



Sustainability Report

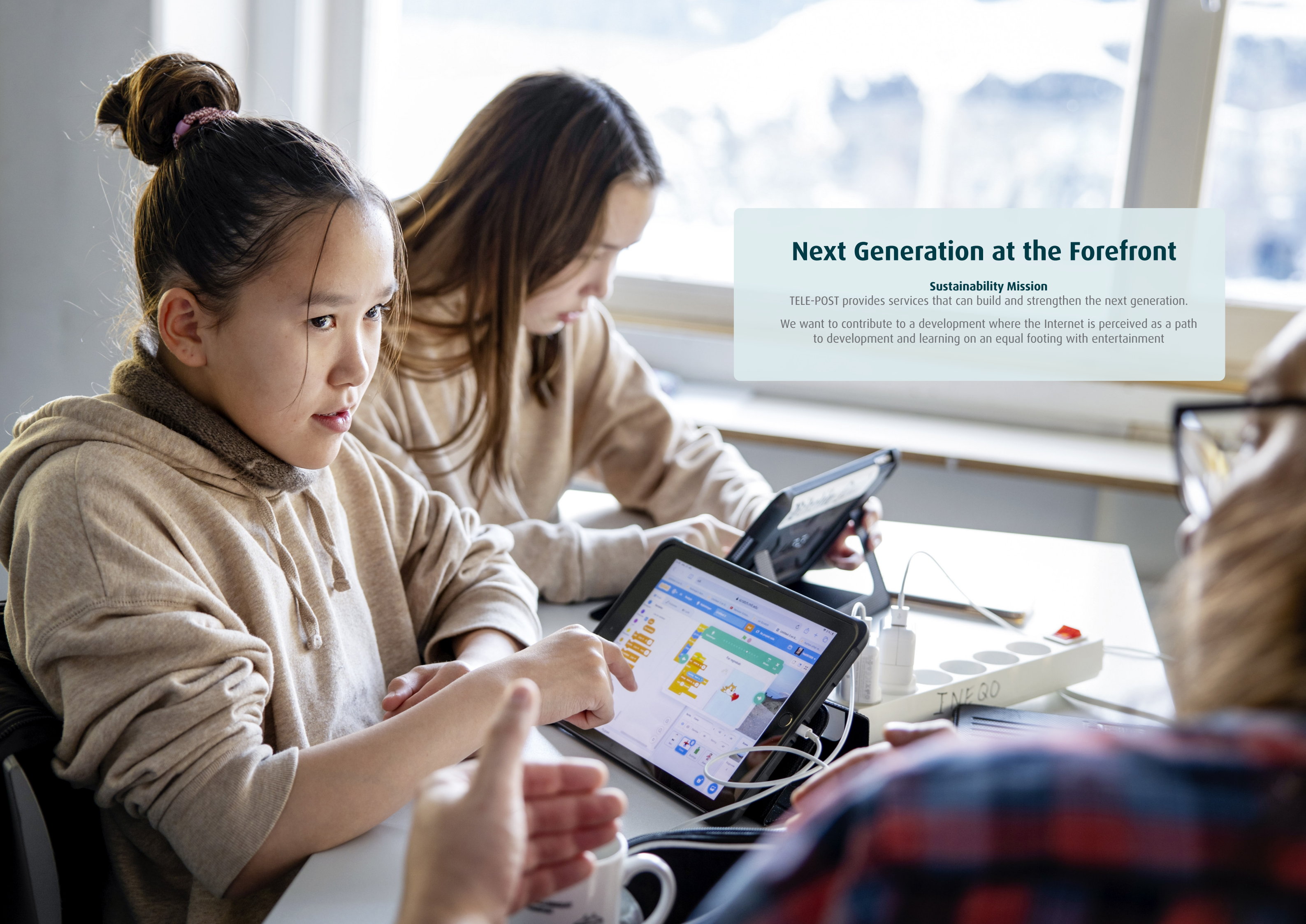
2020





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Next Generation at the Forefront

Sustainability Mission

TELE-POST provides services that can build and strengthen the next generation. We want to contribute to a development where the Internet is perceived as a path to development and learning on an equal footing with entertainment

TELE-POST Ensures the Connections That Bring Greenland Into the Digital Age

It is the coming generations that must be at the forefront of the digital development. We would like to contribute to a development in which the internet is perceived as a resource towards development and learning.

We would like to make our contribution to meet the children's wishes for a higher professionalism and increased digitalization in grade school. This creates a common value in society and for TELE-POST's business activities in an increasingly digitalized future. That is why TELE-POST works with a focus on creating digital opportunities and competencies, to ensure the future of both the company and the country through education.

Our focus this year has been on the establishment of Coding Classes, in which elementary school students over a period of five days learn to code a digital product from a work assignment they receive from TELE-POST. The interaction between school and business has been a major motivating factor, and we are happy to accomplish this, despite the challenges of the COVID-19 situation throughout the process and plan.

