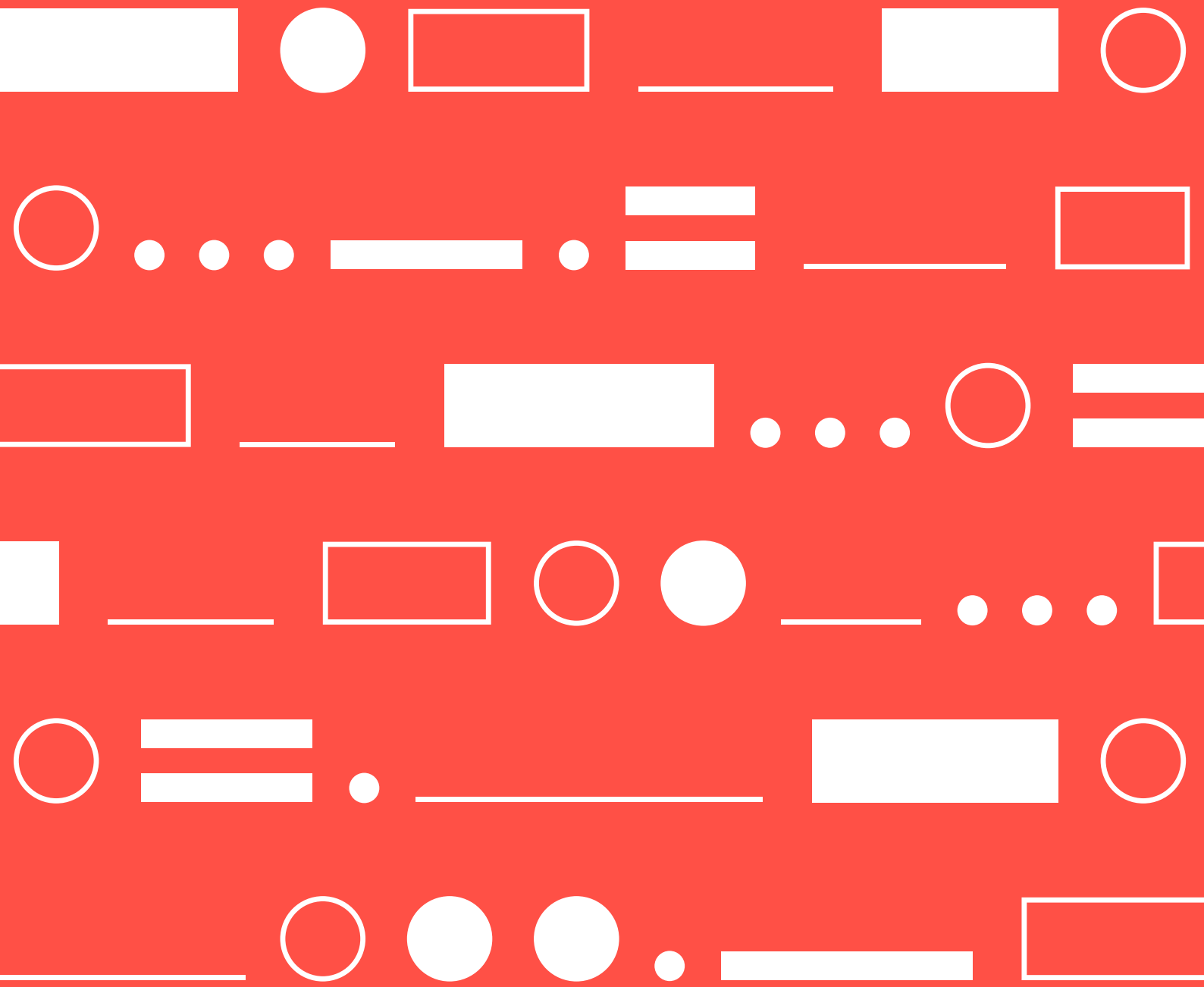
Sustainability Report 2019



Transcom

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1. Transcom 2019

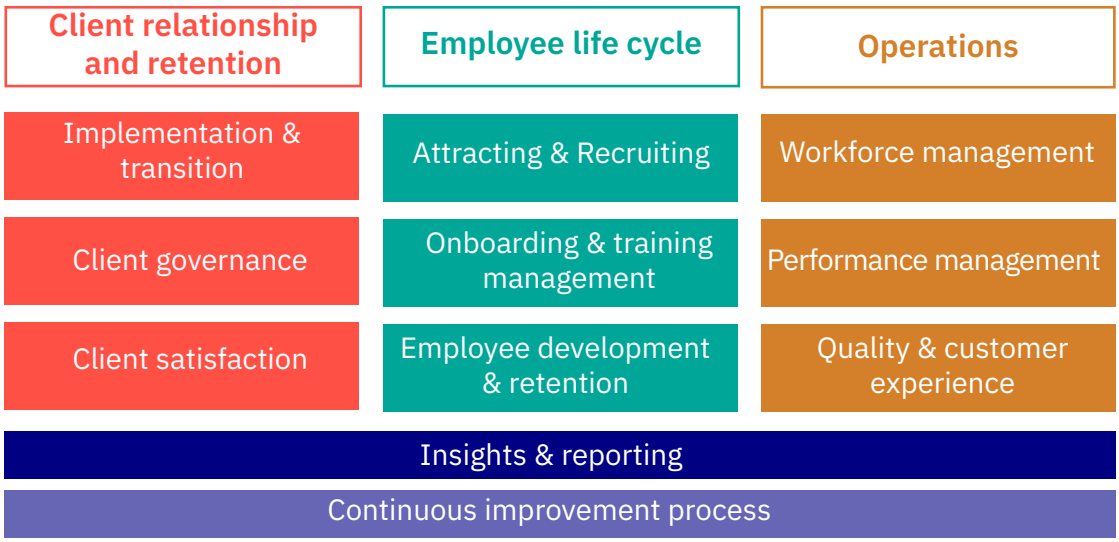
1.1 Transcom at a glance

At Transcom Holding AB (hereafter Transcom) we are passionate about creating smarter people experiences. Every day, our customer experience specialists support our clients' customers with outstanding service. Our customer service portfolio is designed around increasing loyalty and driving growth for our clients. Sustainability is an integral part of our corporate strategy, business culture, and day-to-day operations. Moving into 2020, we are increasing our efforts. This sustainability report presents Transcom's sustainability efforts during 2019 and also outlines future plans of how Transcom will keep on supporting and enhancing the positive impact we can have on people and the planet.

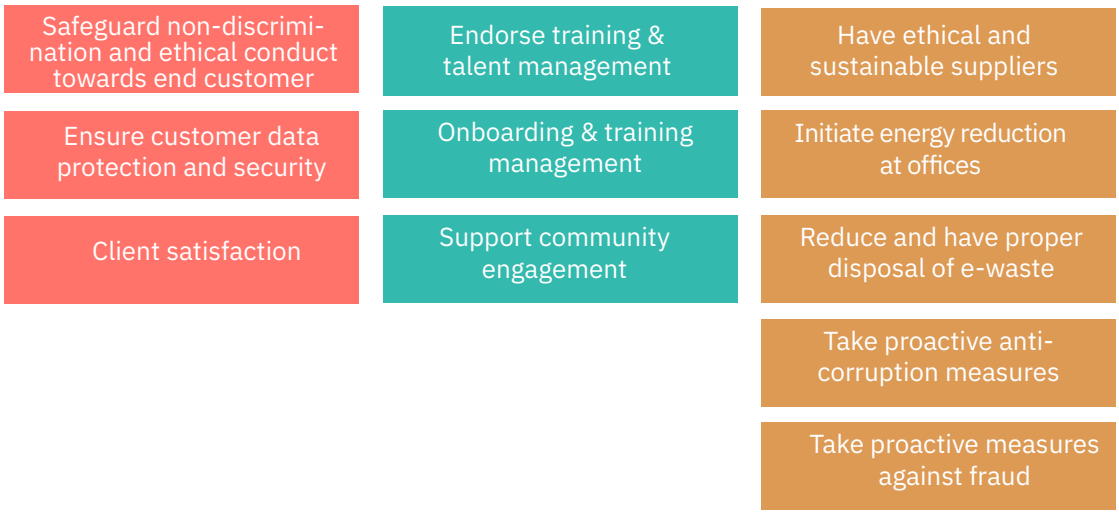
Transcom is a global company with 25,943 customer experience specialists in 20 countries. This report also includes data from Awesome OS, located in the Philippines and the United States, and Xzakt Kundrelation AB, located in Sweden, both whom are part of our corporate group. We offer outsourced customer relationship management through a wide variety of services like CX advisory, customer service, technical support, customer retention, customer acquisition, cross-selling and upselling as well as collections. In our daily work, our local customer experience experts serve our clients' customers over the phone, via chat, email, social media, and messaging services. We support our clients' digital agenda by combining our core services with leading digital capabilities and tools, such as conversational commerce, digital channels, robotic process automation, interaction analytics, chatbots, and gamification. We deliver service to international brands within the utilities, financial services, government and healthcare, media, travel, automotive, logistics, retail/e-commerce, IT/tech, whitegoods, telecom, and cable services sectors. The report also includes data from Transvoice, located in Sweden, also part of the corporate group. Transvoice is an interpretation and language services company.

Transcom's global headquarter is located in Stockholm, Sweden. Transcom is a privately-owned company where the majority owner is Altor Fund IV, together with significant minority investor Gunilla von Platen (founder and former owner of Xzakt Kundrelation), as well as key people from Transcom's management team.

Transcom's value chain and sustainability:



Value chain and its connection to sustainability:



Transcom at a glance 2019

59% 41%

Managers

20* countries

25,943* customer experience specialists with

>33 languages

1.5 million customer service interactions per day

541.5m EUR Revenue 2019

105.1m EUR Total equity

214.7m EUR Current debt

* *Sweden, Norway, Estonia, Latvia, Lithuania, Croatia, Serbia, Albania, Italy, Tunisia, Spain, Portugal, Hungary, Poland, Netherlands, Germany, United Kingdom, Philippines, United States, Canada*

1.2 CEO comment

“Passionate about creating smarter people experiences every day

For the past three years, Transcom has built a solid foundation to advance our position as a sustainable business. We have increased our competitiveness, our efforts to be an employer of choice, and our focus on being a true partner, and the most sustainable choice, for our clients. We are now ready to take the next steps in our journey, focusing on sustainable growth.

As a company, we are defined by our employees. It is their expertise and skills that creates fantastic customer experiences when interacting with the customers of our clients. Our success depends entirely on our ability to empower and support them to succeed in their role, and how we can help them to grow in their future careers. In 2019, we continued our strategy to create a better workplace for our employees. This means making sure that the physical workplace supports the well-being of our employees. But it also includes implementing digital tools and processes that allow our employees to develop their skills and careers in an increasingly digital and dynamic environment. This work will continue over the years to come.

