

GRI CONTENT INDEX: GENERAL DISCLOSURES

VEON Integrated Annual Report 2020

GRI SECTION TITLE	GRI STANDARD DISCLOSURE NUMBER	DISCLOSURE TITLE	LOCATION	PAGE NUMBER REFERENCE	OMISSIONS AND RATIONALE
ORGANISATIONAL PROFILE	GRI 102-1	Name of the organisation	Cover page		
	GRI 102-2	Activities, brands, products, and services	2020 at a Glance Expanding digital connections that empower lifestyles A leader in global connectivity	p.1 p.8 p.10-11	
	GRI 102-3	Location of headquarters	2020 at a Glance	p.1	
	GRI 102-4	Location of operations	A leader in global connectivity	p.10-11	
	GRI 102-5	Ownership and legal form	Shareholder information 20-F report: https://www.veon.com/media/2914/form-20-f_fy2020.pdf p.40	p.203	
	GRI 102-6	Markets served	2020 at a Glance Expanding digital connections that empower lifestyles A leader in global connectivity	p.1 p.8 p.10-11	
	GRI 102-7	Scale of the organisation	2020 at a Glance Expanding digital connections that empower lifestyles A leader in global connectivity Shareholder information	p.1 p.8 p.10-11 p.203	
	GRI 102-8	Information on employees and other workers	2020 at a Glance Sustainability data tables	p.1 p.198	Information not available - VEON's internal reporting process is based on the total number of FTE's. Due to a small portion of the number of temporary and part-time employees, the information is deemed to be not material.
	GRI 102-9	Supply chain	CEO statements Ethics and Integrity Our Principal Risks	p.12-21 p.48 p.87	
	GRI 102-10	Significant changes to the organisation and its supply chain	Chairman's statement Our Principal Risks VEON Dutch Annual report 2020, Recent developments: https://www.veon.com/media/2915/veon-dutch-annual-report-2020.pdf VEON 2020 Form 20-F, p.5: https://www.veon.com/media/2914/form-20-f_fy2020.pdf	p.6-9 p.87-89	
	GRI 102-11	Precautionary Principle or approach	How we manage risks	p.80-83	

GRI SECTION TITLE	GRI STANDARD DISCLOSURE NUMBER	DISCLOSURE TITLE	LOCATION	PAGE NUMBER REFERENCE	OMISSIONS AND RATIONALE
ORGANISATIONAL PROFILE	GRI 102-12	External initiatives	CEO statements -Social responsibility Sustainability case studies UN Sustainable Development Goals	p.12-21 p.36-43 p.44-45	
	GRI 102-13	Membership of associations	Connecting with our stakeholders - Engaging through global and local memberships	p.31	
STRATEGY AND ANALYSIS	GRI 102-14	Statement from senior decision-maker	Chairman's statement CEO statements	p.4-7 p.12-21	
ETHICS AND INTEGRITY	GRI 102-16	Values, principles, standards, and norms of behaviour	Ethics and Integrity Talent management - Diversity and inclusion at VEON, Human rights https://www.veon.com/about-us/values-ethics/	p.48 p.57-59	
GOVERNANCE	GRI 102-18	Governance structure	Chairman's statement Corporate governance	p.4-7 p.94-97	
STAKEHOLDER ENGAGEMENT	GRI 102-40	List of stakeholder groups	Stakeholder engagement	p.31	
	GRI 102-41	Collective bargaining agreements	Sustainability data tables	p.198-201	
	GRI 102-42	Identifying and selecting stakeholders	Stakeholder engagement	p.30-31	
	GRI 102-43	Approach to stakeholder engagement	VEON's approach to stakeholder engagement	p.30-31	
	GRI 102-44	Key topics and concerns raised	Stakeholder engagement	p.30-31	

GRI SECTION TITLE	GRI STANDARD DISCLOSURE NUMBER	DISCLOSURE TITLE	LOCATION	PAGE NUMBER REFERENCE	OMISSIONS AND RATIONALE
REPORTING PRACTICE	GRI 102-45	Entities included in the consolidated financial statements	About this report 20-F Report, p.41: https://www.veon.com/media/2914/form-20-f_fy2020.pdf		
	GRI 102-46	Defining report content and topic boundaries	About this report	p.192	
	GRI 102-47	List of material topics	Material issues	p.48	
	GRI 102-48	Restatements of information			Not applicable: There are no restatements of information given in previous reports.
	GRI 102-49	Changes in reporting	Chairman's statement About this report	p.4-7 p.192	
	GRI 102-50	Reporting period	About this report	p.192	
	GRI 102-51	Date of most recent report			VEON Integrated Annual Report 2020 was published on October 26, 2021
	GRI 102-52	Reporting cycle			The report is published on an annual basis
	GRI 102-53	Contact point for questions regarding the report	Shareholder information	p.203	
	GRI 102-54	Claims of reporting in accordance with the GRI Standards	About this report - reporting guidelines	p.193	
	GRI 102-55	GRI content index	https://www.veon.com/sustainability/reports-data		
	GRI 102-56	External assurance	About this report Independent Assurance Statement	p.192 p.196-197	

