

Ericsson ESG reporting reference index 2023



About this document

Ericsson strives to report environmental, social and governance (ESG) information that is relevant to the Company's stakeholders in a transparent, balanced, and comparable way. As a means to achieve this, Ericsson's ESG disclosures are based on several complementing ESG reporting frameworks, listed in the table of contents of this document.

This document contains references to disclosures in Ericsson's Annual report and other publications that are relevant for making disclosures in accordance with these reporting frameworks. It is intended to be used together with the Annual report and the other cited publications.

References to documents constituting the 2023 Annual report, and other cited publications, are indicated using the following abbreviations:

Document	Abbreviation
Financial report	FR
Corporate Governance report	CGR
Remuneration report	RR
Sustainability and Corporate Responsibility report	S&CRR
5G Human Rights Assessment	HRA
Modern Slavery and Human Trafficking Statement	MSS

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GRI Content Index

Statement of use	Telefonaktiebolaget LM Ericsson has reported in accordance with the GRI Standards for the period January 1 to December 31, 2023
GRI 1 Used	GRI 1: Foundation (2021)
Applicable GRI Sector Standard(s)	No sector-specific standard available

General disclosures

GRI Standard	Disclosure number and name	Reference(s)	Omission(s)	
General disclosures (2021)	2-1	Organizational details	FR p. 1, S&CRR p. 48	
	2-2	Entities included in the organization's sustainability reporting	S&CRR p. 48	
	2-3	Reporting period, frequency and contact point	S&CRR p. 48	
	2-4	Restatements of information	S&CRR p. 49	
	2-5	External assurance	S&CRR p. 48	
	2-6	Activities, value chain and other business relationships	FR p. 1, 7–12 S&CRR p. 41	
	2-7	Employees	FR p. 81, S&CRR p. 26	○
	2-8	Workers who are not employees	S&CRR p. 27	
	2-9	Governance structure and composition	CGR p. 5–15, S&CRR p. 37	○
	2-10	Nomination and selection of the highest governance body	CGR p. 5–7	
	2-11	Chair of the highest governance body	CGR p. 7	
	2-12	Role of the highest governance body in overseeing the management of impacts	CGR p. 3, S&CRR p. 37	
	2-13	Delegation of responsibility for managing impacts	CGR p. 3, S&CRR p. 37	
	2-14	Role of the highest governance body in sustainability reporting	CGR p. 3, S&CRR p. 37	
	2-15	Conflicts of interest	FR p. 135, CGR p. 7, p. 12–15	
	2-16	Communication of critical concerns	CGR p. 9, S&CRR p. 39	○
	2-17	Collective knowledge of the highest governance body	CGR p. 10, p. 12–15	○
	2-18	Evaluation of the performance of the highest governance body	CGR p. 9	○
	2-19	Remuneration policies	FR p. 27–29, 73–80, CGR p. 10–11, RR p. 2&10	
	2-20	Process to determine remuneration	CGR p. 10–11, RR p. 2, 6-7, Minutes to 2023 AGM	
	2-21	Annual total compensation ratio	S&CRR p. 28	○
	2-22	Statement on sustainable development strategy	FR p. 3, 15	
	2-23	Policy commitments	S&CRR p. 31, 37–38	
	2-24	Embedding policy commitments	S&CRR p. 37	
	2-25	Processes to remediate negative impacts	S&CRR p. 32, 39	
	2-26	Mechanisms for seeking advice and raising concerns	S&CRR p. 32, 39	
	2-27	Compliance with laws and regulations	FR p. 25–26	
	2-28	Membership associations	S&CRR p. 46	
	2-29	Approach to stakeholder engagement	S&CRR p. 46	
	2-30	Collective bargaining agreements	S&CRR p. 27	