Having operations in 20 countries, we are committed to providing an equal opportunities work environment, working against discrimination on any ground, and having a zero tolerance for harassment. During 2019, we reinforced the commitment in starting to outline a program with trainings and processes to further our efforts. The program will be rolled out in 2020.

In many locations, we are an important employer. For us, this means that we have a will and obligation to support our local communities. Apart from company initiatives, such as corporate donations, cooperation with local NGO’s, and support in the event of natural disasters, we provide the opportunity to volunteer and contribute within areas that our employees are most passionate about.

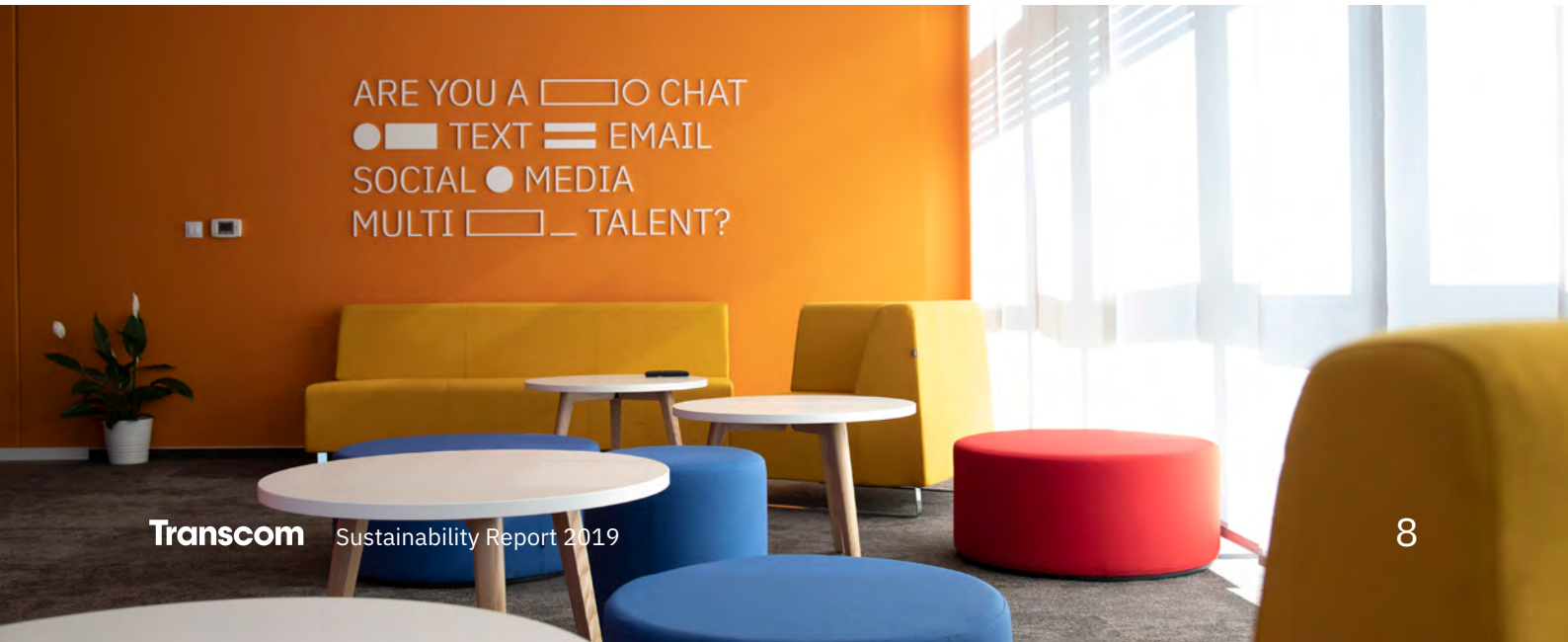
Some examples of the actions our fantastic employees around the world have engaged in can be found on page 30 in this report.

We recognize that the ultimate currency in today's world is trust. Being a global service partner to over 200 international clients, with over 50 contact centers in 20 countries, and an extensive network of work-at-home agents, it is of utmost importance that we operate at the highest ethical standards and safeguard theirs, and their customers' information.

During 2019, we further intensified our work with the Sustainable Development Goals, communicating what we are doing and what we are aiming to do going forward. Our future goal is to have a structured follow-up process for measuring our impact towards the relevant and material aspects where Transcom can contribute to the global Sustainable Development Goals.

Looking into 2020, we will also start the process of conducting a new materiality analysis to ensure that we are focusing on the relevant sustainability areas and have a solid basis for our future sustainability strategy. In this next phase of Transcom's journey, we are focusing our efforts on three pillars; client focus and operational excellence, supported by strong culture and leadership. Sustainability has always played an essential part in our corporate strategy, business culture and daily operations, and we are constantly considering the social, environmental, and economic impact our actions have. We believe that driving and growing a sustainable business with a minimal negative impact embodies our purpose, to be passionate about creating smarter people experiences every day. I am pleased to present our efforts in the Transcom Sustainability Report 2019.

Stockholm
Jonas Dahlberg
President & CEO



1.3 Key priorities and progress on our sustainability journey

Transcom operates in a world that is constantly evolving. In 2019, we decided to update our materiality analysis, to be completed in 2020. The analysis forms the basis of Transcom's sustainability strategy and how it should be implemented into our daily operations. Our sustainability focus must be on the topics where Transcom has the greatest potential social, environmental, and economic impact, where our stakeholders' main concerns are, and on what is significant to Transcom's core business.

The identification of material sustainability topics helps apply a sustainability lens to Transcom's daily business operations as well as to understand business risks and opportunities, trends that create long term value and support our business strategy. We started mapping our entire value chain towards the SDGs in 2018 and now we are adding our sustainability topics to the mapping as well. The mapping will support us while conducting the new materiality analysis since it guides us in what to focus on and which goals and targets that should be set. It also ensures that we do not miss any important global sustainability topics. Transcom is a global company and our efforts must align with global expectations and frameworks.

The materiality analysis helps identify and estimate the potential impact on Transcom and our stakeholders within the sustainability areas environmental, human rights, labor rights and anti-corruption issues. The identified issues can have a significant impact on Transcom's business performance or substantially influence the decisions of our stakeholders. Consulting our most important stakeholders and conducting in-depth interviews as well as surveys provides insights into the areas that are most significant to them. This ensures that we are focusing on the right topics. Please see the results from our previous materiality analysis on page 41.

Throughout 2020, we will conduct stakeholder dialogues and define the importance of the sustainability topics compiling the input we get from our employees, managers, owners, suppliers, and clients. The topics are then prioritized from two perspectives, impact on and from Transcom, and the importance of the aspect for Transcom's stakeholders. Topics with high impact and of significance according to our stakeholders are consequently topics that Transcom will put extra focus on in our sustainability management.

After the materiality analysis has been conducted, Transcom will ensure that there are sustainability goals and targets relevant to the topics. We are confident that the materiality analysis will help us define a robust and efficient sustainability management program.

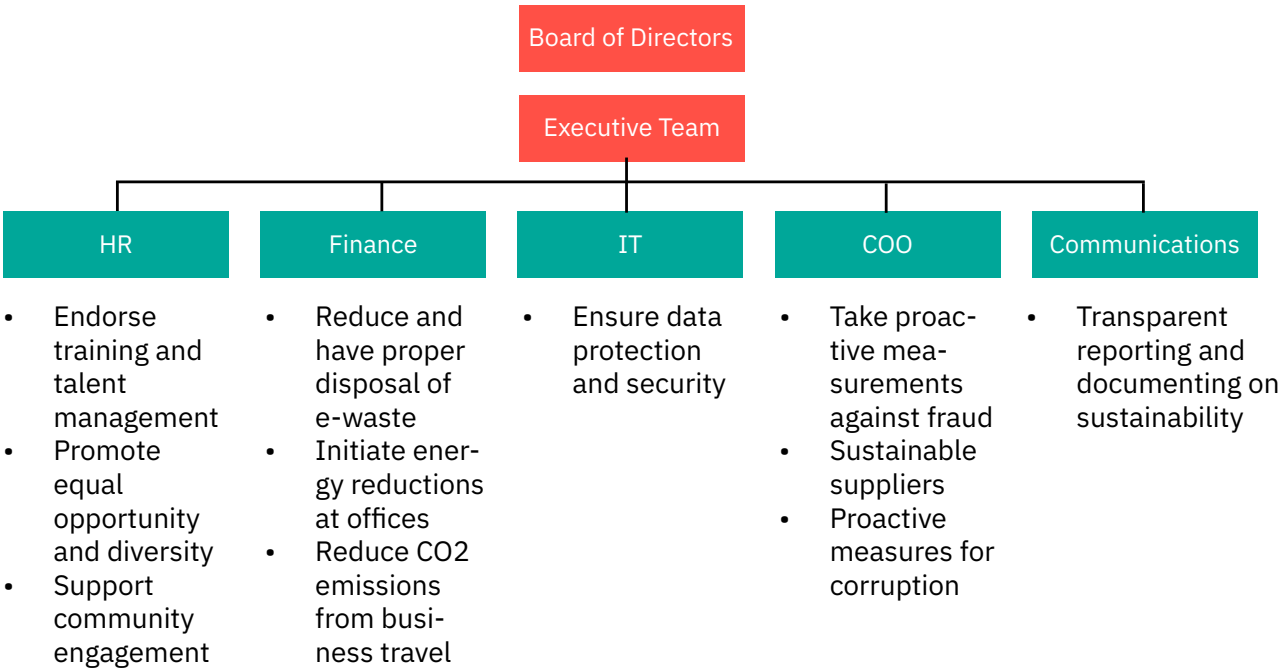
Transcom's topics	Connected SDGs	SDG Targets	How Transcom supports the targets
Endorse training and talent management			• Transcom focuses on training employees in order to promote productivity and diversification e.g. via Transcom University. This motivates Transcom's employees to obtain extra qualifications through internal training programs. • Transcom offers training programs that are equally available and accessible to all employees which increases the number of youth and adults with relevant skills. • Transcom provides accessible and affordable health-care options for employees. • Information on human rights, labor rights, environmental issues, and anti-corruption are contained in Transcom's Code of Business Conduct. This increases awareness and promotes sustainable development as well as sustainable practices by ensuring that the code is shared and understood by all employees. • Transcom ensures responsible employment strategies, providing fair working conditions and productive activities for all employees. • Transcom has implemented appropriate workplace training programs.
Ensure customer data protection and security			• Transcom develops and implements policies and programs to effectively address customer data protection and security. • Transcom has implemented appropriate training programs for all employees to ensure customer data protection and security.
Have ethical and environmental sustainable suppliers			• Transcom has a strict and explicit statement on human rights, labor rights, environmental issues and anti-corruption in our Supplier Code of Business Conduct. This increases awareness and promotes sustainable development as well as sustainable practices. • Transcom evaluates risk in human rights, labor rights, environmental issues and anti-corruption on their main suppliers.
Safeguard non-discriminatory and ethical conduct towards end-customers			• Transcom always ensures equal respect and support to women and men in our customer care service activities. • Transcom considers the diversity of language, culture and family, circumstances which may exist in the workplace when introducing measures to promote equality.

