



Business &
human rights
statement



Our commitment

At Ericsson we believe that access to networks and technologies that enable communication is a basic human need that underpins the principles of freedom of expression and opinion and the free exchange of ideas and information. This statement clarifies Ericsson's commitment, as described in our Code of Business Ethics and our Code of Conduct for Business Partners, to internationally recognized human rights and explains how Ericsson works to embed the UN Guiding Principles on Business and Human Rights (UNGP) throughout our business operations.

According to the UNGPs, companies like Ericsson have a responsibility to respect human rights, which means preventing adverse impacts on human rights as a result of their business operations. At Ericsson, we respect human rights by actively seeking to avoid causing or contributing to adverse human rights impacts through our own activities and by working to address adverse impacts from activities in which we are involved. Furthermore, we seek to prevent or mitigate adverse human rights impacts that are directly linked to our operations, products

or services by our business relationships and use our leverage across our value chain to facilitate effective remediation when adverse human rights impacts occur. As a responsible company, we also strive to proactively promote human rights by working towards fulfilment of the positive potential of ICT for realizing and sustaining human rights.

Our most salient human rights risks are the right to freedom of opinion and expression, the right to privacy and labor rights. As such, at Ericsson, we focus on several key areas of impact, including 1) responsible use of our technology; 2) rights of our employees; 3) responsible sourcing; 4) responsible development of technology; 5) community rights and engagement; 6) societal development; 7) good governance; 8) Support for human rights defenders; and 9) providing grievance mechanisms and remediation.

This statement applies to the entire Ericsson Group as well as anyone representing Ericsson. We expect our employees, partners, suppliers and customers to share this commitment, even when faced with conflicting requirements.

Key areas of impact

Responsible use of our technology

Technology continues to transform the world we live in. Whilst we fundamentally believe that our products bring positive change to telecom users around the world, we work to mitigate and minimize the risk of potential misuse of our technology.

We have integrated human rights due diligence into our sales process to help us assess, prevent and mitigate potential negative impacts on human rights. In the sensitive business process, potential impacts

are addressed in certain identified high-risk sales opportunities by assessing the risks relating to our technology, country, purpose of use and customer. The identification of risk related to the country component is based on independent third-party risk indices in order to avoid subjectivity. This sensitive business process is specifically designed to reduce the risk of misuse use of our technology, products or services. Our Sensitive Business Group Policy governs this process.



Rights of our employees

One of our most fundamental responsibilities as a company is to ensure a safe and healthy workplace for our employees and others performing work for Ericsson. We are committed to respect the rights of our employees set out in internationally recognized human rights standards, including the International Bill of Human Rights and in accordance with the ILO Declaration on Fundamental Principles and Rights at Work. We actively promote the rights of our employees and regularly engage in dialogue with our employees and union representatives. As such, we provide fair and safe working conditions, apply principles of equal opportunities and safeguard the freedom of association. At the same time, we prohibit forced, bonded or compulsory labor, human trafficking and child labor.

Responsible sourcing

Our commitment to respecting human rights includes a full value chain approach focusing not only on our own activities but also on our supply chain. All Ericsson business partners must adhere to the Ericsson Code of Conduct for Business Partners, which includes required standards for protection of human rights, including labor rights. We engage with our suppliers to promote continuous improvement.

We also work with stakeholders to promote responsible sourcing practices aiming to ensure that raw materials used in our products are extracted and sourced in a way which respects human and labor rights of those involved and affected by the operations. This includes all raw materials from conflict-affected and high-risk areas.

Responsible development of technology

Digital transformation is becoming a critical aspect in long-term, sustainable development throughout the world. At Ericsson we

continuously invest in research and development and promote trustworthy and responsible development of new technologies including Artificial Intelligence, Machine Learning and Autonomous Systems (collectively "AI"). We champion Trustworthy AI to ensure that our AI systems are robust, lawful and incorporate the ethical principles of respect for human autonomy and fairness. We seek to address potential adverse human rights impacts at all stages of design, deployment and use and we recognize that the outcome of our AI must be supported by adequate levels of documentation and transparency.

