

The Sustainability Charter of the

European Telecommunications Network Operators'
Association



FIRST EUROPEAN
CONFERENCE ON
TELECOMMUNICATIONS
AND SUSTAINABILITY

The 17 Signatories



Maltacomgroup



TeliaSonera

Our Vision

Sustainable development is a global strategic goal, which seeks to achieve economic growth that promotes a fair and just society while conserving the natural environment and the world's scarce, non-renewable resources for future generations.

It is our belief we can play an important part in making this happen.

Our Vision

Corporate Social Responsibility also needs to be understood in the context of sustainable development:

Corporate Social Responsibility is the business contribution to making sustainable development happen, through the proactive management of a company's environmental, social and economic impacts.

Our Vision

This Charter embodies our commitment to sustainable development via:

- a sustainable provision of products and services with significant environmental, social and economic benefits;
- a determined effort to integrate our business activities with environmental, social, and economic responsibilities — minimising, where practicable, any negative impact these activities may generate.

Our Approach

We believe, as do our employees, customers, shareholders and governments, that today's world demands close attention to business principles and ethics, employee relations, human rights, environmental management, community investment and general working conditions, within a company and regarding its outside suppliers.

Our Approach

Collectively, these activities form the basis for Corporate Social Responsibility (CSR).



Great Britain

Our Approach

CSR commitment demands regular performance assessment.

Thus, our reports offer stakeholders a means to judge how effective our improvement programmes have been.



Czech Republic

Our Approach

Moreover, the spread and reach of telecommunications across contemporary society imposes on us, as responsible corporate citizens, the social obligation to demonstrate this commitment, to reflect how we run our businesses.



Cyprus

Our Approach

Collectively, our companies' combined turnover represents a significant proportion of European trade, which offers a unique opportunity for ETNO member companies to co-operate actively with policy-makers and Governments to make a real difference.



Germany

Our Approach

Indeed, our CSR activities can offer a significant contribution to sustainable development.



France

Our Pledge

We, as Charter signatories, whether individually or collectively, are committed to continuous improvement and the sharing of best practice via action in the following areas:



Netherlands

Awareness

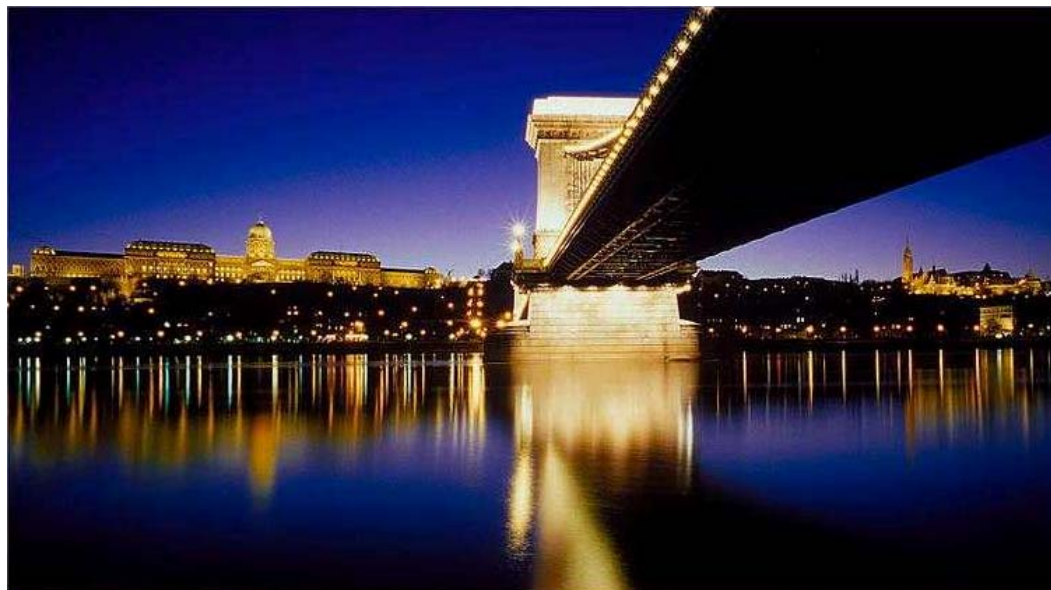
To acknowledge all the relevant environmental, social and economic impacts of our products and services: whether positive or negative.



Malta

Awareness

In particular we will build CSR aspects into company communications and training programmes.



Hungary

Regulatory Compliance

To achieve full compliance with all relevant legal requirements and, where appropriate, to exceed them.



Portugal

Research and Development

To support research and development into the contributions that new telecommunication products and services can make to sustainable development.



Slovakia

Procurement

To implement efficient management of resources, energy use, waste, emissions reductions, environmentally friendly process and product requirements; eliminating use of hazardous materials; observation of human rights and labour conditions.



Switzerland

Accountability

To make available to all stakeholders' material data, case-study examples and information about our environmental, social and economic performance, as accountability and transparency are key elements of CSR.



Denmark

Accountability

To maintain an inclusive approach to stakeholder relationships in order to reflect their aspirations and needs in our business activities.



Italy

Co-operation

To co-operate constructively with governments, customers, industry partners, civil society and international organisations when investigating, developing and promoting the benefits that information and communications technologies generate for sustainable development.



Spain

Management Systems

To offer a statement of business principles, an environmental policy, the appointment of a management board member with specific CSR responsibilities, and a manager(s) with designated responsibility for co-ordinating programmes of continuous sustainability improvement.



Austria

Management Systems

Finally, to implement management systems that support development of appropriate and well-structured programmes on environmental protection, labour conditions, occupational health and safety and social accountability.



Norway

Employee Relations

To create work environments that promote the work-life balance, professional development, diversity and health and safety; maintaining a highly motivated and productive workforce.



Sweden,
Finland