

# Sustainability Accounting Standards Board (SASB) index

Starting with our 2020 Annual report, we have added a Sustainability Accounting Standards Board (SASB) index to our ESG disclosures. In this index, we detail our key financially material disclosures, as established by SASB's Telecommunications standard.

Inclusion of information in this index should not be construed as a characterization of the materiality or financial impact of that information. For more information, refer to our Corporate Annual Report or Form 20-F for the year ended December 31, 2020, and other publicly-filed documents available at the Millicom Investor Relations' Reporting Center on our website:

<https://www.millicom.com/investors/reporting-center/>.

## Activity Metrics

Topic	SASB code	Metric	Millicom Response
Environmental Footprint of Operations	TC-TL-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	(1) 2,536,320 GJ (2) 100% (3) the percentage of renewable energy is largely that of the local electricity grid, which varies from market to market. While several projects and initiatives with renewables exist, the percentage they represent in the total energy consumption is not yet considered material.
Data Privacy	TC-TL-220a.1	Description of policies and practices relating to behavioral advertising and customer privacy	Please see the <a href="#">Privacy Policy</a> section on our website.
Data Privacy	TC-TL-220a.2	Number of customers whose information is used for secondary purposes	Millicom's <a href="#">Privacy Policy</a> describes the purpose of using customer personal data.
Data Privacy	TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	All our material legal proceedings are disclosed in our SEC reports. Please refer to note G.3.1 in the Notes to the Audited Consolidated Financial Statements included in Millicom's 20-F. In 2020, we did not disclose any monetary losses as a result of legal proceedings related to data privacy.
Data Privacy	TC-TL-220a.4	(1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure	Since 2015, Millicom has produced an annual <a href="#">Law Enforcement Disclosure (LED)</a> report in line with our desire to be as transparent as possible with our customers in how we handle government requests for their data. We issue this report in both English and Spanish given that our business focus is primarily located in Latin America.
Data Security	TC-TL-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	This is confidential information that Millicom generally does not disclose unless required by law. For general information about data security risks, please refer to Millicom's Annual Report.
Data Security	TC-TL-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards.	Learn more on our Cybersecurity approach <a href="#">here</a> .
Product End-of life Management	TC-TL-440a.1	(1) Materials recovered through take back programs, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled	Through our Consumer Premise Equipment (CPE) recovery program, in 2020 we retrieved and redeployed 64% of units discarded as customers upgrade or discontinue our service.  We report our recycled e-waste by weight. In 2020, 2,436 tonnes of e-waste were recycled in our operations. Due to the mobility restrictions caused by the COVID-19 pandemic, some of the e-waste generated in 2020 will effectively be recycled during 2021.  We are working the standardization of regional data to better monitor and disclose waste management and streams.

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Topic	SASB code	Metric	Millicom Response
Competitive Behavior & Open Internet	TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	All our material legal proceedings are disclosed in our SEC reports. Please refer to note G.3.1 in the Notes to the Audited Consolidated Financial Statements included in Millicom's 20-F. In 2020, we did not disclose any monetary losses as a result of legal proceedings related to anticompetitive behavior regulations.
Competitive Behavior & Open Internet	TC-TL-520a.2	Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content	We do not measure download speeds as per the standard. However, we do not favor certain websites or internet applications by blocking or throttling lawful internet traffic on the basis of content, application, service, user or use of non-harmful devices on its broadband internet access services.
Competitive Behavior & Open Internet	TC-TL-520a.3	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	Legislation on net neutrality, paid peering, zero rating and related practices vary according to the markets where we operate. Millicom complies with the applicable legislations in each and every one of them.
Managing Systemic Risks from Technology Disruptions	TC-TL-550a.1	(1) System average interruption frequency and (2) customer average interruption duration	We closely measure and monitor service availability in a manner different from that required by the standard. These key performance indicators are not publicly reported at the current time.
Managing Systemic Risks from Technology Disruptions	TC-TL-550a.2	Discussion of systems to provide unimpeded service during service interruptions	Network and infrastructure resiliency is a key risk and as such closely monitored. Redundancy systems are in place, as well as protocols in the event of outages. Please refer to our <a href="#">2020 CDP Report</a> and page 46 of our Annual Report for a more complete description.

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Topic	SASB code	Metric	Millicom Response
Number of wireless subscribers	TC-TL-000.A	Total mobile subscribers for Latam and Africa	54,846,000
Number of wireline subscribers	TC-TL-000.B	Total homes connected to a fixed network in Latam, including HFC, DTH and other technologies	4,545,000
Number of broadband subscribers	TC-TL-000.C	HFC broadband subscribers in Latam	3,356,000
Network traffic	TC-TL-000.D	Petabytes	This data is proprietary and confidential.