We will continue the work and spread Coding Classes throughout the country. In addition, we have also made it possible for children and young people to code with Coding Pirates in their spare time. In collaboration with Coding Pirates, we held five events in the autumn, where Greenlandic children could code with Danish children in the virtual world.

The Covid-19 situation has opened many new virtual doors and boosted the digital transition for many companies - including TELE-POST. We have had to adjust not only to daily life where meetings, business trips, teaching, etc. have largely taken

place online. Our role in society has – if possible – become even more important as the isolation Covid-19 has brought has made the internet connection a lifeline and the only contact between family, friends, colleagues, etc. TELE-POST shoulders a great responsibility, as we connect Greenland and connect Greenland to the world.

That is why we work every day to ensure the best opportunities for the Greenlandic business community and all citizens, regardless of where in the country they live. It is a huge challenge in a country like Greenland with relatively few customers, vast distances and extreme weather conditions. We must use significant amounts of energy to secure the telecommunications connections, and therefore one of our most important focuses is to achieve even greater use of renewable energy sources such as solar and wind energy.

The energy production at our radio chain stations takes place with contributions from solar energy in the summer and generator operation in the winter. Although solar cells are efficient at producing energy in the summer, their efficiency decreases during the dark winter months. Despite previous trials with wind turbines, we focused on conducting another attempt at a wind turbine solution in 2019. In this report, you can read more about its progress.

With these words, I express TELE-POST's continued support for the UN Global Compact and the ten principles.

Enjoy reading our sustainability report.



Kristian Reinert Davidsen
CEO

CSR & Memberships

Organization CSR

The board of TELE-POST prioritizes Corporate Social Responsibility (CSR) and sustainability, which are reflected in the organization’s work. The strategic responsibility for sustainability work is anchored with the director of HR, who has a dedicated employee for the job. The sustainability consultant helps to ensure development, anchoring, documentation and follow-up of the organization’s work with social responsibility and sustainability. Progress in sustainability work is on the agenda every 14 days at a meeting between the CEO and the HR director.



Memberships

As a member of the UN Global Compact, TELE-POST commits to assuming responsibility regarding the UNs ten principles on human rights, workers’ rights, the environment and anti-corruption as well as contributing to realizing the UNs 17 Sustainable Development Goals. This is supplemented by local memberships in organizations such as CSR Greenland and Transparency International Greenland that likewise work to promote the responsibility agenda in Greenland. Once a year we must report on our sustainability effort and progress to the UN Global Compact. In addition, this report is produced according to the law on annual reports article §99a and §99b

For more information on the UN Global Compact: www.unglobalcompact.org

The Ten Principles of the UN Global Compact



Human Rights

- Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights; and
- Principle 2:** make sure that they are not complicit in human rights abuses



Labour

- Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining; and
- Principle 4:** the elimination of all forms of forced and compulsory labour; and
- Principle 5:** the effective abolition of child labour; and
- Principle 6:** the elimination of discrimination in respect of employment and occupation



Environment

- Principle 7:** Businesses should support a precautionary approach to environmental challenges; and
- Principle 8:** undertake initiatives to promote greater environmental responsibility; and
- Principle 9:** encourage the development and diffusion of environmentally friendly technologies



Anti-Corruption

- Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery

Business Model



Core Resources

- Employees**

Our employees make sure that services are provided across business branches, and we strive to offer the right competency and development opportunities for everyone.
- Financial Resources:**

If possible, we finance our investments through the flow of our operations and secondarily through lending.
- Customers and Owners:**

Our customers and owners are the foundation for our business and we take our relations with both seriously.
- Community Engagement**

We invest in solutions that ensure the digital development in parts of the country where the commercial basis is limited too.

Investments

Infrastructure

- The branch ensures phone and internet connections to all of Greenland and has supply security as its main focus.
- Infrastructure is continuously being build and expanded to ensure connections that can provide current and up-to-date products for the customers.

5.404 km sea cable

1.710 km radio link on 67 sites

2 satellite contracts

116,7 mio. DKK investments in 2020

Revenue

Phone and Internet

65 % of Revenue

- The branch supplies phone and internet products for both private and corporate customers.
- New products are continually developed that ensure the customers opportunity to be a part of the digital evolution in Greenland and in the rest of the world.

9 % growth in the number of private internet customers in 2020

31 % growth in data traffic to private internet customers in 2020

65.027 cell phone customers

IT services and Other Services

13 % of Revenue

- The corporate business offers up-to-date IT-solutions to customers all over Greenland, which gives the companies the opportunity to focus on their core business.
- As supplier of emergency and safety contingency in Greenland, TELE-POST contributes to securing safety at sea.
- Delivery of services to aviation and weather services contribute to a solid traffic infrastructure in Greenland.

24/7 365 days manning of Aasiaat Coastal Radio.

18.250 weather balloons for aviation and weather services per year

86 % increase in corporate telephony in 2020

Mail

20 % of Revenue

- With sole concession on letters in Greenland, the postal business ensures a secure delivery of mail to the entire country
- Delivery stabile package solutions are offered to all of Greenland, which makes international trade for both private and corporate customers possible.

