

**Communication on
Progress 2016**



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Comments from the CEO

“Talent management and training are absolutely central to our people and sustainability strategy.”



Transcom’s customer experience specialists handle 1.5 million interactions with our clients’ customers every day. We hire and train thousands of new people every year. So the way we take care of and develop our people lies at the core of our strategy and activities. By the same token, people are at the focus of Transcom’s sustainability strategy. Our stakeholder dialogues have confirmed our view. Transcom’s sustainability program, Transcom Cares, was launched in 2013, focusing on people development, equality & diversity and community engagement. While the focus of our sustainability efforts remains unchanged, we reviewed and calibrated our priorities during the year. We also strengthened the program’s governance and processes for target follow-up.

Talent management and training are absolutely central to our people and sustainability strategy. Promoting diversity and equal opportunity is equally important to us. We strive for gender equality on all levels, and are dedicated to providing equal opportunity employment. We are focused on attracting top talent and retaining people to build a truly global company that is prepared to meet and deliver towards diverse business cultures in all corners of the world.

Transcom adds value to our clients’ businesses by supporting the creation of outstanding customer experiences, while reducing cost and helping to drive growth. The customer care industry is exceptionally data-driven. In order to run the business efficiently and track our performance against key performance indicators, an

immense amount of data is collected on millions of customer interactions every day. This information can offer crucial insights for Transcom and our clients in terms of enhancing the understanding of customers, and the drivers of loyalty and disloyalty. Our clients entrust us with their customers’ and their own data and they expect us to protect it well. Ensuring customer data protection and security, as well as taking proactive measures against fraud, are clearly very important sustainability issues for us.

Getting involved in the communities in which we operate not only strengthens our employer brand, but also maintains our license to operate in the markets where we choose to compete. Community engagement has been a part of Transcom’s culture since the beginning, and it is clear that our activities in this area support recruitment and staff retention. I am proud to say that many of our community engagement projects depend on our employees’ passion to contribute their time and energy.

At Transcom, we strive to reduce the environmental impact of our operations, with a particular focus on managing e-waste, limiting business travel and lowering energy consumption in our facilities. We conduct training and support local initiatives with our employees in order to encourage greater environmental responsibility in our workplaces. Our environmental policy, which is in agreement with the precautionary principle, guides us in lowering emissions from air travel, supports us in selecting goods and ser-

VICES produced with respect for the nature and constitutes a tool for pushing our environmental demands throughout our supply chain.

In addition to the sustainability focus areas we have defined, Transcom fully supports the ten principles of the UN Global Compact with respect to human rights, labor rights, environmental care and anti-corruption work. These principles are an integral part of our corporate strategy, business culture and day-to-day operations. Therefore, as part of our on-going pledge to deliver an outstanding customer experience in a global sustainable society, Transcom is a signatory of the UN Global Compact. We are whole-heartedly committed to ensuring that we comply with the UN Global Compact and its principles.

Finally, we are committed to offering transparent reporting

and communication on sustainability at Transcom. This year, we are taking an important step in further improving our reporting by publishing our first sustainability report in accordance with the GRI Standards (Core option) of the Global Reporting Initiative. You will find the GRI Index on page 12. We have started to report on a number of new KPIs, not least in our focus areas People Development and Equality & Diversity.

Stockholm, June 2017

Johan Eriksson,
President & CEO of Transcom

People and sustainability

Every day, our 29,000 customer experience specialists handle a multitude of interactions with our clients' customers in more than 33 languages all over the world. People truly make all the difference in our business. Our ambition to deliver an excellent customer experience in every single interaction depends on an engaged, skilled and highly motivated workforce. Our ability to attract people with the right attitudes and mindset, in combination with efficient training methods and processes to drive performance, is essential to achieving our goals. This year, Transcom has chosen to produce a sustainability report in accordance with the GRI Standards (Core option) for the first time.

LISTENING TO OUR STAKEHOLDERS

At Transcom, we believe it makes sense to focus our sustainability strategy on people, a decision which our stakeholder dialogues and materiality analysis support. In a people-intensive business like ours, long-term success largely depends on the ability to attract, develop and retain the right people.

