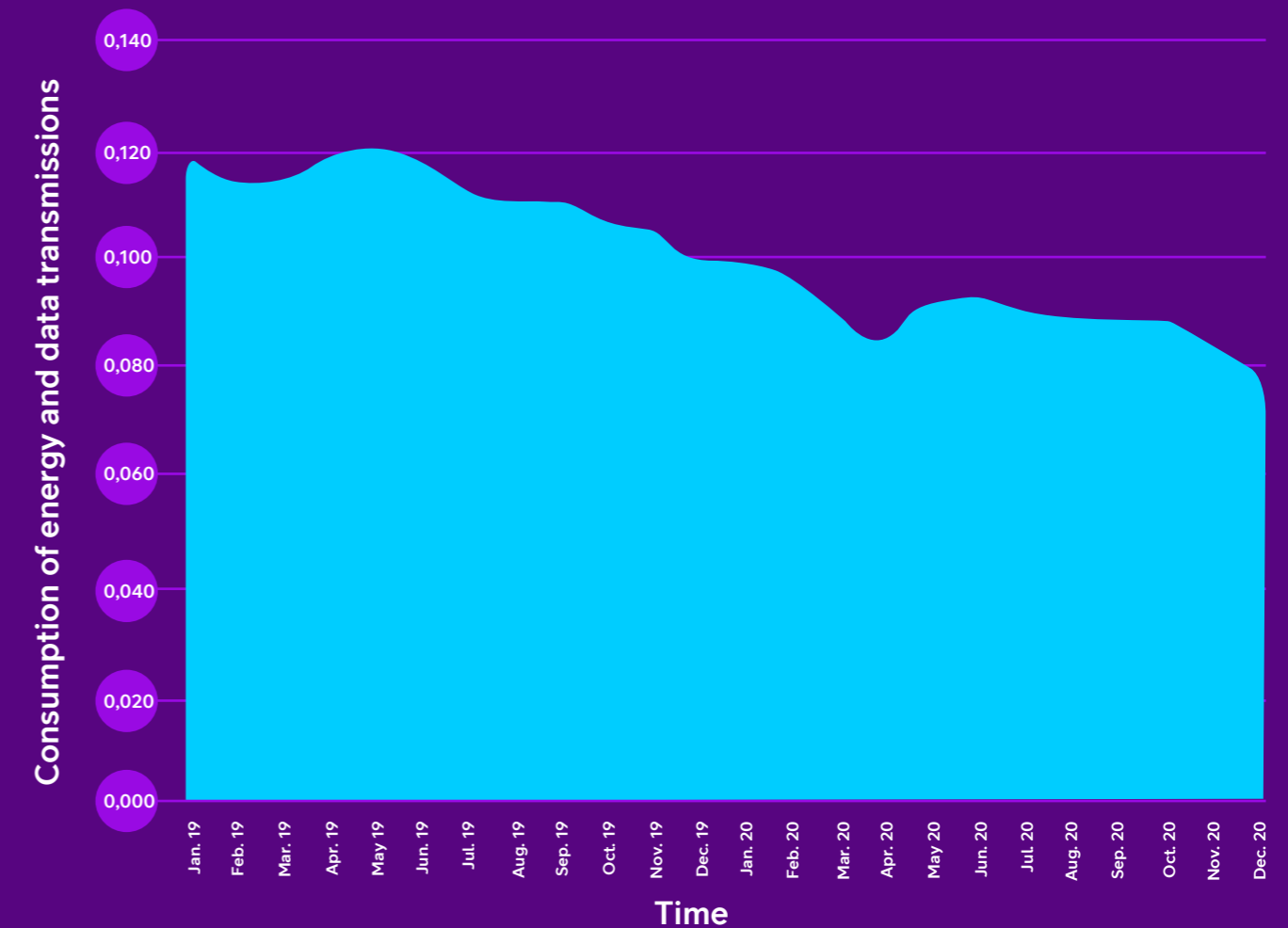
In 2021, Telia signed a renewable energy purchase agreement with Eesti Energia for buying 156 GWh of renewable energy during the next five years. The agreement states that, starting from Q4 of 2022, Eesti Energia supplies Telia with renewable energy produced in the Telšiai wind farm in Lithuania. With this, Telia helps to develop renewable energy production, in order for the world to have more renewable energy.



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Increasing amount of data inevitably gives rise to energy consumption. At Telia, we make sure that our network developments are increasingly more energy efficient, i.e. the amount of energy used to transmit one unit of data would be increasingly smaller. In the mobile network, we have achieved a reduction of 30% in the past two years.



# WASTE

Telia is committed to reach zero waste.

