

DNV Assurance Statement

Ericsson Corporate Responsibility Report 2007



Det Norske Veritas (DNV) has carried out an independent verification of the Ericsson Group Corporate Responsibility Report 2007 ('the Report'). The Management of the Ericsson Group is responsible for all information provided in the Report as well as the processes for collecting, analysing and reporting that information. DNV's responsibility regarding this verification is to the Ericsson Group only, in accordance with the terms of reference agreed. DNV disclaims any liability or responsibility to a third party for decisions, whether investment or otherwise, based upon this assurance statement or the summary version provided in the printed report.

Scope of assurance

DNV's scope of work included the verification of:

- CR related policy, strategy, objectives and achievements in 2007 described in the Report;
- CR management practices at Group level, focusing on the following areas: technical regulations; 3G and GSM systems design; systems configuration; sustainability strategy; management systems audit; LCA and environmental management; corporate governance; customer H&S, employment and community relations; supply chain management;
- Adoption of Ericsson Group CR-related policies, practices and procedures in two local companies (UK and Italy), focusing on the following functional areas: senior management leadership and oversight; sourcing / procurement; facilities management; health, safety and environment; human resources; and project management;
- CR related initiatives and projects described in the Report;
- Processes and tools for collecting, aggregating and reporting qualitative and quantitative data in the Report;
- Accuracy, comparability, completeness and neutrality of the statements made within the Report and the table provided at www.ericsson.com/corporate_responsibility;
- Materiality and stakeholder engagement initiatives described in the Report;
- Process for defining the content, focus and boundaries of the Report;
- Review of the online GRI indicators in accordance with GRI G3;
- Review of the Report's adherence to the principles of materiality, completeness, accuracy, neutrality and comparability set out in the Global Reporting Initiative Sustainability Reporting Guidelines, 2006. This also included a check of the application level declared by Ericsson.

The scope of the verification covered the Ericsson Group, including Telefonaktiebolaget LM Ericsson and its subsidiaries. It excluded statements or data relating to the Sony Ericsson joint venture, provided in the Report.

DNV was not involved in the preparation of any statements or data included in the Report except for the Assurance statements which appear on pages 8, 19, 21, 23, 25, 27, 29 and 31.

The local units visited (UK and Italy), combined with the verification at the Group headquarters in Sweden covered approximately 37% of the Group's total workforce. Those visits enabled the verifier to get an understanding of the relationship between Group and local units, how Group and local unit CR-related initiatives are carried out, and how CR data management processes and reporting are implemented.

Verification approach

This verification was carried out between January and March 2008, by suitably qualified and experienced professionals, in accordance with the DNV Protocol for Verification of Sustainability Reports. As part of the verification, DNV has carried out the following:

- Interviews with Ericsson personnel representing the above mentioned functions at Group level and selected local units. Each interview sought to discuss how CR was perceived and managed, current CR performance, key challenges and opportunities for improvement;
- Review of the processes and tools used to collect, analyse, aggregate and report on CR related data at Group and local unit levels;
- Investigated statements and claims made in the report through the review of data at source and discussions with the originators of the information;
- Review of relevant documentation, databases and information supplied by Ericsson;
- Review of CR management at selected local units, for the purposes of assessing the extent to which Group processes and tools are being implemented and assess their effectiveness; and
- Review of a selection of internal communication and external media reports relating to Ericsson's CR management and performance.

Conclusions

In DNV's opinion, the Ericsson Group Corporate Responsibility Report 2007 provides an accurate and fair representation of the policies, strategies, management systems, initiatives and projects carried out by Ericsson in 2007. Moreover, the Report and supporting information within the table at www.ericsson.com/corporate_responsibility meet the content and quality requirements of the GRI Sustainability Reporting Guidelines G3 (2006), and DNV endorses the GRI Application Level of B+, declared by Ericsson:

Materiality

- In 2007, Ericsson Group carried out further assessment of materiality, supplemented by a stakeholder survey.
- The results of the materiality process and stakeholder survey were taken into consideration in the preparation of the Report;
- The Report generally provides a balanced representation of material aspects concerning Ericsson's sustainability performance. However, it gives particular emphasis to climate change, human rights and Socio-economic development issues and selected governance issues, as this is the focus of the 2007 report; and
- The focus of the Report was defined taking into consideration material CR topics associated with high risk, opportunity, and/or high stakeholder interest in the reporting period.

Completeness

- The Report does not omit relevant information that would influence or inform stakeholder assessments or decisions, or that would reflect significant economic, environmental and social impacts;
- The information in the Report includes the most significant actions or events in the reporting period;
- The Report covers all entities that meet the criteria of being subject to control or significant influence of the reporting organisation; and
- The Report covers and prioritises all information that should reasonably be considered material on the basis of the principles of materiality, sustainability context, and stakeholder inclusiveness.

Accuracy

- We have not found any material inaccuracies or instances where data is presented in a way which significantly affects the comparability of data; and
- The data collection and management processes and tools verified have been adequately described to DNV, and were considered appropriate and reliable.

Neutrality

- DNV considers that the information contained in the report is generally unbiased. However, more emphasis is given to the opportunities associated with the provision of telecommunication services than to downside risks; and
- The emphasis on the various topics in the Report is generally proportionate to their relative materiality. However, particular emphasis was given to human rights and socio-economic issues, as this is the focus of the 2007 report.

Comparability

- Ericsson has sought to improve the presentation of information to allow readers to identify positive and negative trends in performance on a year-to-year basis. However this is recognised by Ericsson as a key area for continual improvement.

Recommendations

Based on the findings of this verification, the following recommendations are made, to promote continual improvement of Ericsson's CR management and reporting:

- *Materiality* – develop a more formalised approach to materiality assessment including clear processes for identification, assessment, monitoring and review of CR issues;
- *Stakeholder engagement* – extend stakeholder consultation specifically on the CR report to a wider range of stakeholder groups, with a view to developing a better understanding of their CR information needs;
- *Awareness raising at local units* – increase communication with local units on the purpose of the CR report the report preparation process. Encourage local units to identify good CR practices and/or challenges at local level and communicate those to the Corporate Responsibility team, in addition to quantitative performance data; and
- *CR data management process* – undertake a review of current CR data management practices and internal quality assurance / control procedures in relation to CR data.



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