Transcom conducts stakeholder dialogues and materiality analyses in order to identify which sustainability aspects are considered to be most material. The identification and selection of which stakeholder groups to engage with is based on the degree to which Transcom's operations depend and have an impact on the stake-

holder in question. Transcom's Group Executive Management team is responsible for defining what stakeholders to engage with. The table below summarizes the most important sustainability issues to each key stakeholder group. Transcom's Group Executive Management prioritizes amongst material sustainability aspects in order to allocate adequate resources to achieve the highest impact. A number of internal and external factors are analyzed when assessing whether a sustainability topic is material, mainly Transcom's overall mission and strategy, and the concerns expressed by our stakeholders. Broader interests and topics are also considered, not least in the environmental area.

We organize specific stakeholder dialogues with our employees, e.g. through web-based surveys and feedback meetings. In addition to this, we conduct an annual employee satisfaction survey, "Voice of Our Employees", which is open to all employees, including temps and agency workers. Gathering feedback from our employees on their satisfaction is critical in order to continuously improve our workplace and make it a great place to work. The results of the survey are analyzed and discussed on the local as well as on the global level, and action plans are created in order to address the findings.

The list below summarizes the most important sustainability issues to each key stakeholder group.

Most important aspects to each stakeholder group

Employees

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

Owners

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

Investors

- Provide continuous training for employees
- Focus on fair working conditions for employees
- Ensure high degree of customer satisfaction
- Focus on health and safety management for employees

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

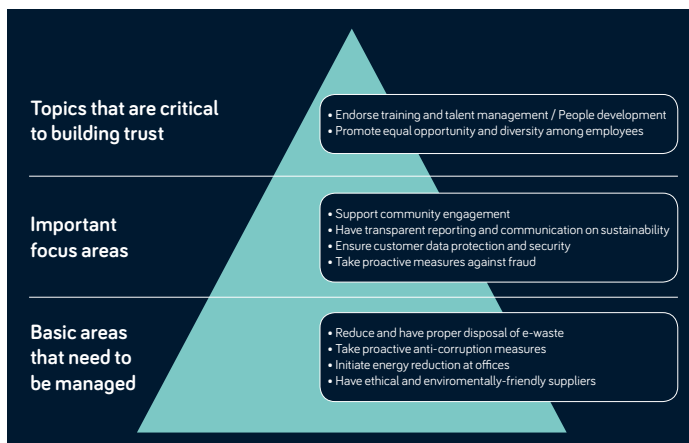
- Have fair and transparent recruitment practices
- Be an equal opportunity employer
- Focus on fair working conditions for employees

Transcom Cares – our global sustainability program

At Transcom, sustainability means that we always do our utmost to do the right thing by our clients, our people and our communities. We are convinced that our commitment to sustainability also helps us to attract, retain and develop the best people, which is critical to our long-term success.

Transcom Cares is the overarching governance program for Transcom’s sustainability activities, which are an integral part of our day-to-day business. Transcom Cares was initially started several years ago as a concept for our community engagement activities in the Philippines. In 2013, Transcom Cares was established as a global program with a broadened scope in order to provide strengthened governance and coordination for Transcom’s sustainability focus areas: people development, equality & diversity, and community engagement. While the overall focus of our sustainability efforts remains unchanged, we reviewed and calibrated our priorities during 2016, as summarized in the position pyramid below.

In 2016, we also strengthened the program’s governance and processes for target follow-up. Each material sustainability topic has a topic owner, responsible for the implementation of agreed actions, and the collection and compilation of data on key sustainability KPIs. Topic owners also have an important role in engaging their team members, communicating the value and purpose of Transcom’s sustainability initiatives. In addition, Transcom’s Head of Internal Audit, who reports directly to the audit committee and the Board of Directors, has a formal role in the company’s sustainability governance structure. Internal audit is responsible for following up on agreed activities and targets, and also evaluates the effectiveness of the management approach for each material sustainability topic based on results achieved.