GRI CONTENT INDEX: SPECIFIC DISCLOSURES AND MANAGEMENT APPROACH FOR MATERIAL TOPICS

VEON Integrated Annual Report 2020

GRI SECTION TITLE	GRI STANDARD DISCLOSURE NUMBER	DISCLOSURE TITLE	LOCATION	PAGE NUMBER REFERENCE	OMISSIONS AND RATIONALE	
ETHICS AND INTEGRITY	GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	Ethics and Integrity	p.48	
		103-2	The management approach and its components	Services defined by our purpose Ethics and Integrity VEON's GRC Framework Our principal risks	p.22-23 p.48 p.52-53 p.84-91	
		103-3	Evaluation of the management approach	Ethics and Integrity Risk management in execution Sustainability data tables	p.48 p.82-83 p.198-201	
	GRI 205: Anti-corruption 2016	205-2	Communication and training about anti-corruption (and bribery) policies and procedures	Ethics and Integrity Sustainability data tables	p.48 p.198	
		Own indicator	Incidents of breaches of the Code of Conduct and actions taken	Sustainability data tables	p.198	
DIGITAL INCLUSION	GRI 103: Management approach 2016	103-1	Explanation of the material topic and its boundary	Digital inclusion	p.49	
		103-2	The management approach and its components	Connecting customers to their needs in growing markets Our sustainability strategy Sustainability case studies Digital inclusion	p.28-29 p.33-35 p.36-43 p.49	
		103-3	Evaluation of the management approach	CEO statements How we generate value Connecting customers to their needs in growing markets Digital inclusion	p.12-17 p.26-27 p.28-29 p.49	
	Own indicator	Number of digital wallets	Digital inclusion Sustainability data tables	p.49 p.198		
	Own indicator	Digital inclusion	Sustainability data tables	p.198		

GRI SECTION TITLE	GRI STANDARD DISCLOSURE NUMBER	DISCLOSURE TITLE	LOCATION	PAGE NUMBER REFERENCE	OMISSIONS AND RATIONALE
DATA PRIVACY AND CYBER SECURITY GRI 103: Management approach 2016 GRI 418: Customer privacy 2016	103-1	Explanation of the material topic and its boundary	Data privacy and cyber security	p.50	
	103-2	The management approach and its components	Data privacy and cyber security Risk management in execution Our principal risks	p.50 p.82-83 p.86-93	
	103-3	Evaluation of the management approach	Data privacy and cyber security Sustainability data tables	p.50 p.198-201	
	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data privacy and cyber security Sustainability data tables	p.50 p.198	
	Own indicator	Critical Incidents managed preventively and solved without major negative impact	Data privacy and cyber security Sustainability data tables	p.50 p.198	
DIGITAL INNOVATION GRI 103: Management approach 2018	103-1	Explanation of the material topic and its boundary	Digital innovation	p.54	
	103-2	The management approach and its components	Services defined by our purpose Sustainability programme framework Sustainability case studies	p.22-23 p.34-35 p.36	
	103-3	Evaluation of the management approach	Digital innovation	p.54	
	Own indicator	Monthly active users (MAU) of mobile financial services	Digital innovation	p.54	
	Own indicator	Monthly active users (MAU) of self-care apps and web services	Digital innovation Sustainability data tables	p.54 p.199	
	Own indicator	'Make Your Mark'	Innovation through 'Make Your Mark' Sustainability data tables	p.54 p.199	
CORPORATE GOVERNANCE GRI 103: Management approach 2018	103-1	Explanation of the material topic and its boundary	Corporate governance	p.51-53	
	103-2	The management approach and its components	Corporate governance	p.51-53 p.94-97	
	103-3	Evaluation of the management approach	Corporate governance	p.51-53 p.94-97	
	Own indicator	Meeting attendance	Corporate governance	p.101	