Community rights and engagement

In our business operations we aim to balance technical considerations with community concerns. Communication and consultation with local communities and stakeholder groups is vital in building trust and establishing a social license to operate. Where issues relating to land rights might be involved we strive to ensure that both local planning regulations and human rights standards are adhered to.

Societal development

We believe that we can more effectively work for the advancement of human rights through our presence in, rather than absence from, countries with human rights challenges. Through innovation, leadership in developing technologies, and continuous engagement with local stakeholders, we are convinced that we can meaningfully contribute to positive social and economic development. We do this by connecting people and contributing to facilitating freedom of expression. Our customers use Ericsson technology to provide health care, education and sustainable infrastructure, as well as to assist in emergencies and to protect citizens' safety and security.



Good governance

Our position in the ICT ecosystem puts us at the heart of the digitalization of society. Through collaborations with governments, NGOs, industry bodies and operators we can shape policy positions in cooperation with relevant stakeholders to further good governance of ICT. We engage with our stakeholders in direct dialogs and industry fora with the aim of supporting a global respect of the right to privacy, freedom of expression and labor rights.

Support for human rights defenders

We have a clear position of non-interference with the activities of human rights defenders, including those who actively campaign on issues relevant to our industry and our own business operations. Engagement with human rights defenders is a vital and highly valued part of our on-going due diligence. We expect our business partners to act in the same way

and will not tolerate any constraints of the lawful actions of human rights defenders.

Grievance mechanisms and remediation

Providing access to grievance mechanisms and remediation is a vital part of our responsibility as a company. We engage with potentially affected stakeholders and treat all concerns seriously. We aim at providing grievance mechanisms in line with the UNGPs effectiveness criteria and encourage anyone to report in good faith concerns to Ericsson Compliance Line. Ericsson will handle such concerns in accordance with applicable legislation and prohibits any discrimination or retaliation against individuals who report in good faith. Ericsson will under no circumstances impede the access to state-based judicial or non-judicial mechanism and will cooperate with any such mechanism should the situation arise.

Information about Ericsson Compliance line is available on the Ericsson website:

<http://www.ericsson.com/reporting-compliance-concerns>

Our approach to respecting human rights

Ericsson's approach to respecting human rights starts with a strong management commitment, clear accountability and empowerment of employees and third parties working with Ericsson. We aim to sensitize our employees and business partners about salient human rights issues and how these issues may be impacted by our business operations. As such, we work to embed processes and controls that support the respect for human rights. Our approach in more detail includes:

- Top level commitment and strategic oversight to ensure consistent application

of human rights principles throughout our operations;

- Continuous due diligence to ensure we work with third parties and business partners who share our values regarding human rights and so we can identify and mitigate potential adverse impacts that we may cause or contribute to through our own activities, or which may be directly linked to our operations, products or services;
- Engagement with stakeholders and right holders to promote responsible use of technology by companies and



- governments as well as to identify and mitigate potential adverse impacts in the development of new technologies and services;
- External assessment of Ericsson's implementation of human rights principles by tracking effectiveness and providing for transparency in reporting;
- Assume accountability by providing grievance mechanisms and access to remedy in cases when we have caused or contributed to adverse human rights impacts;
- Investment in training and awareness on human rights for both employees and business partners;
- Regularly review and update our general management system and pertinent steering documents and procedures as best practices evolve;
- Continuous evaluation and communication on how we are fulfilling our obligation to respect human rights, and what actions we have taken to improve and strengthen our human rights work.

Responsibility and accountability

Ericsson Chief Executive Officer is accountable for business and human rights at Ericsson. The Executive Team of Ericsson assumes a shared responsibility to govern practices that respect human rights throughout the Ericsson Group. Its implementation is supported by Group Function Marketing & Corporate Relations and Functional Area Sustainability & Corporate Responsibility, as well as Group Function Legal Affairs & Compliance.



About Ericsson

Ericsson enables communications service providers to capture the full value of connectivity. The company's portfolio spans Networks, Digital Services, Managed Services, and Emerging Business and is designed to help customers go digital, increase efficiency and find new revenue streams. Ericsson's investments in innovation have delivered the benefits of telephony and mobile broadband to billions of people around the world. The Ericsson stock is listed on Nasdaq Stockholm and on Nasdaq New York. www.ericsson.com

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