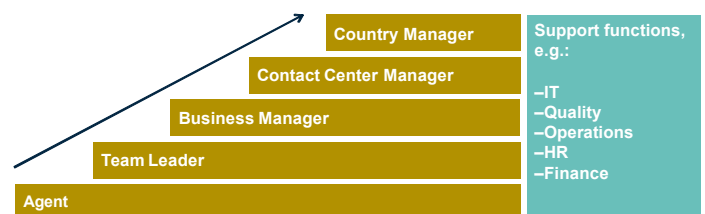
PEOPLE DEVELOPMENT

High performing, skilled and motivated people are the key ingredient in providing excellent customer experience, and it is therefore critical that we have a process to support high performance

as well as the ability to attract new employees and retain our talents. In order to ensure that we are successful in finding the right people, the company has a clear goal of becoming an employer of choice in our industry. Besides offering a stimulating working experience, competitive compensation and robust training, the opportunity for career development is one of the key factors that attract new talents to the company.

Programs for continuously upgrading our employees’ skills are an important part of people development at Transcom. These programs also facilitate continued employability of our people in situations where their employment at Transcom is ended. Examples of training courses organized during 2016 include stress resistance, soft skill trainings, team leader development training, communication skills, COPC training, sales training, information security awareness, and project management.

We offer unique opportunities for our employees to develop in their roles. There is a clearly defined career progression, either as a line manager or in a specialist role. There are hundreds of examples of senior leaders at Transcom who started out as agents or in junior support roles.



Please visit blog.transcom.com for stories about people who have chosen to build their careers with us.

The absolute majority of our first line management positions, as well as functional specialist roles, are filled by internal candidates. For example, over 90% of our Team Leaders are internally recruited, and almost three out of four Business Managers.

When recruiting externally, many candidates come to us through referrals from employees. At the same time, Transcom actively develops the company’s presence on various social networks in order to enhance the company’s employer brand and attract highly skilled candidates. One key project in 2016 was to establish a global career page on LinkedIn.

Performance and Talent Management

Transcom relies on value-driven, high-performing people with the right skills to provide value to our clients. Our Performance Management Program is very important in this context. 99% of our employees receive regular performance reviews. There is no difference by gender.

Two years ago, we launched a special Talent Management Program with the objective of identifying internal talent and developing high-potential employees. This program is an important part of succession planning in that it supports the identification of potential future leaders at all levels in order to ensure the sustainability of the organization. Our employees can directly influence the Talent Management process, not least through Individual Development Plans. The program enables us to attract and retain the most talented people, while also making sure that we can quickly identify available talent when job opportunities arise.

EQUAL OPPORTUNITIES

We believe that being an employer that provides equal opportunities to all is an important key to our future success. It is our people's skills, knowledge and attitudes that matter. We have zero tolerance for discrimination

At Transcom, there is no difference between women's and men's basic salary and remuneration. This holds true for all employee categories.

We have collective bargaining agreements in place in five countries: Italy, Netherlands, Norway, Spain and Sweden. The total number of employees in these countries amounted to 9,562 at the end of 2016, corresponding to 35 percent of the total number of employees in the Transcom Group.

A unique position that Transcom is proud to fill in many markets is that of a platform for career development for young people and new graduates. In many countries, we are a top employer of people aged 18-26. Our agents learn about direct client interaction in a dynamic environment, strengthening their communication and

technology skills; they become product specialists, handle conflicts and, in turn, are rewarded for a job well done. Transcom is proud of the role we play in the lives of our current and former employees.

Transcom's Board of Directors currently consists of 83 percent men and 17 percent women. The ratio is the same for the Group Executive Management team.

50 percent of Board members are between the ages of 30 and 50, and 50 percent are over 50 years old. 67 percent of the members of the Group Executive Management team are between the ages of 30 and 50, and 33 percent are over 50 years old.

COMMUNITY ENGAGEMENT

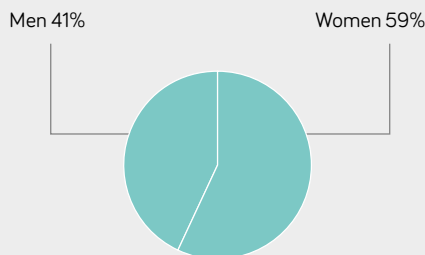
Local community engagement is how Transcom Cares started. People want to work for a company that has a sustainable approach to business and that contributes to building communities.