Material¹⁾ topics

GRI Standard	Disclosure number and name	Reference(s)	Omission(s)
Material topics			
Material Topics (2021)	3-1	Process to determine material topics	S&CRR p. 46
	3-2	List of material topics	S&CRR p. 47
<i>Environmental matters</i>			
Climate change and energy			
Material Topics (2021)	3-3	Management of material topics	S&CRR p. 11–13
Energy (2016)	302-1	Energy consumption within the organization	S&CRR p. 14
	302-3	Energy intensity	S&CRR p. 15
	302-5	Reductions in energy requirements of products and services	S&CRR p. 14
Emissions (2016)	305-1	Direct (Scope 1) GHG emissions	S&CRR p. 15
	305-2	Indirect (Scope 2) GHG emissions	S&CRR p. 15
	305-3	Other indirect (Scope 3) GHG emissions	S&CRR p. 15
	305-4	Emissions intensity	S&CRR p. 15
Air pollution			
Material Topics (2021)	3-3	Management of material topics	S&CRR p. 17
Emissions (2016)	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	S&CRR p. 17
Substances of concern and very high concern			
Material Topics (2021)	3-3	Management of material topics	S&CRR p. 17
Water resources			
Material Topics (2021)	3-3	Management of material topics	S&CRR p. 18
Water (2018)	303-5	Water consumption	S&CRR p. 18 ○
Natural resources and circularity			
Material Topics (2021)	3-3	Management of material topics	S&CRR p. 18–19
Waste (2020)	306-1	Waste generation and significant waste-related impacts	S&CRR p. 18
	306-2	Management of significant waste-related impacts	S&CRR p. 19
	306-3	Waste generated	S&CRR p. 19
	306-4	Waste diverted from disposal	S&CRR p. 19 ○
	306-5	Waste directed to disposal	S&CRR p. 19 ○
Non-GRI disclosure	–	End-of-life products taken back from customers	S&CRR p. 19
Cross-topical: Environmental impacts in the supply chain			
Material Topics (2021)	3-3	Management of material topics	S&CRR p. 41–43
Supplier Env. Assessment (2016)	308-2	Negative environmental impacts in the supply chain and actions taken	S&CRR p. 41–43 ○
<i>Social matters</i>			
Diversity & inclusion, Gender quality & equal pay, and Discrimination and harassment			
Material Topics (2021)	3-3	Management of material topics	S&CRR p. 25–26
Diversity and equal opportunity (2016)	405-1	Diversity of governance bodies and employees	S&CRR p. 26, FR p. 81, CGR p. 12–15, 21–25
	405-2	Ratio of basic salary and remuneration of women to men	S&CRR p. 28 ○
Non-discrimination (2016)	406-1	Incidents of discrimination and corrective actions taken	S&CRR p. 40 ○
Freedom of assembly and association, Adequate wages & Secure employment, and Working time			
Material Topics (2021)	3-3	Management of material topics	S&CRR p. 25, 31, 41
Employment (2016)	401-1	New employee hires and employee turnover	S&CRR p. 27
Freedom of Association and Collective Bargaining (2016)	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	S&CRR p. 25, 31, 41 ○
Occupational health & safety and Work-life balance			
Material Topics (2021)	3-3	Management of material topics	S&CRR p. 29–30
Occupational Health and Safety (2018)	403-1	Occupational health and safety management system	S&CRR p. 29
	403-2	Hazard identification, risk assessment, and incident investigation	S&CRR p. 29
	403-3	Occupational health services	S&CRR p. 29
	403-4	Worker participation, consultation, and communication on OHS	S&CRR p. 29
	403-5	Worker training on occupational health and safety	S&CRR p. 29
	403-6	Promotion of worker health	S&CRR p. 29
	403-7	Prevention and mitigation of OHS impacts directly linked by business relationships	S&CRR p. 29
	403-9	Work-related injuries	S&CRR p. 30 ○
	Training and skills development		
Material Topics (2021)	3-3	Management of material topics	S&CRR p. 25–26
Training and education (2016)	404-1	Average hours of training per year per employee	S&CRR p. 28 ○
	404-3	Employees receiving regular performance and career development reviews	S&CRR p. 28 ○

¹⁾ "Material" as used throughout is as defined in GRI 1: Foundation (2021)

Material topics cont.*Social matters cont.*

GRI Standard	Disclosure number and name	Reference(s)	Omission(s)
Forced & child labor, Adequate housing, Security of people and Technology ethics			
Material Topics (2021)	3-3 Management of material topics	S&CRR p. 31–33	
Child labor (2016)	408-1 Operations and suppliers at significant risk for incidents of child labor	S&CRR p. 31	○
Forced or compulsory labor (2016)	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	S&CRR p. 31	○
Freedom of expression and right to privacy			
Material Topics (2021)	3-3 Management of material topics	S&CRR p. 31–33	
Non-GRI disclosure	– Human rights of due diligence of sales opportunities	S&CRR p. 33	
Corporate citizenship & emergency response			
Material Topics (2021)	3-3 Management of material topics	S&CRR p. 34	
Non-GRI disclosure	– Spend on community investments	S&CRR p. 34	
Digital education and Socioeconomic impacts of ICT			
Material Topics (2021)	3-3 Management of material topics	S&CRR p. 35	
Indirect Economic Impacts (2016)	203-2 Significant indirect economic impacts	S&CRR p. 35	
Non-GRI disclosure	– Access to digital education	S&CRR p. 36	
Non-GRI disclosure	– Access to financial services	S&CRR p. 36	
Cross-topical: Social impacts in the supply chain			
Material Topics (2021)	3-3 Management of material topics	S&CRR p. 41–43	
Supplier Social Assessment (2016)	414-2 Negative social impacts in the supply chain and actions taken	S&CRR p. 41–43	○