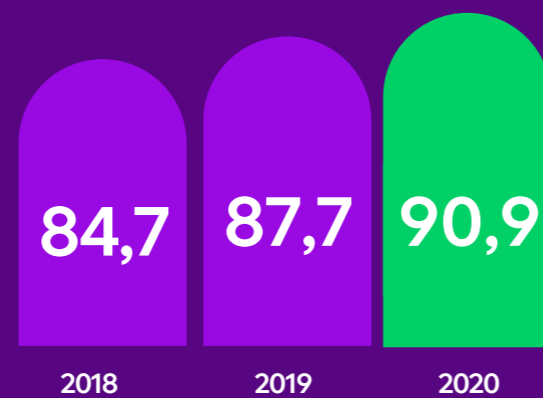
- 1 One of the important step is to make our stores paper-free, thereby reducing the amount of paper invoices and transferring operations to digital channels.
- 2 We are actively looking for possibilities to reduce packaging through reuse.
- 3 We will reduce the amount of electronic waste by offering our customers refurbished smartphones, routers and digiboxes. We welcome old devices, to which we will give new life, if it's possible.
- 4 We actively replace old copper cables with fiber optic cables. Old cables will be utilized and the metals will be recycled in manufacturing.

## The share of waste and emissions

■ Waste (in metric tons)     ■ Emissions (in metric tons)  
■ Recycled waste (in metric tons)     ■ Waste used to produce energy (in metric tons)



## Percentage of electronic invoice.



# TELIA DIGITAL CLEAN-UP DAY

We have committed to reducing the digital footprint of ourselves and our customers, including reducing the exponentially growing digital waste.



## Participation in the Digital Clean-Up Day

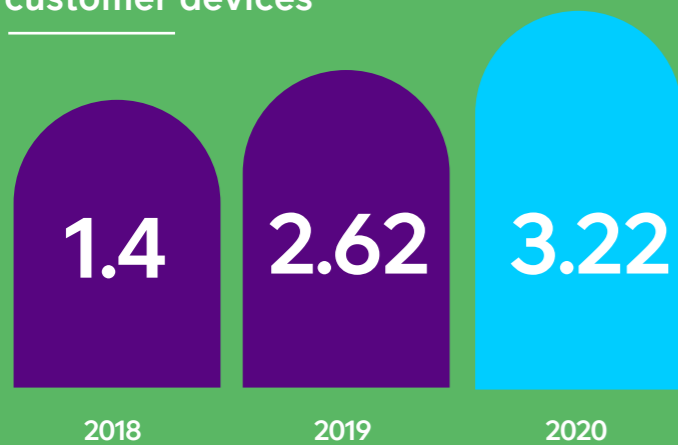
Year	Participation
2019	70 companies and 1,000 individuals
2020	150 companies and 6,000 individuals
2021	270 companies and <10,000 individuals

# TELIA'S INPUT TO THE CIRCULAR ECONOMY



At Telia, one of our goals is to be involved in a circular economy, as it supports our environmental objectives.

## Recycling of customer devices



“Buy back” offer enables customers to get a discount on a new device upon returning an old one. Telia ensures responsible handling of the old electronic device.



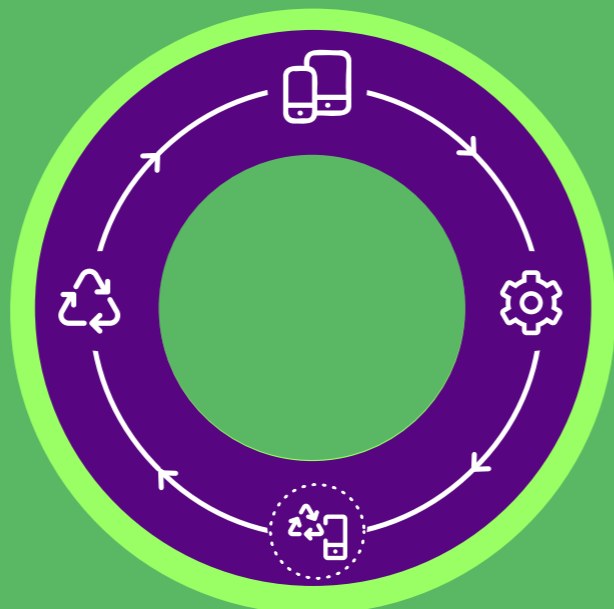
In 2020, Telia began selling **refurbished smartphones**, which helps to eliminate the need to consume energy and material for producing and transporting a new device.



Telia offers its customers **refurbished end-user devices**: routers, digiboxes, and remote controls.



Green IT, a Telia's subsidiary, provides **device rental services**, which is an environmental friendly alternative to buying new devices. 99% devices will find a new owner after the rental period, old devices will be handled in an environmental friendly way.



# ENVIRONMENTAL FRIENDLY WAY OF WORKING

In addition to activities directed towards customers and partners, Telia's employees work in energy efficient office building in an eco-friendly way:



For any suggestions or questions, then contact with us:



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