Transcom's topics	Connected SDGs	SDG Targets	How Transcom supports the targets
Initiate energy reduction at offices			• Transcom monitors and reports on the amount of energy consumed, according to source.
Promote equal opportunity and diversity among employees			• Transcom has taken suitable measures e.g. policies, training, anonymized hiring processes, ensuring non-discrimination in employment through implementing gender-sensitive recruitment. • Transcom is paying equal remuneration, including benefits, for work of equal value. • In certain geographies, Transcom provides child care services to employees. • Transcom ensures equal access to our training programs. • Transcom has established a zero-tolerance policy towards all forms of violence, discrimination and harassment. • Transcom has established a structure that allows employees to anonymously report incidences or suspected incidences of adverse human rights impacts, and has protection in place for whistleblowers so that these persons feel able to report without fear of retribution. • Transcom always ensures equal respect and support to women and men in our customer care service activities. • Transcom considers the diversity of language, culture and family, circumstances which may exist in the workplace when introducing measures to promote equality.
Reduce and have proper disposal of e-waste			• Transcom discloses sustainability using GRI standards to report. • Transcom communicates how sustainability principles are being introduced into business practices. • Transcom ensures transparency and unbiased dialogue with stakeholders through an impact assessment and materiality analysis.

Transcom's topics	Connected SDGs	SDG Targets	How Transcom supports the targets
Support community engagement	Depends on the specific community engagement.		
Take proactive anti-corruption measures Take proactive measures against fraud			• Transcom develops and implements policies and programs to effectively address all forms of corruption in the business at the highest ethical standards regardless of region or situation following our zero tolerance on corrupt practices. • Transcom demonstrates a zero-tolerance approach to corruption and bribery at top management and leadership levels. Being aware of any improper advantage, for example when it comes to obtaining or retaining business. • Transcom has implemented a whistleblower policy that applies to Transcom employees, agency workers, contractors, and home agents.

1.4 Guiding our employees and suppliers in the right direction

Governance structure of sustainability



We believe that a well-defined sustainability governance structure is the foundation for successful management of sustainability. Our governance structure helps to integrate sustainability into our business. Furthermore, each of our sustainability topics has a topic owner responsible for compiling data and measuring key performance indicators. To ensure that Transcom progresses within the area of sustainability, the audit committee and the Board of Directors conduct regular follow-ups on each sustainability topic.

1.4.1 Guidance for our employees

Complementing the governance structure and to support our employees, we have sustainability policies within all relevant sustainability areas. They include the fundamental principles of how everyone at Transcom should act. The Board of Directors owns Transcom's sustainability policies and revise them on an annual basis. This ensures that all policies are truly integrated into Transcom as a whole.

To ensure that we live up to our core values like trust, honesty, and transparency we have developed a Code of Business Conduct. The Code of Business Conduct is based on 13 principles covering human rights, labor rights, environmental protection, and anti-corruption practices and ensures that we act with integrity towards all our stakeholders. Transcom is dedicated to doing business in line with international initiatives and sustainability standards, such as the OECD Guidelines for Multinational Enterprises, the UN Global Compact, the Fundamental Conventions of the International Labour Organization, the UN Universal Declaration of Human Rights, and the UN Guiding Principles on Business and Human Rights.

All Transcom's employees are informed of the Code of Business Conduct and all new employees conduct employee training in Transcom's global onboarding process, at the end of the training, they have to pass a quiz on the code. The process of learning about the Code of Business Conduct is much more than signing a contract of compliance. The process also gives the opportunity to reflect on the essence of it. The training process and compliance are in daily operations naturally supported by a sound culture and responsible leaders.

Adding to our Code of Business Conduct, we have our environmental policy and our whistleblower policy, which are further described throughout the report.

1.4.2 Guidance for our suppliers

Transcom aims to develop and maintain strong business relationships with suppliers who are committed to ethical standards equivalent to our own. Our Supplier Code of Business Conduct sets out the standards, which all suppliers providing products and/or services to Transcom as well as the suppliers' employees, consultants, and subcontractors, are expected to comply with. The code embodies requirements within human rights, labor rights, environmental protection, and anti-corruption practices.

We take effort to include the Supplier Code of Business Conduct in all procurement processes and implement the code through different actions. For example, one of our main emission footprint stems from energy consumption in buildings. Therefore, we aim for, when possible, environmentally certified buildings when renewing rental contracts, but also work with our current vendors to influence the move to more sustainable energy sources.

Protecting human rights is of importance to our stakeholders, therefore we have Transcom's slavery and human trafficking statement (in accordance with the UK Modern Slavery Act). This is one step taken in our measures to strengthen human rights protection throughout our value chain. All forms of modern slavery, forced or child labor, exploitation and servitude are prohibited at Transcom. As in the Code of Business Conduct, the Supplier Code of Business Conduct expressly prohibits modern slavery, forced or child labor, exploitation, and servitude.

1.4.3 Whistleblower system

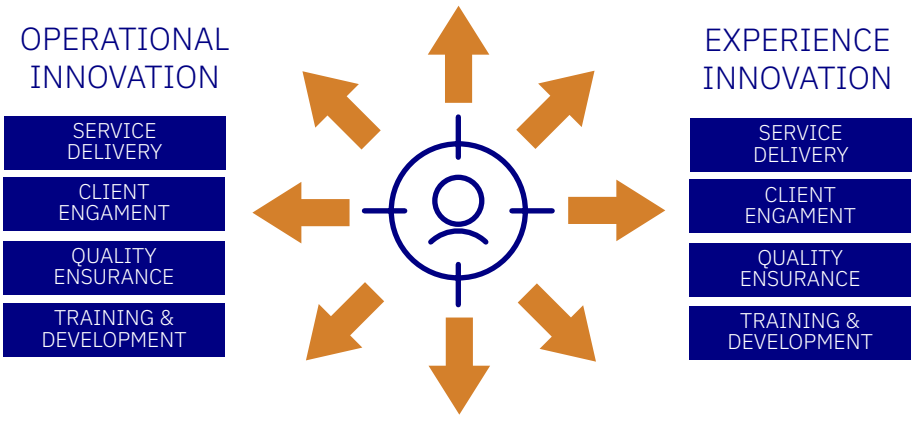
Transcom encourages our employees and suppliers to report any suspected non-compliance with the Code of Business Conduct and Supplier Code of Business Conduct to their Transcom contact or to send an email to our whistleblower system, whistleblower.reporting@transcom.com. It is recommended to write the concerns in a formal report according to "Transcom's whistleblower policy". During 2019, we did not receive any complaints relating to human rights from employees or suppliers.

1.5 How we invent a sustainable future

We appreciate that business as usual is no longer enough to meet the sustainability challenges we are facing today. One main milestone during 2019 was the launch of T:LABS, an innovative incubator. The innovations generated don't only bring value to our clients and their customers but also facilitate for our customer experience specialists to be empowered to give the best possible service. This new focus on innovation enables Transcom to bring positive impact to the SDG target 8.2 "Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labor-intensive sectors".

At T:LABS we focus on two main areas,
Operational Innovation and Experience Innovation:

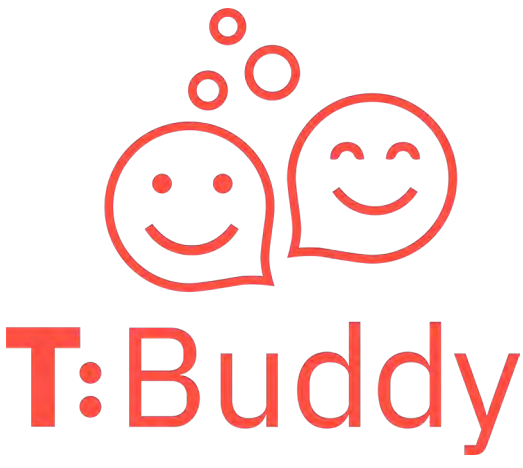
Transcom CX Innovation Background



We sought to gather the most innovative ideas from the people that know our business the best, our employees. Therefore, in the spring of 2019 we initiated the internal innovation competition T:Den, where all our employees could submit their best ideas of how to improve our business. The candidates with the best ideas were then able to pitch them to the "dragons" i.e. senior leaders of Transcom, an opportunity that was highly appreciated by our employees.

Several ideas have already gone from the idea stage to being developed. For example, the winning idea from the T:Den initiative, gave birth to the Transcom Personal Assistant (TPA). The idea came from our local IT employee in Spain, Jorge Fernández Blanco. The TPA aims to make employees' work-life at Transcom simpler through supporting them in finding the information they need or executing standard tasks, like resetting a password. But it could also let you know what to expect for lunch in the local canteen. This innovation has the possibility of reducing a lot of unnecessary stress from our employees. Thank you, Jorge, for this amazing idea!

Another innovation that supports our agent's well-being is the T:Buddy, innovated by our innovations team in the Philippines. The vision was to fight attrition, which is one of the main aspects of employees not feeling stimulated at work in the Business Process Outsourcing sector. As a solution to this problem the T:Buddy was invented, which is a mobile application where Transcom can check how our agents are doing and offer them support before it is too late. The app includes useful employee information and also asks "How are you feeling today?" on the first login of each day. The team leaders can then see the agent's sentiments and proactively address any challenges that the agents may have. We hope that this will help our employees to feel better and reduce attrition. T:LABS is certainly a step in the right direction for Transcom to create not only smarter people experiences but more sustainable business practices.



1.6 Risk management

Transcom regularly analyses sustainability risks. This helps us understand, manage and mitigate potential risks. Our overall goal is to minimize any risks connected to harming people and the environment. A risk assessment is always conducted for our corporate governance report.

Transcom is acting within a labor-intense sector, two of our main risks are the inability to attract and retain skilled staff, or failure to provide the healthy work environment we aim for. We have several programs in place to manage and mitigate these risks. For example, a robust talent management and career development program is in place to encourage our employees to stay within the company. When looking at attracting new talents the objective is to be the first choice for applicants in our industry. To make Transcom an attractive workplace we have up until 2019 conducted annual employee satisfaction surveys, to help us identify improvement areas. Starting from 2020, we have replaced the annual survey with shorter surveys conducted three times per year, to increase the feedback and be able to prioritize the right activities to continuously improve our support for our employees.