15 TELE-POST centers in Greenland with personal service

76 tons letters and a decrease of 10% I 2020

288.000 packages and an increase of 3% in 2020

Wholesale

2 % of Revenue

- Wholesale gives the citizens of Greenland the opportunity to choose competitors for the delivery of internet products.
- The branch develops products for internet providers so that they too can offer up-to-date products for their customers.

63 % increase in international traffic for wholesale customers in 2020

Sustainability Strategy

The Next Generation is the Future

As a company, TELE-POST has a responsibility to contribute to our product being used safely and innovatively. From many studies, we know that Greenlandic citizens use the internet very actively for social media and entertainment. Influencing development in a direction, where the Internet achieves similar natural use for learning and development is a big and important task. That is why we focus on the next generation, development, learning and digital education

That is why a large part of our sustainability strategy focuses on supporting children and young people’s development through projects in a digital perspective and on strengthening the next generation with creative competencies in an increasingly digital world. Children and young people must not only be super users of the digital solutions, they must be creative and innovative with technology that will be decidedly central to the development of society.

“

We do business in a responsible way, where we have consideration and respect for our employees, the local community and the environment we are part of. We run an efficient and stable business with a focus on digital investments for the benefit of Greenland. With our knowledge, experience and expertise, we are a driving force for value-creating development.

Excerpt from TELE-POST’s Policy for Social Responsibility

as active elements. We want to influence and challenge the use of the web so that its full potential will benefit all citizens and not least the next generation.

It is TELE-POST’s objective that our CSR and sustainability initiatives must contribute to future-proofing the company. It also applies when the focus is on projects for children and young people. We as a company experience that society lacks IT-specialists, technicians and engineers, and it is natural that our focus will be on promoting interest in precisely those areas with the children and teenagers.

With that focus, we ensure the future development by planting the seed for the next generation of IT-specialists, technicians and engineers.

¹ <http://greenlandtoday.com/groenland-nummer-1-paa-facebook/>
http://mio.gl/wp-content/uploads/2017/03/Boerns-brug-af-internet_2016-til-voksne_DK.pdf





“It is quite visible that the kids are crazy about learning how to code and present their work. We are pleased that TELE-POST and Coding Class Denmark have chosen to collaborate with Kommuneqarfik Sermersooq to bring the project to Greenland, and we hope this collaboration can continue so that Coding Class is extended to the entire municipality.

Mayor, Charlotte Ludvigsen

The Sustainable Development Goals

World Goals in TELE-POST

At TELE-POST, the world goals are used in the organization to structure and visualize the sustainability work and to increase awareness of the difference we make, and thus what value it has for society. The goals contribute to sharpening the focus and creating a common language of sustainability work, both internally in the organization and towards the society of which we are a part.

TELE-POST has identified three SDGs as the primary to our contribution, where we create a real difference for society while also creating value for our business. We did this at a management seminar, with the focus on increasing awareness and mapping of sustainability and the United Nations 17 global goals for sustainable development.



Next Generation at the Forefront

Coding Class

Primary school 7th graders complete a 5-day course in which they learn about coding. Students receive a business assignment from TELE-POST, for which they must design a solution, by coding games, apps or animations. During the course, the students gain knowledge of design processes and coding through collaboration, analysis and innovation, all of which are areas that are emphasized in the 21st century competency requirements.

In the fall, we actualized a successful pilot project in two classes through good cooperation between TELE-POST, Sermersooq Municipality, Coding Class and the IT-industry.

We are in continuous dialogue with Sermersooq Municipality on holding more Coding Class courses during the spring of 2021. In addition, we build an ongoing dialogue with the other municipalities in Greenland to ensure that the project spreads throughout the country.

We are working to establish two more municipal partnerships during 2021.

Coding Pirates

TELE-POST has entered into a collaboration with Coding Pirates and created events that give children and young people the opportunity to code and be creative with IT technology in their spare time as well.

For these events, Greenlandic children met with Danish children in a virtual room and coded together. The events have been successful and very popular with children, parents and volunteers.

5 Events completed in the fall of 2020

TELE-POST will continue with Coding Pirates events and has an ambition of being able to bring more coding into the children's spare time.

Goal	Completed	Explanation
4 classes	2 classes	COVID-19 meant that only two classes could be completed

Teachers' Education and Technological Understanding

If the next generation is to become skilled at using IT-technology, it is important that the adults in the daily lives of the children also become more skilled at working with IT. TELE-POST therefore collaborates with Teacher Training College (Iliniarfissuaq), and Center for Teaching Aids (Ilinniartitaanermut

Aqutsisoqarfik) to create the framework for education that can contribute to school teachers being able to teach digital creativity and understanding of technology. technology.

We expect the first team students to start in the fall semester of 2021.