Local community engagement is how Transcom Cares started. People want to work for a company that has a sustainable approach to business and that contributes to building communities. Many of our community engagement activities depend on our employees' passion to contribute their time and energy. It is clear that these activities support recruitment and staff retention. Getting involved in the communities in which we operate not only strengthens our employer brand, but also maintains our license to operate in the markets where we choose to compete.

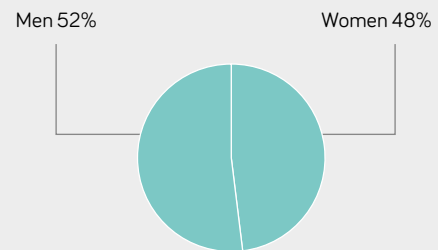
Transcom also runs programs to make life easier for our employees. On-site child care centers, pharmacies, and employee microloans are some examples.

95 percent of Transcom's senior managers are hired from the local community.

Gender distribution, all employees



Gender distribution, managers



In addition to the focus areas of our sustainability program, Transcom fully supports the ten principles of the UN Global Compact with respect to human rights, labor rights, environmental care and anti-corruption work. These principles are an integral part of our corporate strategy, business culture and day-to-day operations. Therefore,

as part of our on-going pledge to deliver an outstanding customer experience in a global sustainable society, Transcom is a signatory of the UN Global Compact. We are whole-heartedly committed to ensuring that we comply with the UN Global Compact and its principles.

INFORMATION ON EMPLOYEES AND OTHER WORKERS

	North Eur.	Continental Eur.	English-speaking markets & APAC	Corporate	Total
Permanent employees					
- female	1,515	4,141	6,083	109	11,848
- male	1,560	1,716	5,006	160	8,442
TOTAL PERMANENT EMPLOYEES	3,075	5,857	11,089	269	20,290
Temporary employees					
- female	897	3,562	33	6	4,498
- male	1,010	1,883	22	4	2,919
TOTAL TEMPORARY EMPLOYEES	1,907	5,445	55	10	7,417
Full-time employees					
- female	1,395	3,564	5,131	77	10,167
- male	1,523	1,738	4,244	116	7,621
TOTAL FULL-TIME EMPLOYEES	2,918	5,302	9,375	193	17,788
Part-time employees					
- female	1,012	4,139	985	38	6,174
- male	1,052	1,861	784	48	3,745
TOTAL PART-TIME EMPLOYEES	2,064	6 000	1,769	86	9,919

Note:

Latin America is excluded, as Transcom is exiting Latin America. At the end of 2016, there were a total of 1,141 employees in Latin America. Transcom uses SAP to store and analyze personnel data.

Reinforcing our company culture

Our core values – Passion, Excellence and Innovation – guide us as a company and the behavior of the professionals who make up our workforce. But a company's culture is more than a set of guiding principles. It is brought to life by the employees who embody the values on a daily basis. Given that we hire thousands of new people every year, it is important that we continuously reinforce and communicate our company culture. This is why we, during 2016, focused on clarifying our employee value proposition, leadership style, and core values.

The objective of this effort is to make sure that our organizational culture supports strategy implementation. We view culture as an important enabler in achieving business success, and being recognized as a global leader in customer experience. For this reason, we believe that it is important that our leaders take active part in shaping our culture, ensuring that it benefits Transcom's goals and also our employees.

A new global intranet platform, One Transcom, was launched during 2016, which facilitates communication and employee engagement, and promotes a shared understanding of the company's strategy, goals and culture. Sustainability is an integral part of Transcom's strategy and culture, not least our standards for ethical behavior. In 2016, we invested in strengthening communication and training in this area (see below).

CODE OF BUSINESS CONDUCT

Transcom's Code of Business Conduct is a summary of our ethical platform, outlining the high standards of honesty, integrity and ethical conduct that we expect from all our employees. An introduction to the Code of Business Conduct is part of the each employee's induction. Historically, all our managers have received regular refresher training to ensure awareness of all principles in the code. In 2016, we decided to extend the scope of the training to include all employees. As a result of this decision, we delivered a web-based training course during the year, which 100 percent of our employees successfully completed. In addition to the policy documents, employees were presented with a number of hypothetical situations illustrating key principles. Everyone had to complete a quiz to confirm their knowledge and understanding.