To continually improve our work environment, we have local HR managers, workers' representatives and labor unions to give input for improvements.

We have also recognized several risks throughout our supply chain. For example, when using staffing and other call center service providers, we evaluate if they have a healthy work-life balance as well as a high standard within other social aspects connected to excessive working hours, discriminatory behavior, as well as sufficient health and safety training.

We are aware that there are corruption and environmental risks in our supply chain, however these risks are not as prominent as the social risks, which is why we focus on putting resources where we can make a difference. Our main emission footprint stems from energy consumption in buildings and from IT. Transcom will therefore aim for, when possible, environmentally certified buildings when renewing rental contracts, and for IT equipment with a low energy consumption. Furthermore, we take data privacy very seriously and strive to have strict requirements within data security on our vendors.

Addressing sustainability risks is embedded in the materiality analysis that was commenced in 2019, to ensure that Transcom's sustainability strategy encompasses all material sustainability topics.

2. Transcom Cares highlights

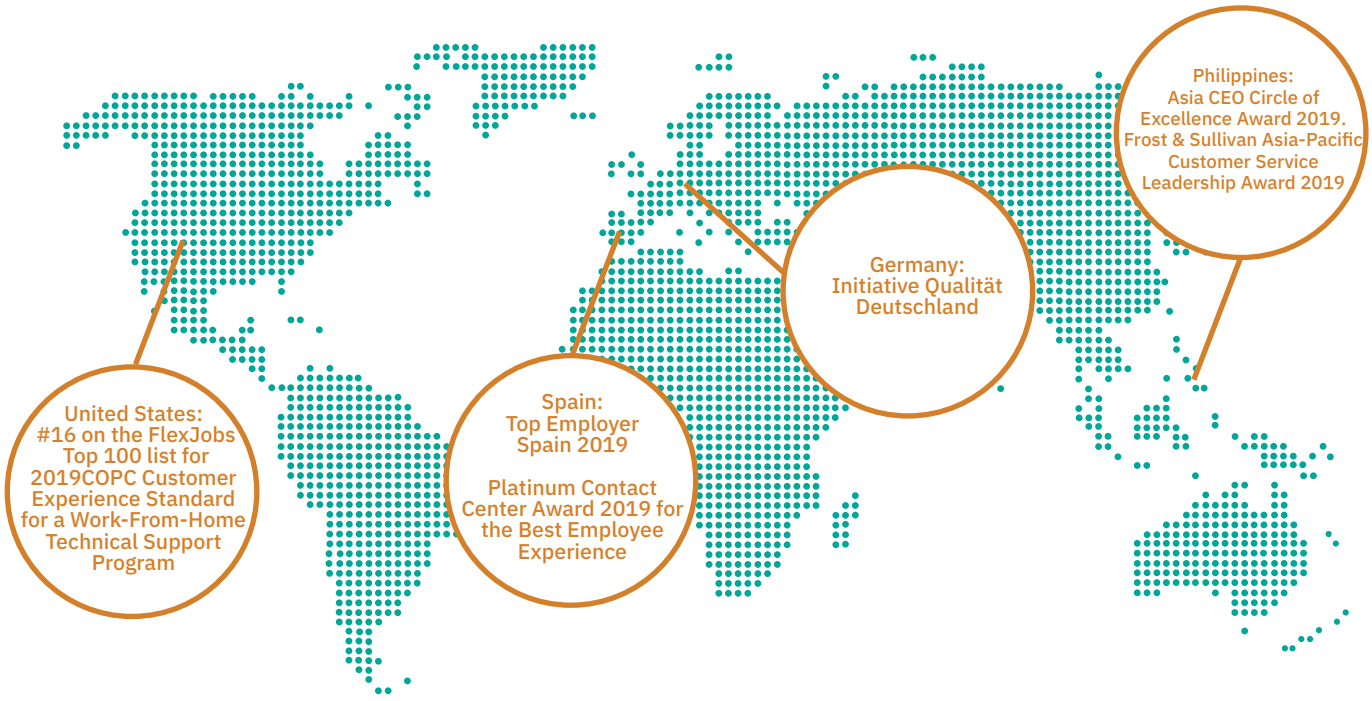
2.1 Transcom Cares

Our focus on social commitment is expressed in our sustainability program "Transcom Cares". The program is based on three pillars: people development, equality and diversity, and community engagement. We do our best to be part of the positive social change we want to see in the world.

All employees at Transcom should be respected and motivated to thrive at work and provide a better everyday life for themselves. We also need to understand how everyone at Transcom can create value for society as a whole, which is our wider long-term purpose as a company.

The following Sustainable Development Goals (SDGs) are of specific importance to Transcom;

Goal 3. Good health and well-being, Goal 4. Quality education, Goal 5. Gender equality, Goal 8. Decent work and economic growth and Goal 10. Reduce inequalities. As we redefine our Sustainability strategy after the finalization of the Materiality analysis in 2020, we will keep on aligning our work with the SDGs through setting goals and targets.



2.2 People development

People are at the heart of Transcom's business model – they are the voice of our clients. Therefore, we go all in for sustainable employee wellbeing, development, and performance. It is of great importance that our employees feel engaged and motivated at work to be able to give the most outstanding customer care possible. All our employees should always feel proud and empowered by working at Transcom. They should feel like they are working in a safe environment that embraces diversity and see it as a strength. Transcom constantly progresses to keep on being an attractive workplace for our new talents as well as retaining our current high performing agents and teams.

To comprehend how to improve, Transcom has conducted a yearly employee satisfaction survey and we are proud to say that our overall employee satisfaction has been around 80% in recent years. Also, in 2019, Transcom has developed an improved method to measure employee satisfaction called Transcom Pulse. To gain more relevant results we will conduct employee surveys three times per year and analyze the data more frequently. This will help us more accurately capture the voice of our employees in different stages in their lifecycle. The results from the survey will be analyzed throughout 2020.

Total number of employees by contract type		
Europe	**Male**	**Female**
Permanent	3,774	6,353
Temporary	1,598	2,937
Consultants	171	187

Global English Region	**Male**	**Female**
Permanent	5,053	5,953
Temporary	127	148
Consultants	1	0

Total number of employees by employment type		
Europe	**Male**	**Female**
Full time	3,481	4,669
Part time	1,891	4,621

Global English Region	**Male**	**Female**
Full time	5,176	6,089
Part time	4	12

Total employee count	
Male	10,552
Female	15,391
Total	25,943

The number of part-time and full-time employees has been calculated from both permanent and temporary employees.

Europe includes our operations in Albania, Croatia, Estonia, Germany, Hungary, Italy, Latvia, Lithuania, Netherlands, Norway, Poland, Portugal, Serbia, Spain, Sweden, and Tunisia. Global English Region include our operations in Philippines, UK, Canada, and USA.

Atmosphere
Join a friendly and supportive working environment

Move up
Grow your career by helping people

Flextime
Employee's needs are always considered

Care
The workplace where everyone cares for each other

Stability
Stable employment and salary on time

Professionalism
Join us to understand how a professional customer service center ticks

2.2.1 Training

Transcom offers motivating compensation programs and career development to ensure exciting employee journeys. When starting at Transcom, you directly receive tailored training as well as client-related regular training sessions. Also, all new employees receive training in our Code of Business Conduct. This ensures that employees are aware of what is expected of them and how to act in specific situations. Our innovative approach has made us develop an online performance review tool called The Coach, which supports new employees. For example, the Coach includes performance reviews every 30, 60 and 90 days, as well as individual coaching sessions.

At Transcom, it is of great importance to support our passionate employees with intelligent technology. This is why we have developed a cloud-based e-learning platform called T:University that can be accessed from any device, anywhere in the world. Here, all employees get easy access to coaching and performance management.

T:University features a digital course catalog with over 200 courses, of which more than 40 are focused on career development. This provides advanced knowledge to foster inspired, dynamic learning, and corporate compliance. The catalog encompasses gamified e-learning, videos, podcasts, webcasts, slide shares, case studies and white papers within areas such as stress resistance, team leader development training, sales training, communication skills, and project management.

Through our strong focus on training and employee development, we impact the Sustainable Development Goal 4. Quality Education since we increase the number of employees with relevant skills for employment and skills to promote sustainable development.

2.2.2 Career development

At Transcom, we are defined by our employees. It is their expertise and skill that creates fantastic customer experiences when interacting with the customers of our clients. Our success depends entirely on our ability to empower and support them to succeed in their role, and how we can help them to grow in their future careers. Building from within the organization ensures employee satisfaction and brand loyalty.

We want to uplift our professional employees and consequently, career development is of utmost importance to us. Our desire is for our employees to constantly learn and be given the opportunity to grow and flourish. To meet this, we have a clearly defined process for career progression, either as a line manager or in a specialist role. Our employees are given opportunities to excel as future leaders through our internal career and leadership programs. As much as 90 percent of our Team Leaders are Transcom employees and 75 percent of our Business Managers are internally recruited. We are delighted to see many of our employees evolve in their present and to new leadership roles.

Our program for professional development, Transcom Discover, was created to evolve and retain Transcom's talents. The platform includes competency-based learning and teaches the main characteristics of a Transcom leader. This facilitates talent flexibility and career exploration within the organization through a blended-methodology approach, which includes employee's self-driven career map, T:University content as well as The Coach functionality.

Employee journey & development

- New hire induction
- Onboarding program
- Transcom language academy
- Transcom University
- Performance management program
- Talent & succession program
- Leadership development program

Performance & support driven environment

- Performance KPI bonus systems
- Work & life balance
- Best employee & team awards
- Loyalty program
- Internal promotion tradition
- Voice of Employees/Pulse
- Exit interview survey

2.2.2.1 Team Leader Award winners 2019

Every year, Transcom rewards and recognizes special efforts made by our committed Team Leaders from all around the world in the Team Leader Award. All the winners have contributed to Transcom's company success in different ways. They have accelerated throughout their work at Transcom with a positive, loyal and dedicated attitude. The seven Team Leader Award winners in 2019 received their awards on stage at one of Transcom's biggest internal conferences of the year, the Customer Experience Summit.

Criteria for selecting the Team Leader Award winners:

- You achieve outstanding operational results (KPIs and target setting) while demonstrating exceptional and inspiring behavior towards colleagues and customers.
- You ensure customer and client partner satisfaction.
- You assist colleagues in matters such as mentoring new employees and when working together in demanding situations.
- You promote our value proposition: passionate about creating smarter people experiences every day.
- You contribute to a positive atmosphere in the workplace.