A Strong Digital Infrastructure is Essential for Growth

As a leading provider of digital infrastructure, we connect the country to the rest of the world - this is a crucial prerequisite for a sustainable society now and in the future.

Through a robust infrastructure, and with more efficient use of environmentally friendly technologies, we deliver flat rate internet to over 92.6% of our customers residing in South, West and North Greenland.

Greenland has truly entered the digital age with strong internet connections. This has created a basis for further development in Greenland's.

In 2020, we have focused on the 7.4% of citizens who do not yet have the same digital opportunities as the rest of Greenland. We have launched a comprehensive satellite program that provides customers in Tasiilaq, Ittoqqortoormit and Qaanaaq with better internet connections.

During 2021, the focus will be on continuing to strengthen and improve the infrastructure in Greenland.



A United Path to Quality

We cannot achieve all the goals of our sustainability strategy alone. That is why we form strong partnerships, where we can strengthen the quality of our work together. Partnerships are an essential means to achieve the main goals.





For any company, the best results are achieved through motivated employees and that is why TELE-POST continuously works to ensure good conditions for its employees. Committed and motivated employees perform better, strengthen collaboration, inspire others and help us build a strong image.

In order to achieve strong results it is thus a natural part of the business to create a healthy

culture which supports occupational injuries being recognized through proper treatment, both through notification as well as through subsequent preventive measures. This is done by making workplace safety a part of everyday life. The fact that no occupational injuries have been reported in 2020 is gratifying, and we view it as a result of our efforts through courses and education now bear fruit. It is important to continue to emphasize the need for an environment that must always

Employee satisfac- tion survey	2018	2019	2020
Satisfaction	80	82	84
Loyalitet	83	85	87

and safe physical and mental work environment, as well as in the collaboration between manager and employee, and between colleagues.

Job Satisfaction

Job satisfaction is an expression of the motivation of the employees and loyalty to the company. At the beginning of 2020, job satisfaction at TELE-POST was at index 84, which is classified as a high job satisfaction and ‘Best in class’ at a Greenlandic benchmark according to our external supplier – Ennova.com – that handles the survey. Employee loyalty to TELE-POST is at index 87.

Safety at Work

TELE-POST prioritizes employee safety by completing relevant education, courses and certifications like L-AUS, master rescue and the work environment education. Employees are instructed in the necessary safety precautions through which understanding and compliance is ensured. No occupational injuries were reported in 2020. It is important for TELE-POST to have a safety

be characterized by openness and security in accordance with the recognition of occupational injuries.

Health

We contribute to employee health and well-being through healthy and varied cafeteria operations, free access to fitness facilities, company sport events and employee events.

All permanent employees are offered a health insurance upon hiring with the opportunity to access –amongst other things – treatment at a private hospital in Denmark, substance abuse counselling, mental health care and physiotherapy.

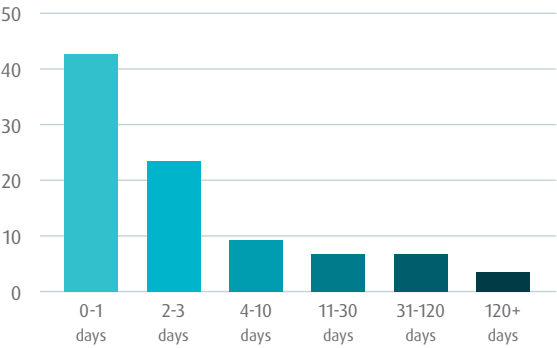
In addition, in 2020 TELE-POST entered into a partnership with Allorfik, a rehabilitation center for citizens and their relatives with gambling and drug problems. This collaboration means we can refer employees directly for treatment internally in the country in case of their own gambling or drug problem or a next of kin’s gambling or drug problem.

2. Low rating (0 - 59), medium rating (60 - 74) and high rating (75 - 100)

Sick Leave

TELE-POST has a constant goal of reducing sick leave.

In 2020, the total sick leave was 4.3%, a total of 3,962 days, 481 days of which are Children’s first day of illness.
The absence is distributed as follows:



Today, we can retrieve data directly from our time registration system which is why it has been decided that 2020 will be our baseline for future inventories.
Sick leave is calculated as follows:

Sick days / Net working days, where working days are defined as the sum of the working days that have been planned for work, not counting actually taken holidays, public holidays, care days, course days, days off and public holidays.

In 2021, guidelines and conversation tools will be developed to help managers deal with absences.

Behavior in the Workplace

Excerpt from TELE-POST’s policy for abusive behavior: *“We do not tolerate any forms of abusive acts, bullying or sexual harassment in the workplace and no employees should accept being subjected to this. TELE-POST will always deal with a presented issue and handle it professionally and seriously”*

#MeToo

The term is used to indicate that sexual harassment or other sexual assault is unacceptable and can never be defended. This is an issue that is growing worldwide. The movement has also led TELE-POST to strengthen its focus on the issue. During 2020, we established a policy for abusive behavior and drafted a code of conduct for the workplace. The message and the material was - among other initiatives - disseminated by the CEO and HR director at a meeting with all middle managers in the company.