Governance and economic matters

Corruption & bribery and Anti-competitive behavior			
Material Topics (2021)	3-3 Management of material topics	S&CRR p. 38–39	
Anti-corruption (2016)	205-2 Communication & training about anti-corruption policies and procedures	S&CRR p. 40	○
	205-3 Confirmed incidents of corruption and the actions taken	FR p. 25–26, S&CRR p. 40	○
Anti-competitive Behavior (2016)	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	FR p. 25–26	
Data privacy & cybersecurity			
Material Topics (2021)	3-3 Management of material topics	CGR p. 19–20	
Non-GRI disclosure	– Significant security incidents	CGR p. 19–20	
Political engagement and advocacy			
Material Topics (2021)	3-3 Management of material topics	S&CRR p. 44-45	
Public Policy (2016)	415-1 Political contributions	–	○

Omissions from the GRI standards

Disclosure	Omissions and reasons for omissions
2-7	Ericsson discloses information about employees in its workforce broken down by gender and region, as well as by contract type, but not by contract type and region. The Company is preparing to align to emerging statutory ESG disclosure requirements and will, where required, revise the information disclosed regarding the composition of its employed workforce.
2-9	Ericsson is evaluating against which criteria to assess individual board members' competences relevant to impacts and is therefore not yet reporting on this disclosure.
2-16	Ericsson is not disclosing the number and nature of critical concerns reported to the Board of Directors due to confidentiality reasons.
2-17	The Audit and Compliance Committee of the Board of Directors reviewed and approved the outcome of the Company's 2023 assessment of material ESG related impacts, risks and opportunities, and was also briefed on recent regulatory developments in the area of ESG related disclosures. The Board as a whole was briefed on the performance on key sustainability-related targets in conjunction with the publication of the 2022 annual report, however no training specifically targeting sustainable development was held during 2023.
2-18	The evaluation of the work of the Board of Directors factors in several criteria and is not done in isolation for performance on overseeing impacts.
2-21	The Company is preparing to align to emerging statutory ESG disclosure requirements and will, where required, revise the information disclosed regarding the percentage increase in the annual compensation.
205-2	Ericsson discloses these metrics with a breakdown on employee category but not by region. The Company is preparing to align to emerging statutory ESG reporting requirements and will, based on these, in the coming year evaluate to what extent additional disclosures of breakdowns of these metrics are to be made.
205-3	Due to legal reasons, Ericsson is limiting this disclosure to cases which are subject to, or have been resolved, through legal proceedings.
303-5	While not related to any identified material impacts, risks or opportunities, Ericsson discloses water consumption and intensity metrics for its own operations, as this information is frequently asked for by external stakeholders. Other information included in this disclosure has been deemed to be not material, and is therefore not disclosed.
306-4&5	While not related to any identified material impacts, risks or opportunities, Ericsson discloses waste generated in its own operations broken down by disposal and diversion methods, as this information is frequently asked for by external stakeholders. A breakdown of onsite and offsite disposal has been deemed to be not material, and is therefore not disclosed.
308-2	With a first-tier supplier base of around 20,000 suppliers, Ericsson is not able to break down the data on the level of granularity asked for in the standard. Instead the Company describes the main negative environmental impacts and risks identified in the supply chain in a qualitative fashion, and discloses numerical and qualitative information regarding the overall outcomes of supplier audits conducted during past year(s).
401-1	Ericsson discloses information about new employee hires and employee turnover broken down by gender and age but not by region. The company is preparing to align to emerging statutory ESG reporting requirements and will, based on these, in the coming year evaluate to what extent disclosures of additional breakdowns of these metrics are to be made.
403-9	Due to limitations in availability of data for hours worked by suppliers, Ericsson is not able to calculate fatality- and lost-time injury frequency rates for this group of workers. Ericsson does not always collect information about recovery time and is therefore not able to provide data on "high consequence injuries" as defined in the GRI Standards. The company discloses the number of major incidents as an alternative performance indicator. Ericsson is preparing to align to emerging statutory ESG reporting requirements and will, based on these, in the coming year revise its health and safety related disclosures.
404-1	Ericsson discloses this metric with a breakdown on gender. The Company is preparing to align to emerging statutory ESG reporting requirements and will, based on these, in the coming year revise to what extent disclosures of breakdowns of the average hours per training per year per employee will be made.
404-3	Ericsson discloses this metric with a breakdown on gender. The Company is preparing to align to emerging statutory ESG reporting requirements and will, based on these, in the coming year evaluate to what extent additional disclosures of breakdowns of this metric are to be made.
405-2	Ericsson is preparing to align to emerging statutory ESG reporting requirements and will, based on these, in the coming year evaluate to what extent disclosures of further breakdowns of the ratio of basic salary and remuneration between women and men will be made.
406-1	Ericsson is preparing to align to emerging statutory ESG reporting requirements and will, based on these, in the coming year revise the information disclosed regarding incidents of discrimination and corrective actions taken.
407-1	Ericsson is preparing to align to emerging statutory ESG reporting requirements and will, based on these, in the coming year revise the information disclosed regarding operations and suppliers in which the right to freedom of association and collective bargaining may be at risk.
408-1	Ericsson's assessment of material ESG related impacts, risks and opportunities did not result in any identified significant risks of child labor in its own operations. Identified risks in this area relate primarily to indirect suppliers beyond the first tier in the supply chain. Ericsson is preparing to align to emerging statutory ESG reporting requirements and will, based on these, in the coming year evaluate what information to disclose regarding significant risks for incidents of child labor, and measures taken as a result of these risks.
409-1	Ericsson's assessment of material ESG related impacts, risks and opportunities did not result in any identified significant risks of forced or compulsory labor in its own operations. Identified risks in this area relate primarily to indirect suppliers beyond the first tier in the supply chain. Ericsson is preparing to align to emerging statutory ESG reporting requirements and will, based on these, in the coming year evaluate what information to disclose regarding significant risks for incidents of forced or compulsory labor, and measures taken as a result of these risks.
414-2	With a first-tier supplier base of around 20,000 suppliers, Ericsson is not able to break down the data on the level of granularity asked for in the standard. Instead the Company describes the main negative social impacts and risks identified in the supply chain in a qualitative fashion, and discloses numerical and qualitative information regarding the overall outcomes of supplier audits conducted during past year(s).
415-1	Ericsson is preparing to align to emerging statutory ESG reporting requirements and will, based on these, in the coming year evaluate what information to disclose regarding political contributions.

