



*Value chain*<sup>1</sup>



*Operations*



*Human Resources*<sup>4</sup>



*Products and Services*

**PRIORITY ISSUES IDENTIFIED IN THE 2022 GLOBAL IMPACT ASSESSMENT**

- Labour conditions
- Health and safety
- Diversity and non-discrimination
- Privacy
- Cybersecurity
- Climate change
- Conflict minerals

- Labour conditions
- Health and safety
- Privacy
- Cybersecurity
- Digital inclusion
- Property
- Climate change
- Circular economy
- Biodiversity
- Water resources

- Labour conditions
- Diversity and non-discrimination
- Health and safety
- Privacy
- Cybersecurity

- Privacy
- Cybersecurity
- Responsible use of new technologies
- Freedom of expression and information
- Digital inclusion
- Protection of minors
- Climate change
- Circular economy

**IMPACTED GROUPS**

- Workers in our supply chain<sup>2</sup>
- Migrant workers
- Clients
- Minors
- Vulnerable groups
- Investors and stakeholders

- Own employees
- Workers in our supply chain
- Vulnerable groups<sup>3</sup>
- Local communities
- Investors and stakeholders

- Own employees
- Minors
- Vulnerable groups
- Investors and stakeholders

- Clients
- Minors
- Vulnerable groups
- Investors and stakeholders



*Ethics and governance*

- Fiscal responsibility
- Competitive behaviour
- Corruption and bribery

<sup>1</sup> Including both upstream and downstream. Upstream includes the relation to suppliers and sub-suppliers. Downstream includes the relation to clients, but also M&A and Joint Ventures etc.

<sup>2</sup> Including child/forced labour, human trafficking etc.

<sup>3</sup> Vulnerable groups take into account indigenous communities, women, seniors, ethnic minorities, persons with disabilities and other groups potentially facing discrimination.

<sup>4</sup> Including freedom of association/right to collective bargaining, etc. Including equal remuneration etc.