Employee and Competency Development

Through targeted skill upgrades we ensure that employees can handle new and existing tasks. Employee knowledge and competencies must always follow the digital development, which happens through continuous and targeted development of their potential. Through annual employee development dialogues (MUS), employee needs and opportunities for education and development within their individual job branch is evaluated. In that way we ensure a good match between the employees’ competencies and the requirements and demands the employee encounters in their work.

Covid-19 restrictions have meant that we have not been able to complete courses and education to the same extent as planned.

Facilitator of IT Educations

TELE-POST operates a national Microsoft course center in Nuuk and thereby facilitates IT-courses and educations in collaboration with a certified course provider. Previously that meant a physical test center, but the Covid-19 situation has accelerated a digital transition, which has enabled virtual exams – an opportunity we have embraced as it supports our business.



Trainee Program

TELE-POST supports education within our field through apprenticeships, traineeships and internships – collectively known as our trainee program and our traineeships.

At TELE-POST, it is our ambition to have one of the best traineeships in Greenland. To meet that end we ensure that day-to-day work as a trainee supports the trainee's studies. In cooperation with various educational institutions in Greenland and Denmark, we also provide the opportunity for university students to write their thesis based on our business, doing empirical research, casework or realizing their own project ideas in relation to their education.

Additionally, within TELE-POST these education branches are offered:

- IT / electronics and technical
- Technical facilities and operations
- Purchasing and logistics
- Mail and philately
- Economics
- Customer service
- Marketing and communications

In 2020, we had 21 trainees and 2 engineering students in traineeships distributed across seven different educations within TELE-POST's business branches. Additionally, we are happy to welcome elementary school students in internships. We wish to strengthen the opportunities for children and young people to be educated, and we hope our efforts contribute to this goal.

“*TELE-POST is a great place to be a trainee. There is a focus on creating a good working environment and as a trainee, I know what is expected by me. My colleagues give me the right tools for me to develop professionally within my occupation.*

Aningaaq Møller, Computer Technician Trainee

The Flourishing of a School Intern

TELE-POST has vocational trainees - including young people with special challenges. Every day, 15-year-old Aqqalooraq Lyngé show up at TELE-POST in Ilulissat.

Aqqalooraq comes from a special education class in primary school and has challenges in accessing school while being part of a social network. When the time came to find an internship, he applied for TELE-POST and has shown great motivation from day one.

“Aqqalooraq is responsible, independent and a good helper. He has really flourished with us and therefore I chose to investigate what opportunities he had to continue to be associated with TELE-POST.” Says Regional Manager, Ane Kruse Petersen, who is very happy to have him in the department. Against this background, a further cooperation has been established between TELE-POST and the school, so that Aqqalooraq has remained as an employee at TELE-POST along side his schooling, to the great delight of all involved.



“*It was very interesting to see the different challenges TELE-POST has due to the weather conditions and the terrain. At the same time, it has also been exciting for me to have an insight into a completely different world than the one I usually know. I found the things I was working on to be exciting. It was great to see that the things I produced actually be applied. I also felt that my general manager did his best to ensure that I had a good experience and that I also felt that what I was doing was relevant to me and my studies.*

Hjördis Jess, Graduate Engineer, Electronics



When Diversity Creates Value

Excerpt from TELE-POSTs policy for Diversity in management: *"A diverse workplace is a workplace where the employee diversity is accepted and used as a strength. TELE-POST supplies many different services, and is as a company dependent on different types of employees – not least managers."*

The purpose of the policy is in part to ensure the continuous work of company management to strengthen the efforts in relation to recruitment, retention, etc. for women and employees with local roots.

The responsibility for increasing the proportion of the underrepresented gender lies with the top management but it is rooted in HR, which – in dialogue with the individual department heads – ensures balance in the recruitment process, so both gender, competencies and local roots are expressed.

In addition to the general challenge of recruiting the highly specialized workforce that TELE-POST needs, there is an additional challenge with the fact that there are few women in our subject areas. The field of candidates is very small – often completely devoid of women – so one goal of that we have is to strengthen the awareness of diversity. Most recently, we have succeeded in hiring a female IT-project manager.

We are also conscious of this issue when we talk to female engineering students at jobs and recruitment fairs, which resulted in two female interns in the fall of 2020. In addition, we strive to maintain the attention of the girls when we hold Coding Classes in schools and Coding Pirates events. These initiatives are a targeted but long-term effort to generally strengthen our local recruitment base, but also to try to challenge the unequal gender distribution of the subject area. Because the effort is long-term, we have not been able to see a direct effect on the gender distribution in 2020.

The Board consists of 5 general assembly elected members and 3 employee elected members. 3 of the 5 general assembly elected members are women, which means that we have achieved equal distribution per the order of the law and thus we have no further objectives. Our policy for diversity in management forms the framework for promoting the under-represented gender in other management layers.