SASB Content Index

Standard: Technology & Communication Sector – Hardware (2018)

Metric code	Accounting metric	Reference(s)	Comment
Product security			
TC-HW-230a.1	Description of approach to identifying and addressing data security risks in products	CGR p. 19–20	
Employee diversity & Inclusion			
TC-HW-330a.1	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	S&CRR p. 26	Privacy legislation in many geographies prevent Ericsson from collecting data on employee race and/or ethnicity.
Product lifecycle management			
TC-HW-410a.1	Percentage of products by revenue that contain IEC 62474 declarable substances	S&CRR p. 17	
TC-HW-410a.2	Percentage of eligible products, by revenue, meeting the requirements for EPEAT registration or equivalent	S&CRR p. 12	
TC-HW-410a.3	Percentage of eligible products, by revenue, meeting ENERGY STAR® criteria		
TC-HW-410a.4	Weight of end-of-life products and e-waste recovered, percentage recycled	S&CRR p. 19	
Supply chain management			
TC-HW-430a.1	Percentage of Tier 1 supplier facilities audited in the RBA Validated Audit Process (VAP) or equivalent, by a. all facilities and b. high-risk facilities	S&CRR p.43	Ericsson has its own programs for auditing suppliers' adherence to the Company's Code of Conduct for Business Partners, and for verifying contract compliance. The Company is a member of the Responsible Business Alliance (RBA) and is engaging with our suppliers with the aim of increasing participation.
TC-HW-430a.2	Tier 1 suppliers' 1. non-conformance rate with the RBA Validated Audit Process (VAP) or equivalent, and 2. associated corrective action rate for a. priority nonconformances and, b. other nonconformances		
Materials sourcing			
TC-HW-440a.1	Description of the management of risks associated with the use of critical materials	FR p. 118–20, S&CRR p. 19, 43	

Metric code	Activity metric	Value	Comment
TC-HW-000.A	Number of units produced by product category (#)	Not disclosed	Ericsson is not disclosing this information due to confidentiality reasons.
TC-HW-000.B	Area of manufacturing facilities (m ²)	206,000	–
TC-HW-000.C	Percentage of production from owned facilities (%)	14	Calculated based on the number of modules for radios and base bands delivered in the reporting year. Shares fluctuate over time due to factors such as demand forecasts and type of hardware that is produced.