Here is a presentation of this year's Team Leader Award Winners, and their reflections from receiving the award:

Romana Raucher Josic
Central Cluster

Romana is an excellent leader with outstanding communication skills, often having to overcome challenges in a high-pressure environment. Having worked as a Team Leader for 8 years, her impact on her teams has been outstanding. Always ready to help, she is also involved with every aspect of her project, including communications, and various tasks relating to IT and BST. A devoted, responsible, and ambitious employee, Romana embodies the values of a Transcom employee which shows in her dedication, her dynamic work style, and superb leadership skills.

Dawid Wierzbicki
Italian Cluster

One of Dawid's greatest strengths is his ability to make people believe in themselves, always supporting them in their daily job and their personal and professional development.
Never hesitant to take on a new challenge and never afraid of changes, he is always proactively seeking out opportunities to contribute to smarter people experiences every day. His team and his co-workers know him as an honest, warm, hardworking and brave person, a true inspiration to all!

"There is probably no more pleasant experience on how to receive the title of the best leader of the year in a cluster. It is a huge distinction for me, which cannot be compared to my previous experiences. Just experiencing the summit in Zagreb is also a great experience. I had the opportunity to meet people I knew only by name on the One Transcom site, and here? They were at hand. Being one of the best is an additional motivation for me not to stop doing what I do and to do it even better. Great people, great emotions and atmosphere of uniqueness."

Fredrik Norrbäck
Nordic & Baltic Cluster

Fredrik has been leading an inhouse Save desk team for the last 15 years. And what an accomplishment it has been! Not only has his team delivered better than ever, his work and dedication have also paved the way for new sales volumes. He is dedicated to fostering talent and is continuously developing his agents. Fredrik is passionate about creating smarter people experiences every day.

"This Award meant that what my group has done and keeps on doing, is seen by the top level management. It gives me motivation to keep us preforming at our highest level possible."

Aljona Leppik
Global Accounts

Aljona has been with Transcom for 10 years and has proven to be a delightful and loyal colleague. As a truly innovative professional, she is always ready to come up with great ideas on improvement bringing value to any project she has been working on. Aljona has excellent people skills, is easy to approach and talk to and is a great listener. Her decisions always reflect Transcom's values without ever losing sight of the needs of the individual.

"Being recognized by project manager and on a highest level of our company is truly amazing! This award shows that all the hard work that has been done is valued. It gives motivation to continue doing what I'm doing and to keep improving myself as a person and team leader."

Alvin Natividad
Global English

Alvin is the go-to person for complex customer issues, working with the agents in resolving concerns. He has played a significant part in the entire Division's performance, evident improvement in Customer Satisfaction, NPS and First Call Resolution. With consistent performance delivery, Transcom has been ranked #1 Partner out of 8 Vendors in H1 of 2019, and no doubt this contributed to us growing our footprint with the client this year.

Ana Teresa Fernandéz
Spain & Portugal

Ana is a Team Leader who is very committed, passionate, flexible, fair and transparent. She has a clear vision of the direction in which the team needs to go and the goals they need to achieve.

Rhea Relampagos
Awesome OS

Rhea is a strong believer in continuous learning and openly embraces challenges as opportunities to both develop others as well as master her craft. She shows genuine care for others and always leads by example. Her leadership and character have established strong partnerships with colleagues, executives and UNIS clients – in driving a values-based culture.

"Winning the Team Leader of the Year made a huge impact not only to my chosen carrier path but to my colleagues as well. I truly believe that being a leader doesn't only mean getting good stats, finishing the tasks queue and sending out perfect reports. But it also means inspiring your team members to trust gradual progress, celebrate their growth and small victories every day no matter how small it is until they become successful. Transcom and Awesome OS created an avenue for me to make a difference. The summit helped me to hone my skills even more to be able to help my team members achieve our goals for excellent client service. This to me is priceless. I am excited for the future winners."

2.2.3 A healthy work environment

We recognize the importance of providing our employees with a workplace that supports our employees' physical health as well as mental wellbeing. When introducing our new brand identity and refreshing our digital presence in 2018, we also recognized the need for revitalizing our physical work environment. We have taken great care in creating guidelines, providing materials and support, to be able to build a workplace with room for both work and recreation.

Since mid-2018, nearly half of our sites have undergone considerable renovation, and we have a detailed and prioritized plan to make sure that the rest of our offices are transformed in the near future. Our aim is for all our offices and workplaces to enforce our brand purpose by creating smarter experiences for our employees. By doing this, they will help build awareness, understanding, and affection for Transcom as a company, both for employees and visitors.

2.3 Equal opportunities

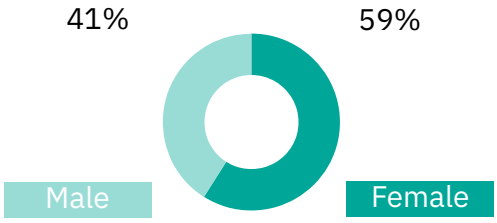
As part of our company culture, Transcom believes in equal opportunities for all. Whoever you are, you should be given the chance to develop and advance at Transcom. Diversity helps us drive innovation, make better decisions as well as understand all of our different clients and their customers, and get happier employees. Transcom has a zero-tolerance policy on discrimination and we do our utmost to prevent it. We also have Transcom's equality and diversity policy for our Board of Directors, which is annually monitored. Transcom is striving towards a gender balance of 60/40 at all levels.

Our digital recruitment practices minimize hiring biases through our validated screening algorithm, which is used at the beginning of our recruitment process. Objectivity is of great importance in order to get the best candidates and avoid bad recruitment decisions. The use of a combination of technology and human intelligence enables us to find the best candidates with the correct skills for the position.

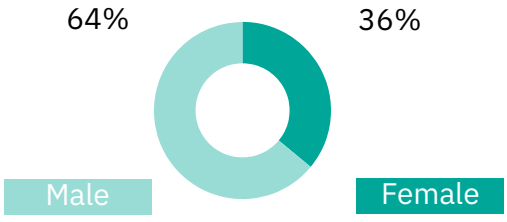
To ensure that everybody feels welcomed and valued at Transcom, we will focus even more on diversity and inclusion. We need to challenge ourselves even more and understand that sometimes working with inclusion entails difficult conversations. Therefore, we are planning to take a more holistic approach towards equality and diversity in 2020, where there will be roll out of diversity and inclusion training as well as evaluation of our recruitment process to see where we can improve. This will be complemented with a wider program with analyzed actions aimed at promoting diversity.

Also, to facilitate an open and transparent dialogue with our employees across the globe we respect all our employees' right to freedom of association and collective bargaining. At Transcom, 29% of employees are covered by collective bargaining agreements. The percentage represents employees from Italy, Norway, Spain, Sweden, and Tunisia.

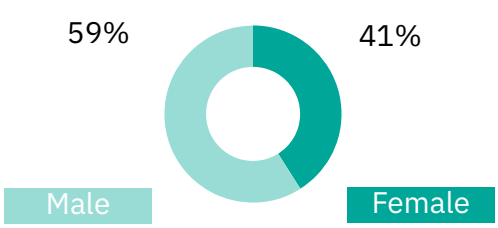
Gender distribution of employees



Executive management



Managers



2.4 Community engagement

Transcom has a strong focus on local community engagement, driven by our passionate and ambitious employees. Our employees truly do their best to contribute and put their energy and time into making this world a better place. Following a summary of our main initiative in 2019 are presented:

24,718 people aided through all initiatives

It is amazing how engaged and generous are employees are while conducting community engagement. Throughout the year, several blood donation days have been initiated around the world to donate blood to people in need. Transcom is proud of all our employees that have been part of this initiative where about 58,000 ml of blood have been donated, equivalent to potentially save 366 people's lives (Source: Stride Health).

Through voluntary donations, internal events and lotteries, money was collected and donated to support foundations for children with cancer. For example, our office in Lithuania donated over 1,600 euros to Ruguté Childhood Cancer Fund. The money went to support the children and their families as well as funding oncology research.

Our offices in the Philippines are strongly engaged in promoting HIV and Aids awareness in order to minimize the fear, discrimination and stigma around the infection. Transcom and Awesome OS in the Philippines worked with Red Whistle and provided learning sessions and voluntary HIV testing for our employees. It is important to increase knowledge about the illness in order to combat the rise in HIV infection in the Philippines. Through the work with the Red Whistle people are empowered and inspired to come together and help each other in the battle against HIV and Aids.

3. Transcom's sustainable operations

3.1 Environment

Transcom is driven by reducing our own environmental impact and always follow the precautionary principle as well as take a proactive approach to ensure environmental protection and mitigate our negative environmental impact.

Transcom's environmental impact is identified within three main areas: e-waste, business travel and energy consumption at our office facilities. To minimize our impact, a well-defined environmental policy, as well as a travel policy, helps steer our employees in the right direction. Technology is always used for as long as possible and when the equipment needs to be disposed it is taken care of by local facilities or third parties with adequate knowledge of sustainable end of life solutions.

Whenever office facilities are chosen, energy-efficient solutions are preferred. At all our offices sound environmental practices are in place such as waste separation, recycling and energy-efficient behavior. In comparison to last year, the CO2e emissions from our office facilities have decreased with an estimated ~1900 tons.

To minimize our business travel everybody is encouraged to use technological solutions instead of traveling. There is also a rigorous approval process used when booking business trips to avoid unnecessary travel.

This year, we are happy that our emissions from business travel have decreased by an estimated ~500 tons CO2e emissions.

However, our emissions from company cars have increased by an estimated 300 tons CO2e due to an increase in fuel consumption.

Through our environmental actions, we contribute to the Sustainable Development Goals 7. Affordable and clean energy and 13. Climate action on a target level is reached through increasing the share of renewable energy as well as improve awareness-raising on climate change mitigation.

In 2020, a clear strategy will be developed on how to follow up and measure our impact. For the next year, Transcom wants to step up and minimize our environmental impact even more by setting clear goals and targets.

GRI 302-1

Energy & fuel					
	2019		2018		
Diesel	**234,260**		**164,622**		**Liter**
Gasoline	**10,078**		**1,575**		**Liter**
	Renewable	**Non-renewable**	**Renewable**	**Non-renewable**	
Diesel	672	1,606	472	1,128	MWh
Gasoline	5	85	1	13	MWh
Electricity	3,497	23,487	4,280	21,265	MWh
District heating	45	1,216	884	2,444	MWh
District cooling	21	517	789	337	MWh
Total energy in Mwh	**31,151**		**31,614**		
Energy intensity Mwh/ employee	**1,201**		**1,281**		

302-1 In Transcom Sustainability Report 2018, there was an error in the Energy & fuel table where renewable sources were reported as non-renewable and vice versa.