At TELE-POST there is room for everyone regardless of age, gender, nationality, creed, sexual orientation and culture. Competencies, motivation and ability is our focus, and we do not tolerate any form of discrimination.



Senior Employee Strategy

TELE-POST wants to create the best opportunities leading up to the age of retirement, taking into account the employee's individual needs and the company's operations.

In special situations, our employees may have the opportunity to enter into an agreement with TELE-POST on individual working conditions. This can occur if the employee has a special need, and we thereby ensure a personally tailored plan for the transition from working life to retirement. Agreements of this kind are also sometimes arranged in cooperation with the local municipality.

Return to Work Assistance

Where possible, TELE-POST offers special support and focus on certain situations if it can ensure employment. We aim to meet the employees, where they may have a special need; e.g. in the form of a flex job to help the employee's continued retention in the labor market.

We have no unemployed people in work trials at present, as our contract with the local municipality has expired. No new contracts have been concluded in this area. TELE-POST is still interested in – and would like to work towards – cooperation with the municipalities.





Energy Optimization

Last year, TELE-POST launched several initiatives for the use of sustainable energy on our sites. Using renewable energy sources, we are constantly working to replace older equipment with newer and more modern equipment that is less energy-intensive. We continuously measure and evaluate the environmental impact and the economic savings we can achieve through these reorganizations. Analysis conducted in 2020 demonstrate long-term economic benefits when sites are converted to sustainable energy through investments in green technology.

LED-Lighting

TELE-POST's main office and seven other TELE-POST Centers in Greenland are outfitted with LED-lighting, so we can reduce our yearly energy consumption and create better work lighting.

We want to continue to ensure implementation of LED-lighting when remodeling or constructing new buildings in TELE-POST's own portfolio in all cities, which reduces the energy consumption for building operations. During 2021, 200 LED lamps will be distributed for relevant TELE-POST centers as part of the energy optimization work.

Incineration Toilets for Sites Without Sewerage

TELE-POST established the first incineration toilet in 2019, and the plan was to set up an additional nine incineration toilets during 2021. This goal has been met, and currently we have ten incineration toilet facilities distributed at telecommunications stations and TELE-POST centers in Qaanaaq, Upernavik, Uummannaq and Ittoqqortoormiit respectively, where the necessary sewerage has not been established.

Economic and Environmentally Friendly Cooling

We use free cooling for some of our server rooms. Free cooling is an environmentally friendly technology for cooling the server room, which provides energy savings compared to conventional cooling. The free cooling system uses the cool outdoor air to cool the server room, and an advanced control ensures that the temperature in the server room is always kept constant. It is not only a financial benefit – it also helps to protect the environment of which we are a part. Free cooling is used primarily during the cold winter months. It yields a saving of approx. 55 KW per hour compared to conventional cooling.



Excerpt from TELE-POST's Environment and Climate Policy:

TELE-POST wants to contribute to a better environment by ensuring that environmental and climate considerations become a natural part of all our activities, and we will through our approach and behavior be a source of inspiration and increase awareness of – and improve the Company's impact on – the environment and climate.

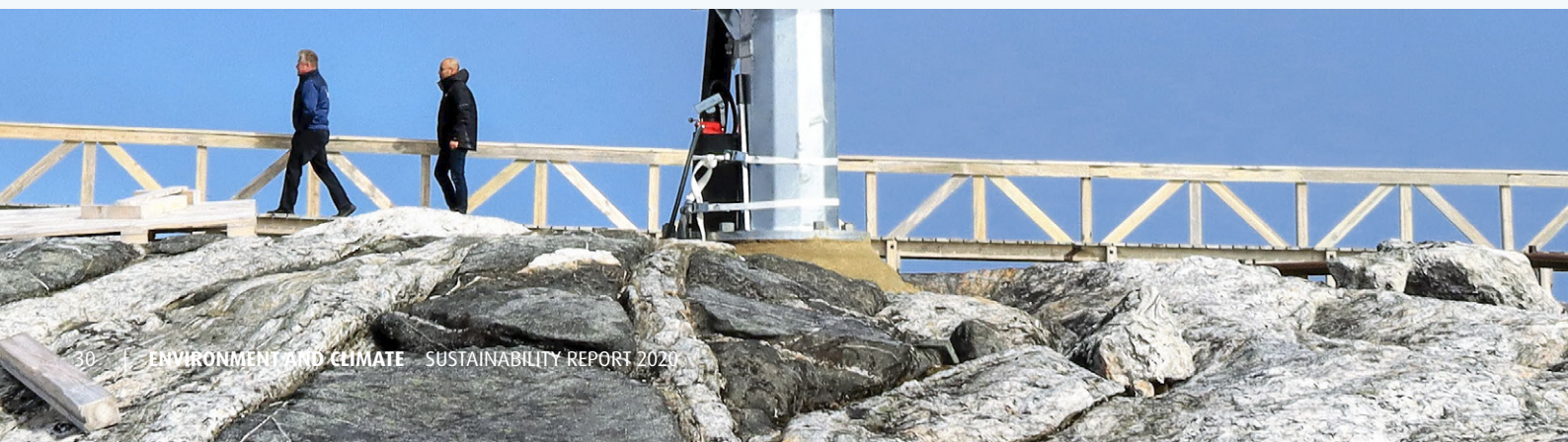
Every year, our Filatelia issues two stamps in the theme **"Environment in Greenland"**.