WEF Measuring Stakeholder Capitalism Content Index

Core metrics and disclosures

Theme and metrics	Disclosure	Reference(s)
Principles of Governance		
Governing purpose	Setting purpose	FR p. 1
Quality of governing body	Governance body composition	GCR p. 5–15
Stakeholder Engagement	Material issues impacting stakeholders	S&CRR p. 46–47
Ethical behavior	Anti-corruption	S&CRR p. 38–40
	Protected ethics advice and reporting mechanisms	S&CRR p. 32, 39–40
Risk and opportunity oversight	Integrating risk and opportunity into business process	FR p. 105–119, CGR p. 16–19
Planet		
Climate change	Greenhouse gas (GHG) emissions	S&CRR p. 15
	TCFD implementation	S&CRR p. 11–16
Nature loss	Land use and ecological sensitivity	S&CRR p. 24
Freshwater availability	Water consumption and withdrawal in water-stressed areas	S&CRR p. 18
People		
Dignity and equality	Diversity & inclusion	FR p. 81, S&CRR p. 26–27
	Pay equality	S&CRR p. 28
	Wage level	S&CRR p. 28
	Risk for incidents of child, forced or compulsory labor	S&CRR p. 31, Modern Slavery Statement p. 5–7
Health and well-being	Health & safety	S&CRR p. 30
Skills for the future	Training provided	S&CRR p. 28
Prosperity		
Employment and wealth generation	Absolute number and rate of employment	S&CRR p. 27
	Economic contribution	FR p. 33–35, S&CRR p. 34
	Financial investment contribution	FR p. 19, 33, 59
Innovation of better products and services	Total R&D expenses	FR p. 17, 19
Community and social vitality	Total tax paid	FR p. 18, 35, 81, 82–83