GRI 305-1, GRI 305-2, GRI 305-3

Total CO2e emissions (tons)		
	2019	2018
Scope 1	**628**	**351**
Diesel	606	348
Gasoline	22	3
Scope 2	**8,289**	**10,152**
Electricity	7,984	9,613
District heating	214	527
District cooling	91	12
Scope 3	**996**	**1,457**

Scope 1 emissions occur from sources that are owned or controlled by Transcom. This includes emissions from company cars.
Scope 2 emissions accounts for emissions from purchased electricity, heating and cooling consumed by Transcom.
Scope 3 emissions accounts for emissions that are not owned or controlled by Transcom but occur due to Transcom activities. The disclosed data includes
emissions from business travel.

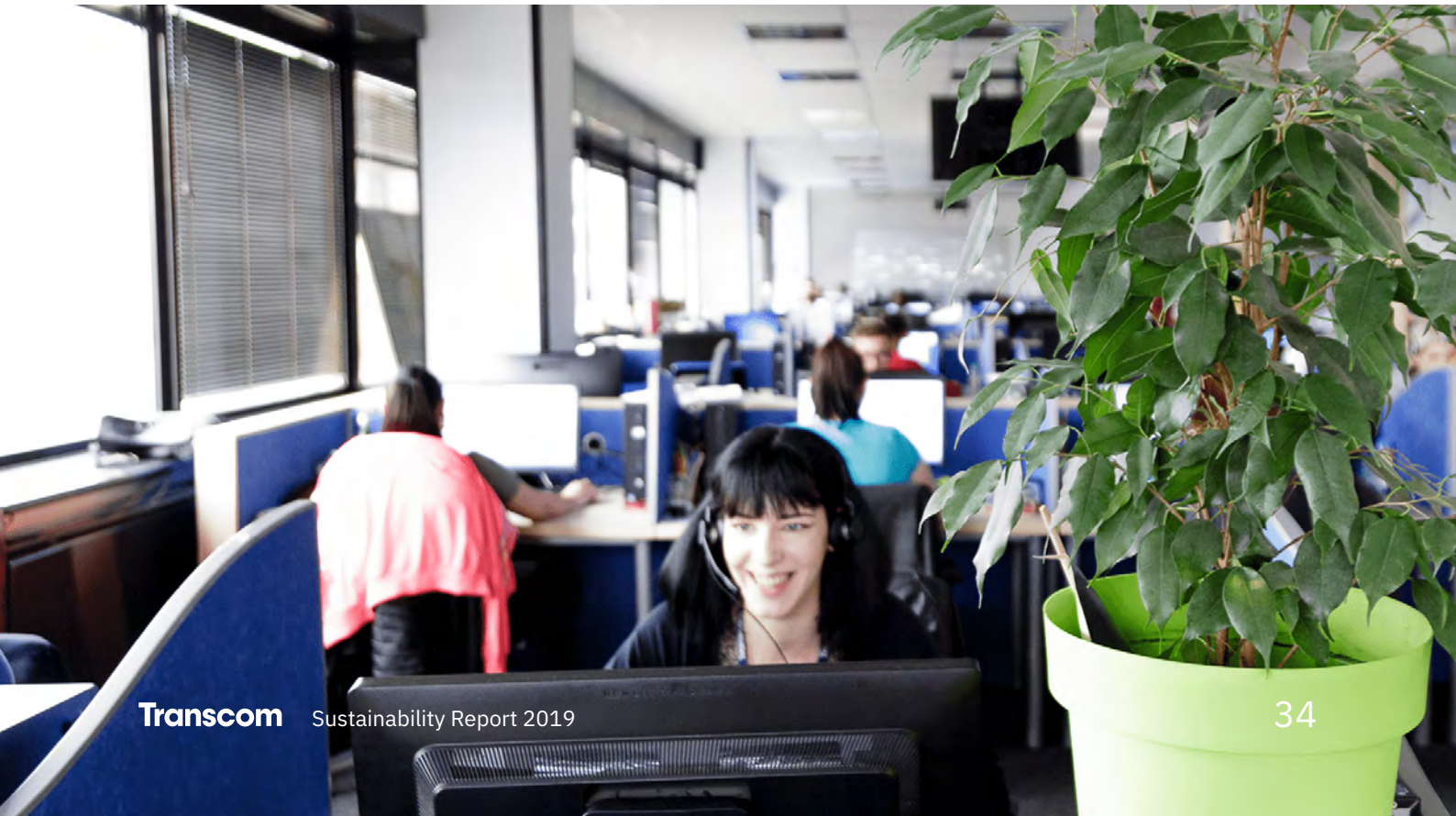
3.2 E-waste

Excellent information technology is a prerequisite to optimizing our business. We continuously work on improving the end of life management of our IT products, both to lower the amount of e-waste since it has a negative effect on the environment, and to be part of a more circular economy. It is essential that waste is reduced and resources conserved through efficient business solutions.

Transcom recognizes the importance of the Waste Electrical and Electronic Equipment Directive (WEEE Directive) and other country-specific waste regulations. By extending the life of our electronics the environmental footprint created in the manufacture and disposal of the electronic device is spread out over time, which helps reduce our overall impact.

If possible, procurement of refurbished IT to minimize the environmental impact from new manufacturing of products is done. When there is no access to correct refurbished IT, new electronics with a high standard of environmental certifications are procured. For example, Transcom favors Energy Star-labelled retails to reduce greenhouse gas emissions and other pollutants.

Our ambitions within improving our e-waste management lead us to the SDG 12.4 Responsible management of chemicals and waste.



3.3 Anti-corruption

Transcom has taken a clear stance against the obstacles to economic and social development, which is caused by corruption. Transcom has reduced the likelihood of corruption occurring in our daily operations by implementing a zero-tolerance to all types of corrupt practices with the help of steering and policy documents. Anti-corruption is part of our Supplier Code of Business Conduct and Code of Business Conduct for employees. To ensure that all employees are aware of our core values within anti-corruption all new employees need to sign that they have conducted our Code of Business Conduct training, where anti-corruption is one of the topics covered. We reinforce this by regular re-trainings for long-term employees.

Being a global company means Transcom needs to be aware of different country-specific risks. We conduct risk assessments on all parts of our business looking at Transparency International's Corruption Perception Index to know where Transcom needs to put extra focus on measures to prevent corruption. Each country's risk register includes the risks of corruption in the respective country through the scope of the internal audit and, when strategically necessary, in risk assessments for business development.

In our efforts to combat corruption, employees, clients, and partners are encouraged to raise concerns they have about potential corruption violations in our whistleblower hotline. Transcom has a robust whistleblower policy to secure that everyone feels safe to report malpractices. Anonymous complaints can be sent in through email, mail or in a form that can be accessed via our intranet for employees. Once a complaint or malpractice is received they will go through a confidential assessment process. It is of great importance to Transcom that the reporter has the option to stay anonymous. The investigation process depends on the subject matter of concern. Depending on the situation it could be escalated to the Chairman of Transcom's Board of Audit Committee, an independent auditor, or the police or other law enforcement authority. The reporter will be notified about the progress and what actions have been decided unless circumstances do not permit it.

During 2019, our review, escalation process and whistleblower hotline have received 0 alleged incidents of corruption.

3.4 Supply chain and human rights

At Transcom, we understand the impact outside of our own operations, which entails our supply chain. It is of great importance to us that our suppliers have a high sustainability standard in their own operations, which covers human rights, labor rights, anti-corruption, as well as environmental issues. The majority of our suppliers are within IT and network, temporary staff and recruitment agencies, followed by facility-related suppliers. Two-thirds of our suppliers are situated in Europe and the remainder in North America and the Asia-Pacific region.

Transcom has a clear process to evaluate our new suppliers and almost all suppliers sign our Supplier Code of Business Conduct. If a supplier hasn't signed our code it is because they have an even more comprehensive Code of Business Conduct in place.

By signing the Supplier Code of Business Conduct the supplier as well as their subsidiaries, including employees, agents and subcontractors, need to commit to the provisions in the code.

The code is based on the UN Global Compact's ten principles. If Transcom detects breaches towards the code, corrective measures can be demanded. If the supplier does not commit to the corrective measures, contracts with the supplier may be terminated. However, Transcom always believes that cooperation and dialogue are the best ways to improve our own as well as our suppliers' sustainability performance. Transcom is always open to support our suppliers and safeguard that no breaches towards human rights, labor rights, environmental protection, or corruption emerge in our supply chain.

3.5 Data protection

As Transcom handles large amounts of customer data, protection of the data and privacy is an immense focus for us. Transcom has a persuasion that safety and security measures go hand in hand with the latest technology and human knowledge.

Transcom has a well-managed structure to ensure that GDPR is strictly followed. This compliance is monitored by a steering committee including senior members such as the Global Chief Information Officer, Global head of Legal, Global Chief People Officer, and Global IT Operations. Transcom also provides mandatory digital GDPR training via our e-learning platform T:University to ensure that in our everyday work everybody knows what to do with regards to data protection and privacy. All our new employees also go through security awareness training within 30 days of hire.

To reinforce the knowledge around security and data protection requirements, all employees who are handling any production or personal data, or supporting the management of them are required to participate in the security awareness training on an annual basis.

Transcom has operations in 20 countries. To ensure that all applicable laws and regulations are followed, our legal team continuously reviews and adopts new legislative requirement from the countries where we provide services to our clients.

Our efforts when it comes to compliance; external audits, internal control assessments, and the annual risk assessment process provides assurance that the implemented countermeasures are working appropriately, protecting our and our clients' data.

We are employing several frameworks to improve our concept of layered security and defense in depth, i.e. the PCI DSS, ISO/IEC 27001:2013, COBIT 5, NIST SP 800-53 R4 and similar security frameworks. This means that we can reach the control level maturity we consider appropriate for our environment and risk exposure in a comprehensive way.

Transcom continuously follows alerts and event related notifications that arrive from our IT environment to respond timely to any incident, security or data protection related. Based on the robust controls implemented on each field – people, processes, and technology – Transcom is able to respond in a proactive manner.

During 2019, Transcom did not have any substantiated complaints concerning breaches of customer privacy.

4. Report details

4.1 Our sustainability roadmap

Transcom's sustainability strategy is based on our materiality analysis. A materiality analysis is a process for identifying material sustainability issues within human rights, labor rights, the environment and anti-corruption, which impact our business and its stakeholders. The assessment informs our sustainability strategy, targets, and reporting. The sustainability issues are then prioritized through two different methods. The first is called a stakeholder dialogue, which engages the company's stakeholders to prioritize the different issues. At Transcom, we conducted dialogues with the most relevant stakeholders for our business including our employees, owners, investors, ESG analysts and clients. The second method is called an impact analysis, which analyzes how much the issue reflects a significant impact on the company's business performance.