Sustainability at Transcom is an integral part of safeguarding not only our values but also the reputation of the clients that choose to partner with us.

To combat all forms of corruption, we have the following governing documents in place: Supplier Code of Business Conduct, Code of Business Conduct for employees and our Whistleblower reporting policy & mechanism. We have received positive feedback from the investor community, our employees and our partners on our dedicated efforts to uphold the highest ethical standards in our operations and to push the boundaries of responsibility throughout our value chain. Transcom makes a corruption risk assessment annually, covering all countries of operation, based on Transparency International's corruption perception index.

A sustainable supply chain

Transcom adheres to principles of sustainable procurement, and we have processes to evaluate the sustainability performance of our suppliers.

Transcom's supply chain consists of its operating functions and facilities, as well as its extensive network of vendors and strategic partners. This network is mainly comprised of suppliers in three categories: IT, temporary staff and recruitment agencies, and facilities-related suppliers. Roughly two-thirds of Transcom's suppliers are located in Europe, with the remainder situated mainly in North America and the Asia-Pacific region.

We have assessed the inherent overall CSR risks at a medium level from a supply chain perspective based on the principles of the UN Global Compact. Respect for human rights as well as equal and fair working conditions for all employees are among the top priorities.

We regularly carry out sustainability assessments of our key vendors by a third party through web-based self-assessments covering all ten principles of the UN Global Compact on human rights, labor rights, environmental care, anti-corruption and information on their implementation of ethical governance practices. A systematic evaluation of the responses is done to ensure a fair judgment on the replies against internationally ratified conventions and declarations and OECD guidelines for multinational companies.

The supplier assessment process enables us to take quick action if any malpractice or breach of our supplier code of conduct is identified. Our escalation process consists of three main steps; dialogue and learning, visits and relationship building and, as a last step, contract termination.

Environmental care at Transcom

While Transcom's operations have a relatively limited environmental impact, we strive to reduce the effect our own operations have on the environment, with a particular focus on reducing e-waste, limiting business travel and decreasing energy consumption in our facilities. We conduct training and support local initiatives with our employees in order to encourage greater environmental responsibility in our workplaces. Our employees are committed to minimizing the impact and to working together to contribute to a better environment. Our environmental policy guides us in lowering emissions from air travel, supports us in selecting goods and services produced with respect for the nature and is a tool to push our environmental demands throughout our supply chain. Transcom follows the precautionary principle by managing risks of negative social and environmental impact in accordance with international guidelines.

We also promote environmentally friendly technologies and equipment. The fact that Transcom's business model is IT enabled means that IT- or e-waste management is an important issue for the company. Transcom's objective is to acquire, manage and dispose of electronic and electrical equipment in an environmentally-friendly manner. We adhere to the Directive on waste electrical and electronic equipment (WEEE Directive) and other country-specific e-waste regulations. Wherever possible, we aim to procure hardware from ENERGY STAR-labeled vendors. We also try to minimize the generation of e-waste by extending the useful life of computers. Most of our country organizations already dispose of e-waste via specialized e-waste management companies.

We are committed to encouraging, educating and promoting a sustainable business model that keeps environmental impact at a minimum and reduces the carbon emissions at a steady pace for us today and, most importantly, for generations to come.

Carbon emissions

Year	2016	2015
CO ₂ emissions, business travel (tonnes)	882.4	1,017
CO ₂ emissions, per employee (tonnes/employee)	0.031	0.034
CO ₂ emissions, by Revenue (tonnes/million euros)	1.51	1.62

Transcom continues to make efforts to minimize our carbon emissions, e.g. by reviewing the meeting needs in the company and creating suitable alternatives to travel. In 2016, electricity consumption in our facilities was essentially flat compared to 2015, while CO₂ emissions from business travel decreased by 13 percent. CO₂ emissions per employee were also slightly lower compared to 2015 (from 0.034 ton per employee to 0.031 ton).

Electricity consumption

Year	2016	2015
Electricity consumption by employee (kWh/ employee)*	1,206	1,227
Electricity consumption by revenue (kWh/million euros)*	54,292	58,001

* Electricity consumption in contact centers. Excluding Latin American operations.

