



GLOBAL AGREEMENT

BETWEEN

TELENOR ASA

AND

UNI GLOBAL UNION

Global Agreement between Telenor ASA and UNI Global Union

18. January 2013

1. Introduction

The Parties to this Agreement are determined to strengthen their mutual dialogue on fundamental labour rights, especially related to the right to freedom of association and collective bargaining, through this Global Agreement.

The Parties to this Agreement are determined to promote good and trusting relations between the employees, their representatives and the companies within the Telenor group through mutual cooperation supporting continued development of sustainable business growth in the Telenor group and sustainable and satisfying working conditions for the employees.

Telenor recognises the important role that unions can play in representing employees' interests and recognises UNI as a global partner. UNI recognises Telenor as an international responsible employer with good practices in employee relations.

2. Scope of Application

This Global Agreement (hereinafter referred to as 'this Agreement' is between Telenor ASA (in this agreement referred to as 'Telenor') and UNI Global Union (in this agreement referred to as 'UNI'). Telenor and UNI are also referred to as 'Parties' to this Agreement.

Telenor will secure adherence to this agreement by its wholly owned subsidiaries within the Telenor group. Further, Telenor will promote adherence by all other companies within the group.

This Agreement is not regarded by the Parties as legally binding. The agreement does not replace or supersede any existing local agreements or collective agreement.

3. Framework for common recognition of rights and obligations

Telenor and UNI respect the fundamental labour rights of employees in accordance with international standards and guiding principles as set out in item 6, namely

- UN Global Compact's ten principles
- the International Labour Organisation's fundamental conventions, including the right to freedom of association (ILO Convention 87) and right to collective bargaining (ILO Convention 98)
- the UN "Protect, Respect and Remedy" framework

Telenor and UNI acknowledge the obligation to respect the laws and regulations in the countries where Telenor operates.

The rights to freedom of association and collective bargaining

Telenor respects the rights of all employees to form and join unions of their choice and to bargain collectively, in accordance with national law and regulations. In the event that there are differences between such laws and regulations, and the right to freedom of association and collective bargaining, Telenor will seek to apply the highest standard consistent with applicable local law and international standards as mentioned in item 3. UNI and Telenor share the view that employees should be able to freely make the choice about whether or not to join a union, and which union to join.

Both parties commit to working with their national affiliates and managers in order to enable freedom of association to be exercised in a non-confrontational environment, avoiding misunderstanding and minimizing conflict.

Telenor will adopt a neutral view on the establishment of a union. Telenor's managers will not oppose the process of joining a union or exercising rights as a union member. When reasonably requested by UNI or Telenor the other party will effectively communicate that the employees have the right to freely choose whether or not to join a union.

Telenor will recognize UNI's representatives as advisors for employees that seek UNI for advice in the process of establishing a local union, provided that the employees are within UNI's jurisdiction and that UNI is informing Telenor of contact that is being established. In such cases the advisors will be given access arrangements to meet with employees based on the specific operating environment.

If employees seek to unionise, Telenor will recognise unions that satisfy the minimum requirement under applicable law.

The management, employees and employee representatives are jointly responsible for developing good industrial relations based on mutual respect, and engage in constructive negotiations with trade unions as outlined in the OECD guidelines for Multinational Enterprises, with the view to reach agreement on the terms and conditions of employment.

Child labour

Within the Telenor Group we shall not employ or contract child labour (ILO Convention 138) and we are responsible for securing that persons under the age of 18 do not perform any hazardous work, including but not limited to exposure to physical, psychological or sexual abuse (ILO Convention 182), ref. clause 6.

Forced labour

Within the Telenor Group we shall not employ any form of forced or compulsory labour (ILO Conventions 29 and 105), ref. item 6.

Discrimination

Within the Telenor Group we are opposed to discriminatory practices in respect of employment and occupation (ILO Conventions 100 and 111), ref. item 6.

Health, Safety and Security

Within the Telenor Group we recognize the importance of working continuously and systematically to ensure safe, healthy and secure working conditions for our employees.

4. Implementation

Telenor and UNI emphasise the importance of the principles expressed through this Agreement and will communicate this Agreement and the commitment to its principles throughout their organisations. Both Parties shall have a joint responsibility for implementation of this Agreement in good faith.

The Parties agree to meet at least once a year, and are committed to maintaining an ongoing dialogue. Any difference arising from the interpretation or implementation of this Agreement will be examined jointly at global level, for the purpose of seeking a resolution consistent with terms of this agreement as well as to ensure that necessary discussions can take place before possible external communication

5. Duration

This Agreement is valid for a period of 2 years after signing of the agreement, after which it may be prolonged or renegotiated.

6. External documents

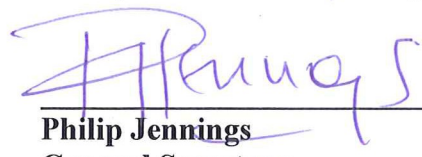
- The United Nations Global Compact's ten principles
- The United Nations "Protect, Respect and Remedy" framework for Business and Human Rights
- ILO Convention 87 Freedom of Association and Protection of the Right to Organise
- ILO Convention 98 Right to Organise and Collective Bargaining
- ILO Convention 29 Forced Labour
- ILO Convention 105 Abolition of Forced Labour
- ILO Convention 100 Equal Remuneration
- ILO Convention 111 Discrimination (Employment and Occupation)
- ILO Convention 138 Minimum Age
- ILO Convention 182 Worst Forms of Child Labour

Norway/Fornebu 18. January 2013



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Norway/Fornebu 18. January 2013



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