On the next page, you will see Transcom's sustainability timeline and the most important aspect per stakeholder group. Throughout 2020, we will conduct stakeholder dialogues and define the importance of the sustainability topics compiling the input we get from two perspectives, impact on and from Transcom, and the importance of the aspect for Transcom's stakeholders, to prioritize and drive our sustainability strategy and agenda.

Most important aspects per stakeholder group:

Employees
- Be an equal opportunity employer
- Be transparent with fiancial reporting
- Work proactively with anticorruption

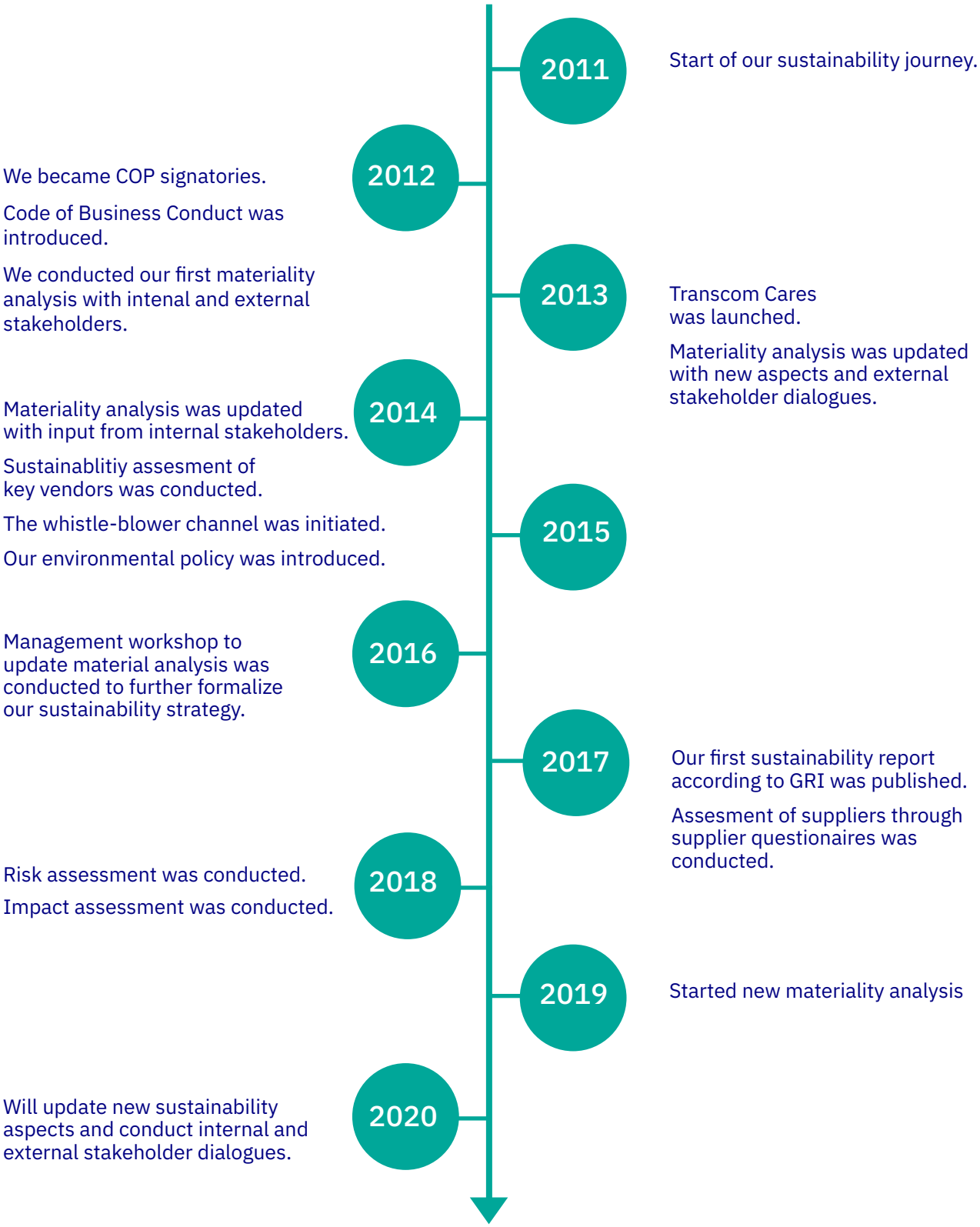
Owners
- Provide continuous training for employees
- Be transparent with fiancial reporting
- Have fair and transparent recruitment practices

Investors
- Provide continuous training for employees
- Be transparent with fiancial reporting
- Have fair and transparent recruitment practices

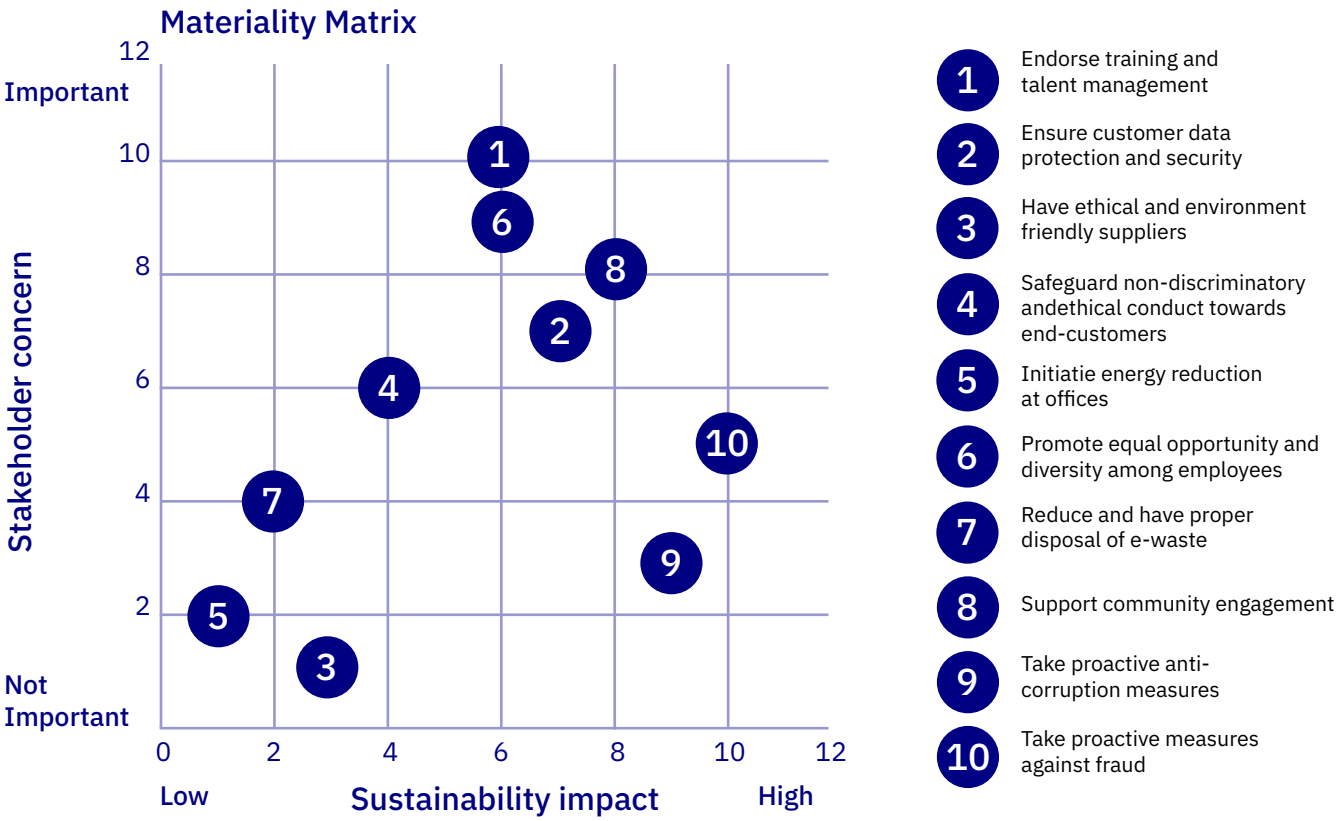
Equity analysts
- Be transparent with financial reporting
- Focus on fair working conditions for employees
- Be an equal opportunity employer

ESG analysts
- Focus on fair working conditions for employees
- Uphold freedom of association and right to collective bargaining
- Ensure high degree of customer satisfaction

Clients
- Have fair and transparent recruitment practices
- Be an equal opportunity employer
- Focus on fair working conditions for employees


2011
Start of our sustainability journey.
2012
We became COP signatories.
Code of Business Conduct was introduced.
We conducted our first materiality analysis with intenal and external stakeholders.
2013
Transcom Cares was launched.
Materiality analysis was updated with new aspects and external stakeholder dialogues.
2014
Materiality analysis was updated with input from internal stakeholders.
Sustainablitiy assesment of key vendors was conducted.
2015
The whistle-blower channel was initiated.
Our environmental policy was introduced.
2016
Management workshop to update material analysis was conducted to further formalize our sustainability strategy.
2017
Our first sustainability report according to GRI was published.
Assesment of suppliers through supplier questionaires was conducted.
2018
Risk assessment was conducted.
Impact assessment was conducted.
2019
Started new materiality analysis
2020
Will update new sustainability aspects and conduct internal and external stakeholder dialogues.

When combining the results from the stakeholder dialogues and impact analysis we got the following results:



In 2019 we began the process of conducting a new materiality analysis, starting with updating our topic list. The rest of the materiality analysis is planned to be finalized before the summer of 2020. We are looking forward to upgrading our sustainability strategy with new input from our different stakeholders.

4.2 About the report

Reporting period: January – December 2019

Reporting standard: Global Reporting Initiatives Standards

Publication of previous report: April 2019

Contact in charge of the report:
Helene Ruda, Head of Group Communications, helene.ruda@transcom.com

This report has been prepared in accordance with the GRI Standards: Core option, the EU Non-Financial Reporting Directive (Directive 2004/95/EU) and the Swedish Legislative Annual Accounts Act (ÅRL), hence this report acts as Transcom's Statutory Sustainability Report.

Scope and Boundaries

This sustainability report covers the business of Transcom Holding AB. The full list of legal entities can be seen in Transcom Annual Report 2019. Compared to last year's sustainability report, Transcom Chile is not included since Transcom has divested its operations in Chile during 2019.