TELE-POST does this, to increase awareness of the current environmental challenges.





Windmill Goal	Achieved	Explanation
7000 kWh / year expected production in the future.	3500 kWh	Fault settings and spare parts that needed replacement has presented general challenges, and thus have had an impact on production



Renewable Energy Sources

TELE-POST has 44 radio chain sites that ensure internet connection for most cities and villages. Today, the electricity supply at our sites primarily consists of solar energy in the summer and generator operations in the winter. The challenge is that the solar cells produce the required energy in the summer, but that there is insufficient light to maintain energy production in the winter, which is why generator operation is necessary. Transportation and consumption of fuel for the remotely located sites is cost heavy and in conflict with the environmental profile that we wish to work towards. We have an ambition to use renewable energy sources as primary sources of energy, so that the need for fossil fuels is minimized. Thus, we are constantly developing and testing the possibilities of using different energy sources.

Solar Panels

Energy for our sites produced using solar cells was 16% in 2020, whereas 84% of the energy still came from fossil fuels. During 2020, the share of fossil fuels has been high in part due to the establishment of new radio chain equipment. In 2019 and 2020, there have been reorganizations of a major part of the radio chain, which has meant increased energy consumption during the reorganization period. This has resulted in a greater consumption of fossil fuels. When discontinuing the obsolete radio chain equipment, the power requirement will decrease so that a larger share of the energy production for the equipment can be supplied with solar power. The discontinuation of existing equipment will take place continually during 2021.

New Energy Sources

In the summer of 2019, we erected a windmill at Meqqitsoq (The Naked Rock) south of Nuuk. This windmill has been tested for arctic conditions and tolerates winds up to 70 m/s. With the tested wind turbine, we have an expectation of producing upwards of 7,000 kWh / year which, combined with solar panels, can improve the environmental profile of our energy production through savings on diesel for the generators.

The plan is to build another wind turbine during 2021 that will be placed at Oqummiq north of Nuuk.



“

Excerpt from TELE-POST's Anti-Corruption Policy:

TELE-POST conducts business in a responsible manner and rejects all forms of corruption, bribery or other forms of unethical behavior that can harm the reputation of the company. Employees at TELE-POST must at any time act professionally and responsibly across departments and when meeting customers and other stakeholders.

Receiving Gifts

Guidelines for corporate gifts state that TELE-POST's employees may not give or receive gifts or other benefits in connection with the performance of their work, as this can be perceived as being a bribe. However, modest tokens of appreciation within reason given or accepted in relation to anniversaries are acceptable.

Conflicts of Interest and Nepotism

Personal interests may never affect the decisions made by our employees, including for example favoritism of family members or friends based on personal relations alone.

Whistleblower Scheme

At TELE-POST, we want to show good business ethics through openness, credibility and transparency. At the same time, we want to live up to our own expectations as well as the the outside world's for modern company operations.

To that end we established a whistleblower scheme in 2019.

The whistleblower scheme gives employees and other stakeholders in TELE-POST the opportunity to make an anonymous report of persons associated with the company in the event of – or suspicion of – ethical, business or regulatory violations committed in our business, for example in the form of:

- serious criminal actions such as fraud, bribery and embezzlement
- serious breaches of security and law
- serious inappropriate behavior such as discrimination, bullying etc..

TELE-POST has not received any whistleblower reports in 2020.





We Create Value for Society

At TELE-POST, we support activities that may have a positive and lasting effect for the individual and that works towards a more sustainable society.

Child Safety in the Digital World

At the end of 2020, TELE-POST launched a new Tusass product targeted at children. With such a product follows responsibility. Therefore, we will contribute to children and parents having an understanding of the digital world so they can navigate safely within it. There is a real risk that children through their actions on the Internet may find themselves in situations they cannot handle. Therefore, we see it as our duty as a provider of a children's product, to support parents and other adults in the conversations where they have to guide children innavigating the digital world. Alongside the new product, TELE-POST has thus launched a campaign that provides sound advice on how parents can support their children in the digital world.

Attat - Greenland's Education Network

TELE-POST supplies and supports the educational network, Attat, to all educational institutions under the Greenlandic Government. Attat is a network that supplies elementary schools, trade schools and higher education in Greenland with internet. We ensure schools across the country faster connections, which opens more opportunities. We ensure that distance learning becomes more accessible, which strengthens students' opportunities for education. The teachers receive new possibilities for creating education based on current events and it eases access to educational tools as well as in-job training.

