



The Corporate Responsibility Charter of the European Telecommunications Network Operators' Association

About us

This Charter is an initiative of the European Telecommunications Network Operators' Association, and is aimed at responsible companies operating in the ICT sector in Europe. It represents the natural evolution of the former Environmental Charter launched in 1996 and Sustainability Charter launched in 2004.

Collectively, our companies' combined turnover represents a significant proportion of European trade, which offers a unique opportunity for ETNO member companies and the signatories of this Charter in general to co-operate actively with policy-makers and Governments to make a real difference. Indeed, our CR activities can offer a significant contribution to sustainable development.

Our Vision

Sustainable development is a global strategic goal, which seeks to achieve economic growth that promotes a fair and just society while conserving the natural environment and the world's scarce, non-renewable resources for future generations. It is our belief we, given our position in and impact on the economic, social and technological scenario, can play an important part in making this happen.

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

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

This Charter embodies our commitment to sustainable development via:

- a sustainable provision of ICT based solutions with significant environmental, social and economic benefits, with a particular focus on enabling the reduction of environmental impacts of other industry sectors and society at large and improving citizens' quality of life;
- a determined effort to integrate our business activities with environmental, social, and economic responsibilities — minimising, where practicable, any negative impact these activities may generate.

Our Approach

We believe, as do our customers, employees, shareholders and governments, that today's world demands close attention to business principles and ethics, employee relations, the respect of human rights, environmental management, community

investment and general working conditions, within a company and regarding its upstream suppliers and business partners.

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

Embracing CR demands commitment to continuous improvement and regular performance assessment. Thus, our reports will offer stakeholders a means to judge how effective our improvement programmes have been. Moreover, the spread and reach of telecommunications across contemporary society imposes on us, as responsible corporate citizens, the social obligation to demonstrate transparently that this commitment is reflected in the way we plan and run our businesses.

Our Pledge

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

1. e-INCLUSION

To identify and deploy actions aiming at the achievement of an inclusive information society, contributing to enhancing digital competence and e-accessibility in order to enable all to benefit from the opportunities created by the internet and digital technologies

2. AWARENESS AND TRAINING

To acknowledge all the relevant environmental, social and economic impacts of our products and services, whether positive or negative; and to contribute to the global efforts aiming to assess such impacts, with a particular focus on their GHG emission reduction potential. We will build CR aspects into company communications and training programmes.

3. REGULATORY COMPLIANCE

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

4. RESEARCH AND DEVELOPMENT

To support research and development so that new telecommunication products and services are as economically and ecologically sustainable as possible.

5. RESOURCE EFFICIENCY

To implement efficient management of resources, energy use, waste, emissions reductions. Particular attention will be given to implementing solutions that help reduce GHG emissions and material use.

6. SUSTAINABLE SUPPLY CHAIN MANAGEMENT

To implement sustainable and transparent procurement practices, identifying the corporate responsibility risks across the supply chain, and in close cooperation with suppliers, applying proper solutions, aiming in particular to observe respect of human rights, to improve labour standards and to reduce product and process environmental footprints.

7. ACCOUNTABILITY

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

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

8. COOPERATION

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

9. MANAGEMENT SYSTEMS

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

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

10. EMPLOYEE RELATIONS

To create work environments that promote work-life balance, professional development, diversity, health and safety, proper labour standards and observation of human rights and to maintain a highly motivated and productive workforce.

11. CUSTOMER SAFETY AND SECURITY

To investigate, identify and adopt proper measures that combat and prevent safety and security threats to which customers may be exposed irrespective of the services and platforms used, with particular attention to the protection of children and young generations.

12. HUMAN RIGHTS

In general, to support and respect the protection of internationally proclaimed human rights, and to refer to guiding principles like those developed within the UN "Protect, Respect and Remedy" Framework for Business and Human Rights.

13. CORPORATE GOVERNANCE

To adopt a proper and effective Corporate Governance model in order to guarantee transparency, accountability and conformity to laws and regulations and to preserve company's integrity and reputation while ensuring prosperity to the company itself and its stakeholders.