We are committed to encouraging, educating and promoting a sustainable business model that keeps environmental impact at a minimum and reduces the carbon emissions at a steady pace for us today and, most importantly, for generations to come.

Data protection and security

CUSTOMER DATA

Our clients trust us with access to information about their key assets, i.e. their customers. With the evolution of the industry, we have experienced that more and more customer data resides on client's networks and systems. Service providers like Transcom are provided with managed access, thereby reducing the inherent risk. There are cases where Transcom stores and processes personally identifiable information of customers in accordance with client contracts.

CLIENT/VENDOR DATA

We store and process personal data related to our clients and vendors in the normal course of business, e.g. for invoicing, payments and managing collections.

EMPLOYEE DATA

We store and process personal data related to our employees in the normal course of business, e.g. for staffing, scheduling, managing and improving performance, which is integral to our business model and our value proposition of delivering outstanding customer experience.

CONTROLS AND MEASURES

Our Code of Business Conduct, Information Security policy, Privacy policy, along with other policies provide a robust framework for the protection of personally identifiable information. We have implemented various measures to handle and safeguard data appropriately, including but not restricted to information security controls (e.g. access controls, password controls, virus and malware protection, etc.), physical controls (e.g. restricting physical access, paperless environment, etc.) and controls in the area of human resource management (e.g. background checks of applicants). Furthermore, regulatory controls, e.g. PCI-DSS, are also implemented where relevant in order to protect confidential and sensitive information. We also provide periodic information security awareness trainings and Code of Business Conduct training sessions for all our employees in order to reinforce awareness of:

- Ethical standards and values
- Regulatory and client requirements
- Types of security incidents that may arise
- Preventive controls, i.e. how to prevent incidents from happening
- Which actions to take if such security Incidents were to occur

We also carry out assessments and mock drills to evaluate awareness and enhance preparedness.

GRI Index

Indicator/UNGC Principle		More information	Fulfillment
GENERAL DISCLOSURES			
GRI 102-14	Statement from the CEO	CEO Statement 2016	Fulfilled
GRI 102-1	Name of the organization	Transcom WorldWide AB (publ)	Fulfilled
GRI 102-2	Activities, brands, products, and services	Annual report 2016, pages 6-7	Fulfilled
GRI 102-3	Location of headquarters	Stockholm, Sweden	Fulfilled
GRI 102-4	Location of operations	Annual report 2016, pages 8-9	Fulfilled
GRI 102-5	Ownership and legal form	Annual report 2016, note 1.1. (page 20), list of top shareholders (page 13)	Fulfilled
GRI 102-6	Markets served	Annual report 2016, pages 6-9	
GRI 102-7	Scale of the organization	Annual report 2016, pages 4, 6, 7, 15, 17	Fulfilled
GRI 102-8, UNGC Principle 6	Information on employees and other workers	Employee-section on 2016.transcom.com	Fulfilled
GRI 102-41, UNGC Principle 3	Collective bargaining agreements	Equal opportunities section on 2016.transcom.com	Fulfilled
GRI 102-9	Supply chain	Supply chain section on 2016.transcom.com	Fulfilled
GRI 102-10	Significant changes to the organization and its supply chain	Annual report 2016, page 1	Fulfilled
GRI 102-11, UNGC Principle 7	Precautionary principle or approach	Environment section on 2016.transcom.com	Fulfilled
GRI 102-12	External initiatives	Transcom is a signatory of UN Global Compact since 2008	Fulfilled
GRI 102-13	Membership of associations	Almega – the Employers' Organization for the Swedish Service Sector. The Confederation of Swedish Enterprise	Fulfilled
GRI 102-45	Entities included in the consolidated financial statements	Annual report 2016, note A14 (page 48)	Fulfilled
GRI 102-46	Defining report content and topic Boundaries	Materiality analysis section on 2016.transcom.com	Fulfilled
GRI 102-47	List of material topics	Materiality analysis section on 2016.transcom.com	Fulfilled
GRI 102-48	Restatements of information	This is Transcom's first report in accordance with the GRI Standards.	Fulfilled
GRI 102-40	List of stakeholder groups	Materiality analysis section on 2016.transcom.com	Fulfilled
GRI 102-42	Identifying and selecting stakeholders	Materiality analysis section on 2016.transcom.com	Fulfilled
GRI 102-43	Approach to stakeholder engagement	Materiality analysis section on 2016.transcom.com	Fulfilled
GRI 102-44	Key topics and concerns raised	Materiality analysis section on 2016.transcom.com	Fulfilled
GRI 102-49	Changes in reporting	This is Transcom's first report in accordance with the GRI Standards.	Fulfilled
GRI 102-50	Reporting period	The information provided refers to the 2016 financial year (January – December 2016).	Fulfilled
GRI 102-51	Date of most recent report	This is Transcom's first report in accordance with the GRI Standards.	Fulfilled
GRI 102-52	Reporting cycle	Transcom's reporting cycle is annual.	Fulfilled
GRI 102-53	Contact point for questions regarding the report	Stefan Pettersson, Head of Group Communications, stefan.pettersson@transcom.com	Fulfilled
GRI 102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.	Fulfilled
GRI 102-56	External assurance	This report has not been externally assured.	Fulfilled
GRI 102-18	Governance structure	2016 annual report, pages 59-65, People & Sustainability on 2016.transcom.com	Fulfilled
GRI 102-16, UNGC Principles 1-2, 10	Values, principles, standards, and norms of behavior	Transcom's Code of Business Conduct, available on www.transcom.com, Code of Business conduct section on 2016.transcom.com	Fulfilled