UNGP Business and Human Rights Content Index

Section	Questions	Reference(s)
Part A. Governance of Respect for Human Rights		
Policy commitment	A1. What does the company say publicly about its commitment to respect human rights?	Business and Human Rights Statement
	A1.1 How has the public commitment been developed?	HRA p. 4–9
	A1.2 Whose human rights does the public commitment address?	Business and Human Rights Statement
	A1.3 How is the public commitment disseminated?	Business and Human Rights statement Code of Business Ethics Code of Conduct for Business Partners
Embedding Respect for Human Rights	A2. How does the company demonstrate the importance it attaches to the implementation of its human rights commitment?	S&CRR p. 31–33
	A2.1 How is day-to-day responsibility for human rights performance organized within the company, and why?	S&CRR p. 31–33, 37 HRA p. 61
	A2.2 What kinds of human rights issues are discussed by senior management and by the Board, and why?	S&CRR p.31–33, 37 HRA p. 61
	A2.3 How are employees and contract workers made aware of the ways in which respect for human rights should inform their decisions and actions?	Code of Business Ethics, S&CRR p. 33
	A2.4 How does the company make clear in its business relationships the importance it places on respect for human rights?	Code of Conduct for Business Partners, S&CRR p. 41–42
	A2.5 What lessons has the company learned during the reporting period about achieving respect for human rights, and what has changed as a result?	S&CRR p. 9, 33, 42–43, MSS p. 7–8
Part B. Defining a Focus of Reporting		
Statement of Salient Issues	B1. State the salient human rights issues associated with the company's activities and business relationships during the reporting period.	S&CRR p. 31–33, MSS p. 5-6, HRA p. 19–23 and subsequent detailed sections
Determination of Salient Issues	B2. Describe how the salient human rights issues were determined, including any input from stakeholders.	HRA p. 4–9, MSS p. 7–8
Choice of Focal Geographies	B3. If reporting on the salient human rights issues focuses on particular geographies, explain how that choice was made.	S&CRR p. 31–32, MSS p. 7–8, HRA p. 62
Additional Severe Impacts	B4. Identify any severe impacts on human rights that occurred or were still being addressed during the reporting period, but which fall outside of the salient human rights issues, and explain how they have been addressed.	HRA p. 23 and subsequent detailed sections
Part C. Management of Salient Human Rights Issues		
Specific policies	C1. Does the company have any specific policies that address its salient human rights issues and, if so, what are they?	Business and Human Rights statement Code of Business Ethics Code of Conduct for Business Partners
	C1.1 How does the company make clear the relevance and significance of such policies to those who need to implement them?	S&CRR p. 33, 42, MSS p. 7
Stakeholder Engagement	C2. What is the company's approach to engagement with stakeholders in relation to each salient human rights issue?	S&CRR p. 32, 42, MSS p. 8, HRA p. 62
	C2.1 How does the company identify which stakeholders to engage with in relation to each salient issue, and when and how to do so?	HRA p. 23 and subsequent detailed sections
	C2.2 During the reporting period, which stakeholders has the company engaged with regarding each salient issue, and why?	S&CRR p. 31–32 MSS p. 7–8
	C2.3 During the reporting period, how have the views of stakeholders influenced the company's understanding of each salient issue and/or its approach to addressing it?	S&CRR p. 31–32 MSS p. 7–8
Assessing impacts	C3. How does the company identify any changes in the nature of each salient human rights issue over time?	S&CRR p. 32–33, HRA p. 23 and subsequent detailed sections
	C3.1 During the reporting period, were there any notable trends or patterns in impacts related to a salient issue and, if so, what were they?	S&CRR p. 32–33, MSS p. 6–7, HRA p. 23 and subsequent detailed sections
	C3.2 During the reporting period, did any severe impacts occur that were related to a salient issue and, if so, what were they?	S&CRR p. 33, MSS p. 6–7
Integrating Findings and Taking Action	C4. How does the company integrate its findings about each salient human rights issue into its decision-making processes and actions?	S&CRR p. 32–33, 42–43, MSS p. 6–7
	C4.1 How are those parts of the company whose decisions and actions can affect the management of salient issues, involved in finding and implementing solutions?	S&CRR p. 32, 42, MSS p. 6–7
	C4.2 When tensions arise between the prevention or mitigation of impacts related to a salient issue and other business objectives, how are these tensions addressed?	S&CRR p. 32–33
	C4.3 During the reporting period, what action has the company taken to prevent or mitigate potential impacts related to each salient issue?	S&CRR p. 32–33, 41–43, MSS p. 6–7
Tracking Performance	C5. How does the company know if its efforts to address each salient human rights issue are effective in practice?	S&CRR p. 32–33, 40, 41–43
	C5.1 What specific examples from the reporting period illustrate if each salient issue is being managed effectively?	S&CRR p. 33, 40, 43
Remediation	C6. How does the company enable effective remedy if people are harmed by its actions or decisions in relation to the salient human rights issues?	S&CRR p. 32–33, 42–43
	C6.1 Through what means can the company receive complaints or concerns related to each salient issue?	S&CRR p. 32, 41, 43, MSS p. 8, HRA p. 60
	C6.2 How does the company know if people feel able and empowered to raise complaints or concerns?	S&CRR p. 32, 41, 43, MSS p. 8, HRA p. 60
	C6.3 How does the company process complaints and assess the effectiveness of outcomes?	S&CRR p. 32, 41, 43, MSS p. 8, HRA p. 60
	C6.4 During the reporting period, what were the trends and patterns in complaints or concerns and their outcomes regarding each salient issue, and what lessons has the company learned?	S&CRR p. 33, 40, MSS p. 7–8
	C6.5 During the reporting period, did the company provide or enable remedy for any actual impacts related to a salient issue and, if so, what are typical or significant examples?	S&CRR p. 33, 40, MSS p. 7–8

About Ericsson

Ericsson is a leading provider of mobile connectivity solutions to telecom operators as well as enterprises in various sectors. Together with our customers and partners in the ecosystem, we are leading the next wave of digitalization in society. We provide high-performance, differentiated and programmable networks and make advanced network capabilities available to developers around the world. Through world-leading research, we drive new standards and are instrumental in the development of the next-generation mobile communications infrastructure, software, and services.

The Company has approximately 100,000 employees, and customers in around 180 countries. Ericsson is headquartered in Stockholm, Sweden. Our shares are listed on Nasdaq Stockholm and our American Depositary Shares (ADS) are listed on Nasdaq New York. Ericsson's vision is a world where limitless connectivity improves lives, redefines business and pioneers a sustainable future.