Our employee data is collected from our HR system, SAP. The HR data is stated in Headcount and is per the 31st of December 2019. There is a possibility of a 1% discrepancy in the HR data due to different dates of closing the HR-data among the countries.

The HR-data disclosed regarding employment and diversity include both employees and consultants whereas consultants are excluded from data related to salary, remuneration and diversity. Salary and remuneration data have been collected in local currencies and converted through currency exchange rates from Swedish "Riksbanken" and Canadian currency authority "XE".

Scope 1 and 2 emissions are calculated based on the Greenhouse Gas Protocol standard and IES. Emission factors used has been taken from DEFRA and Association of Issuing Bodies (AIB). Scope 3 emissions include business travel and are provided by third party. Emissions for all energy sources being renewable has been manually standard calculated to 0. 2018 is set as the base year for our environmental data.

Our material topics "Reduce and have proper disposal of e-waste" and "Have ethically and environmentally friendly suppliers" do not have quantifiable data presented in this report. Instead, they are thoroughly described in the management approach disclosure in the sections 3.2 E-waste on page 34 and 3.4 Supply chain and human rights on page 36.

External assurance

No independent third-party assurance has been conducted on the GRI-data. However, EY Sweden AB has conducted an assurance in accordance with FAR's auditing standard RevR12.

4.3 Workforce data

GRI	Total number of employees by contract type		
102-08	Europe	Male	Female
	Permanent	3,774	6,353
	Temporary	1,598	2,937
	Consultants	171	187
	Global English Region	Male	Female
	Permanent	5,053	5,953
	Temporary	127	148
	Consultants	1	0
GRI	Total number of employees by employment type		
102-08	Europe	Male	Female
	Full time	3,481	4,669
	Part time	1,891	4,621
	Global English Region	Male	Female
	Full time	5,176	6,089
	Part time	4	12
GRI	Total employee count		
102-08	Male		10,552
	Female		15,391
	Total		25,943
GRI	Gender distribution of employees		
405-1	Global	Male	Female
	Executive managers	64%	36%
	Managers	59%	41%
	Employees	41%	59%
	Europe	Male	Female
	Managers	55%	45%
	Employees	37%	63%
	Global English Region	Male	Female
	Managers	67%	33%
	Employees	46%	54%

GRI	Age distribution of employees			
405-1	**Global**	**Age <30**	**Age 30-50**	**Age >50**
	Executive management	0%	86%	14%
	Managers	23%	74%	3%
	Employees	50%	44%	6%
	Europe	**Age <30**	**Age 30-50**	**Age >50**
	Managers	12%	85%	3%
	Employees	41%	50%	9%
	Global English Region	**Age <30**	**Age 30-50**	**Age >50**
	Managers	0%	58%	3%
	Employees	60%	37%	2%

GRI	Diversity of board			
405-1		**Male**	**Female**	**Other**
	Gender	100%	0%	0%
		Age <30	**Age 30-50**	**Age >50**
	Age	0%	50%	50%

GRI	Executive salary & remuneration - ratio women to men*	
405-1	Transcom - Basic salary	
	Executive management	49%
	Managers	85%
	Employees	95%
	Transcom - Remuneration	
	Executive management	54%
	Managers	89%
	Employees	90%

Europe includes our operations in Albania, Croatia, Estonia, Germany, Hungary, Italy, Latvia, Lithuania, Netherlands, Norway, Poland, Portugal, Serbia, Spain, Sweden, and Tunisia. Global English Region include our operations in Philippines, UK, Canada, and USA.

* The following countries has been excluded from the managers category since they do not have both female and male managers: Albania, Canada, Estonia, Germany, Hungary, Latvia, Lithuania, Nowat, Portugal and Tunisia. Transvoice has also been exluded for the same reason.

5. GRI content index

GRI Standard	Disclosure	Chap-ter	Fulfill-ment	Comments
GRI 102: General Disclosures	**Organizational profile**			
	102-1 Name of the organization	1.1	F	
	102-2 Activities, brands, products, and services	1.1	F	
	102-3 Location of headquarters	1.1	F	
	102-4 Location of operations	1.1	F	
	102-5 Ownership and legal form	1.1	F	
	102-6 Markets served	1.1	F	
	102-7 Scale of the organization	1.1	F	
	102-8 Information on employees and other workers	2.2, 4.2	F	
	102-9 Supply chain	3.4	F	
	102-10 Significant changes to the organization and its supply chain	4.2, 3.4	F	
	102-11 Precautionary Principle or approach	3.1	F	
	102-12 External initiatives	1.3, 2.4	F	
	102-13 Membership of associations		F	Transcom is not active members in any sustainability associations.
	Strategy			
	102-14 Statement from senior decision-maker	1.2	F	
	Ethics and integrity			
	102-16 Values, principles, standards, and norms of behavior	1.4	F	
	Governance			
	102-18 Governance structure	1.4	F	
	Stakeholder engagement			
	102-40 List of stakeholder groups	4.1	F	
	102-41 Collective bargaining agreements	2.2	F	
	102-42 Identifying and selecting stakeholders	4.1	F	
	102-43 Approach to stakeholder engagement	4.1	F	
	102-44 Key topics and concerns raised	4.1	F	

GRI Standard	Disclosure	Chap-ter	Fulfill-ment	Comments
GRI 102: General Disclosures	**Reporting practice**			
	102-45 Entities included in the consolidated financial statements	1.1	F	
	102-46 Defining report content and topic Boundaries	4.1, 4.2	F	
	102-47 List of material topics	4.1	F	
	102-48 Restatements of information	4.2	F	
	102-49 Changes in reporting	4.2	F	
	102-50 Reporting period	4.2	F	
	102-51 Date of most recent report	4.2	F	
	102-52 Reporting cycle	4.2	F	
	102-53 Contact point for questions regarding the report	4.2	F	
	102-54 Claims of reporting in accordance with the GRI Standards	4.2	F	
	102-55 GRI content index	5	F	
	102-56 External assurance	6	F	
Material topics GRI 200 Economic Standard Series				
Aspect: Take proactive measures for anti-corruption				
GRI 103: Manage-ment Approach (2016)	103-1 Explanation of the material topic and its Boundary	3.3	F	
	103-2 The management approach and its components	3.3	F	
	103-3 Evaluation of the management approach	3.3	F	
GRI 205: Anti-corruption (2016)	205-1 Operations assessed for risks related to corruption	1.6, 3.3	F	
	205-3 Confirmed incidents of corruption and actions taken	3.3	F	
GRI 300 Environmental Standards				
Aspect: Initiate energy reduction at offices				
GRI 103: Manage-ment Approach (2016)	103-1 Explanation of the material topic and its Boundary	3.1	F	
	103-2 The management approach and its components	3.1	F	
	103-3 Evaluation of the management approach	3.1	F	
GRI 302: Energy (2016)	302-1 Energy consumption within the organization	3.1	F	

GRI Standard	Disclosure	Chap-ter	Fulfill-ment	Comments
	302-3 Energy intensity	3.1	F	
GRI 305: Emissions (2016)	305-1 Direct (Scope 1) GHG emissions	3.1	F	
	305-2 Energy indirect (Scope 2) GHG emissions	3.1	F	
	305-3 Other indirect (Scope 3) GHG emissions	3.1	F	
Aspect: Reduce and have proper disposal of e-waste				
GRI 103: Manage-ment Approach (2016)	103-1 Explanation of the material topic and its Boundary	3.2	F	
	103-2 The management approach and its components	3.2	F	
	103-3 Evaluation of the management approach	3.2	F	
GRI 400 Social Standards				
Aspect: Endorse training and talent management/People development				
GRI 103: Manage-ment Approach	103-1 Explanation of the material topic and its Boundary	2.2	F	
	103-2 The management approach and its components	2.2	F	
	103-3 Evaluation of the management approach	2.2	F	
GRI 404: Training and education (2016)	404-2 Programs for upgrading employee skills and transition assistance programs	2.2	F	
Aspect: Promote equal opportunity and diversity among employees				
GRI 103: Manage-ment Approach (2016)	103-1 Explanation of the material topic and its Boundary	2.3	F	
	103-2 The management approach and its components	2.3	F	
	103-3 Evaluation of the management approach	2.3	F	
GRI 405: Diversity and Equal Oppor-tunity (2016)	405-1 Diversity of governance bodies and employees	2.3	F	
	405-2 Ratio of basic salary and remuneration of women to men	2.3	P	Excluding information divided per region because of significant currency variance and respect for personal integrity
Aspect: Safeguard end-customers privacy and integrity				
GRI 103: Manage-ment Approach (2016)	103-1 Explanation of the material topic and its Boundary	3.5	F	
	103-2 The management approach and its components	3.5	F	
	103-3 Evaluation of the management approach	3.5	F	
GRI 418: Customer Privacy (2016)	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	3.5	F	

GRI Standard	Disclosure	Chap-ter	Fulfill-ment	Comments
Aspect: Have ethically and environmentally friendly suppliers				
GRI 103: Manage-ment Approach (2016)	103-1 Explanation of the material topic and its Boundary	3.4	F	
	103-2 The management approach and its components	3.4	F	
	103-3 Evaluation of the management approach	3.4	F	
Aspect: Support community engagement				
GRI 103: Manage-ment Approach (2016)	103-1 Explanation of the material topic and its Boundary	2.4	F	
	103-2 The management approach and its components	2.4	F	
	103-3 Evaluation of the management approach	2.4	F	

Stockholm, April 6, 2020

The Board of Directors in Transcom Holding AB (publ)

Fredrik Cappelen
Chairman of the Board

Klas Johansson
Member of the Board

Mattias Holmström
Member of the Board

Alfred von Platen
Member of the Board

Eivind Roald
Member of the Board

Brent J. Welch
Member of the Board

Jonas Dahlberg
President & CEO

6. Auditor's report on the statutory sustainability statement

(This is a translation from the Swedish original)

To the general meeting of the shareholders of Transcom Holding AB (publ.), corporate identity number 556962-4108

Engagement and responsibility

It is the Board of Directors who is responsible for the statutory sustainability statement for the year 2017 and that it has been prepared in accordance with the Annual Accounts Act.

The scope of the audit

Our examination has been conducted in accordance with FAR's auditing standard RevR 12 The auditor's opinion regarding the statutory sustainability statement. This means that our examination of the sustainability statement is different and substantially less in scope than an audit conducted in accordance with International Standards on Auditing and generally accepted auditing standards in Sweden. We believe that the examination has provided us with sufficient basis for our opinion.

Opinions

A statutory sustainability statement -has been prepared.

Stockholm
Ernst & Young AB

Erik Sandström
Authorized Public Accountant

Transcom

Sustainability Report

2019

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