Cancer Society's National Fundraising

Every year, TELE-POST contributes to the fight against cancer, when we support establishing and operating a call center for the Cancer Society's annual TV-show. Thus, every citizen has the opportunity to call and

donate in the fight against cancer. We believe that through this, you can make a difference – not just for the cancer inflicted but also for the whole family. In 2020, TELE-POST has once again ensured volunteers and an infrastructure that enabled a new fundraising record.

Filatelia

Every year our Filatelia publishes around 24 new stamps in cooperation with renowned artists. One of the stamps has an additional cost of 1 DKK per sold stamp. This additional cost goes straight to a social cause and can achieve a value of 150,000 kroner. In 2020, the additional cost stamp was issued in favor of Greenland's efforts against Covid-19 and was created by the artist, Paarma Olsvig Brandt.

150.000 DKK

Maximum added cost that can be achieved in support of social purposes

Largest Sponsorships in 2020

TELE-POST supports both large and small projects – through sponsorships – that line up with our strategic objectives as a telecommunications and mail company. The sponsorships can be the services we sell, but some sponsorships can also through financial support. Often, we support social or cultural causes through the smaller sponsorships, but we also support larger projects financially like the following:

- Elite Sport Greenland
- Cultural Center Katuaq
- Santa Claus by Michael Schluchtmann

International Principles, Risks and 2021 efforts

The International Principles

TELE-POST works continually to maintain a focus that contributes to employees and other stakeholders experiencing a company that – through good organization – shows that it values cooperation. The Greenlandic Government is responsible for promoting work on human rights so that the measures are recognized and complied with, which is why TELE-POST does not have a separate policy for human rights, but we respect and comply with current legislation in this area.

2021 Efforts

Responsibility and sustainability comprise a large part of the commitment of the Executive Group. The board has recently approved the efforts for the next strategy period, which runs until 2024. The strategy supports the ambition to expand the Coding Class course to more cities in Greenland. Subsequently TELE-POST will be looking for an experienced employee with technological creative competencies, who will support our ongoing work with a teaching course on coding grade school.

We hope to enter into two additional municipal partnerships regarding expanding Coding Class courses to other schools in Greenland.

We will continue the cooperation with the Teacher Training College (Iliniarfissuaq), and the Center for Teaching Aids (Ilinniartitaanermut Aqutsisoqarfik) to create the framework for education of school-

teachers so they will be able to teach digital creativity and the understanding of technology.

We will continue the work of fostering an increased focus on children, young people, parents and other citizens’ need for safe online behavior, so that everyone can navigate safely in the digital world.

We are working towards a greener transition and will continue to optimize our development and use of more environmentally friendly energy.

We will continue the work of strengthening awareness of sustainability through targeted communication and cooperation with employees and the rest of society.

Risks

The top management has the overall responsibility for identifying and handling TELE-POSTs risks - including the further development and implementation of measures that will continually minimize our core risks.

Areas	Major Risks	Management
Human Rights	<ul style="list-style-type: none">IT security, supply security and choice of strategic suppliers are dealt with separately in TELE-POST’s annual reportAt the end of the year, TELE-POST launched a new mobile product for children and young people. The product gives children and young people equal access as adults to information on the internet. Parents are responsible for their children, but to help minimize the risks when children are using the Internet, we promoted a number of initiatives so that parents can have the right tools to support their child in the digital world.	
Social and Employee relations	<ul style="list-style-type: none">Attracting and retaining employees	Prioritizing the good physical and mental working environment by minimizing negative impacts on workers’ rights
Environment and Climate	<ul style="list-style-type: none">Negative environment and climate impact	Through processes and procedures reliable and safe waste management is ensured, while working for efficient use of renewable energy
Anti-Corruption	<ul style="list-style-type: none">Transactions and purchases	Through approval processes, procedures and a centralized purchasing department, we ensure ongoing control and monitoring of transactions



Overview of the Report Data

Employee	2019	2020
Satisfaction	82	84
Loyalty	85	87
Occupational injuries	7	0
Sick leave	4,1 %	4,7 %
Long-term sick leave	8,4 %	0,9 %
Flex job	2	2
Job trainee	1	0
Rehabilitation	5	0
Diversity		
Board members elected by the general assembly	40 / 60	40 / 60
Management group	71 / 29	75 / 25
Other management	68 / 32	73 / 27
Climate & Environment		
Fossil fuel	-	84 %
Solar panel production	-	16 %
Wind turbine production	-	3.500 kWh
Anti-Corruption		
Reports to the Whistleblower Scheme	-	0



“ *TELE-POST shoulders one of Greenland’s major infrastructure tasks. We do this with the awareness that we are increasingly crucial to critical societal functions.*

That is why safety is always an integral part of our work. As a large technological workplace, we are aware of our opportunity to contribute to the education and training of the next generations, and we take pride in the work of making all users aware of the great opportunities our technology gives, but we also inform about managing the unintentional parts of the development, which each of us must learn to navigate.

We are naturally committed to the Greenlandic society.

Stine Bosse, Chairman of the Board



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