

Oslo, 13 April 2010



Our Ref : TEL/PPPJ

Mr. Jon Fredrik Baksaas
CEO & President
Telenor ASA
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N-1331 Fornebu, NORWAY

Marcus Courtney
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UNI – Telenor Global Alliance: A global agreement on labour rights

Dear Mr. Baksaas,

UNI Global Union is the global union for skills and services, representing 900 unions and 20 million workers in 150 countries worldwide. UNI Telecom represents 3 million telecommunications workers worldwide.

Leaders of trade unions representing Telenor workers in 8 countries met today in Oslo for the inaugural meeting of the UNI-Telenor Global Union Alliance.

The Alliance has been formed to promote positive and productive relations between Telenor and its employees all around the world. The first step in establishing positive and productive transnational labour relations is for UNI Global Union and Telenor to sign a global agreement on labour rights and dispute resolution.

A draft of such an agreement is enclosed. It requires Telenor to acknowledge its legal and ethical obligations with respect to its employees. This includes respect for fundamental human rights, including the rights to join and form trade unions and to bargain collectively for working conditions.

In order to make these rights meaningful, the agreement also sets provisions for union access to workplaces, for the conduct of meetings between Telenor employees and their unions, and for the role of unions in workplace negotiations to be recognised and respected.

The draft agreement also makes provision for dispute resolution and regular dialogue between the UNI-Telenor Global Union Alliance members and Telenor management.

We note that the Norwegian government has shown support for global agreements as a tool for promoting and facilitating responsible corporate citizenship, in a 2009 white paper on corporate social responsibility.

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Despite the company's efforts to maintain high standards of corporate social responsibility, Telenor has been exposed to significant public image and legal risks as a result of human rights abuses in places such as Bangladesh. A strong relationship with independent trade unions which enable Telenor's employees to have a voice in the workplace is the best guarantee for the company against a recurrence of these types of problems.

Telenor describes itself as a company which seeks to set and maintain best practices for corporate conduct. UNI invites Telenor to join its industry counterparts, such as Telefonica and France Telecom, in signing a global agreement.

We look forward to working with Telenor to set a solid base for a constructive and mutually beneficial relationship between the company and its employees worldwide.

Yours sincerely,

The UNI-Telenor Global Alliance

CC: Bjørn Kopperud

Enc.

Handwritten signatures and names:
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Tore Johnsen
K. B.
Per G. Salomonson
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Bjørn Kopperud
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