Indicator	Specific Standard Disclosures	More information	Fulfillment
ECONOMIC			
Management approach			
GRI 103-1	Explanation of the material topic and its Boundary	People & Sustainability section on 2016.transcom.com	Fulfilled
GRI 103-2	The management approach and its components	People & Sustainability section on 2016.transcom.com	Fulfilled
GRI 103-3	Evaluation of the management approach	People & Sustainability section on 2016.transcom.com	Fulfilled
Economic performance			
GRI 201-3	Defined benefit plan obligations and other retirement plans	Annual report 2016, note 1.18 (page 23) and note 20 (page 34)	Partially fulfilled
Market presence			
GRI 202-2, UNGC Principle 6	Proportion of senior management hired from the local community	Community engagement section on 2016.transcom.com	Fulfilled
Anti-corruption			
GRI 205-1, UNGC Principle 10	Operations assessed for risks related to corruption	Code of Business conduct section on 2016.transcom.com, Annual report 2016, page 67.	Partially fulfilled
GRI 205-2, UNGC Principle 10	Communication and training about anti-corruption policies and procedures	Code of Business conduct section on 2016.transcom.com	Fulfilled
ENVIRONMENTAL			
Management approach			
GRI 103-1, UNGC Principles 7, 8	Explanation of the material topic and its Boundary	People & Sustainability section on 2016.transcom.com	Fulfilled
GRI 103-2	The management approach and its components	People & Sustainability section on 2016.transcom.com	Fulfilled
GRI 103-3	Evaluation of the management approach	People & Sustainability section on 2016.transcom.com	Fulfilled
ENERGY			
GRI 302-3, UNGC Principle 8	Energy intensity	Environment section on 2016.transcom.com	Fulfilled
EMISSIONS			
GRI 305-3 UNGC Principles 7, 8	Other indirect (Scope 3) GHG emissions	Environment section on 2016.transcom.com	Fulfilled
SOCIAL			
Management approach			
GRI 103-1	Explanation of the material topic and its Boundary	People & Sustainability section on 2016.transcom.com	Fulfilled
GRI 103-2	The management approach and its components	People & Sustainability section on 2016.transcom.com	Fulfilled
GRI 103-3	Evaluation of the management approach	People & Sustainability section on 2016.transcom.com	Fulfilled
Sub-category: Training and Education			
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	People development section on 2016.transcom.com	Fulfilled
GRI 404-3, UNGC Principle 6	Percentage of employees receiving regular performance and career development reviews	People development section on 2016.transcom.com	Fulfilled
Sub-category: Diversity and Equal Opportunity			
GRI 405-1, UNGC Principle 6	Composition of governance bodies and breakdown of employees per employee category	Equality & diversity section on 2016.transcom.com	Fulfilled

Transcom

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