

## 2022 Mobile Industry Impact Report: Sustainable Development Goals



**5.4** billion people  
use a mobile phone



**4.3** billion people  
use mobile internet



As mobile connectivity remains the primary means of accessing the internet for billions of people, it is a key platform for access to an array of life-enhancing services that contribute to accelerating the achievement of the UN Sustainable Development Goals (SDGs).

The mobile industry remains committed to accelerating the achievement of the SDGs. However, as more activities move online, unconnected populations will be at greater risk of exclusion from digital services.

As a result, the mobile industry must continue to work together with its stakeholders (including governments, other industries, civil society and the international community) to accelerate digital inclusion and unlock mobile's full potential to address global issues.



# Digital inclusion helps drive the 2030 Agenda

## Inclusive access

Mobile adoption continued to increase in 2021 despite COVID-19's impact on livelihoods and economies around the world.

By the end of 2021...

# 5.4

## billion people

(68% of the global population)

were using a mobile phone. This represented an increase of 200 million people since 2020. In addition, 4.3 billion people (55% of the global population) were using mobile internet, which is an increase of 280 million compared to 2020.



The usage gap narrowed for the third year in a row.

But it still stands at...

# 3.2

## billion people

The mobile industry and its partners continue to tackle the reasons for the usage gap, which generally relate to a lack of affordability, knowledge, skills and relevance, in addition to safety and security concerns.



## Inclusive connectivity

Usage of mobile-enabled activities reached new heights in 2021 as mobile subscribers ventured further into online services.

# 3.5

## billion people

(67% of mobile subscribers)

used their phones to make video calls in 2021. This represents an additional 330 million people since 2020, aiding remote work and other online activities.



# 2.5

## billion people

(48% of mobile subscribers)

used their phone to access educational information for themselves or their children, representing an increase of 410 million people since 2020.

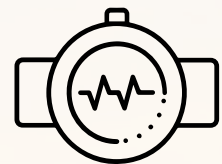


# 2.1

## billion people

(41% of mobile subscribers)

used their phone to improve or monitor their health, representing an increase of 270 million people since 2020.



## Inclusive planet

The mobile industry is making continued progress on disclosing climate impact data and setting targets for emissions reductions.

**At the end of 2021...**

**63%** ...have committed to science-based targets by 2030

of operators by revenue



**82%** ...disclose their climate impacts

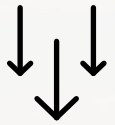
of operators by revenue

Source: CDP, United Nations Framework Convention on Climate Change and operator websites

## Enabling other industries

Mobile and digital technology could enable

**40%** of the required CO<sub>2</sub> reductions needed by 2030



within the top four largest-emitting industries. These four industries – manufacturing, power and energy, transport and buildings – account for 80% of global emissions.

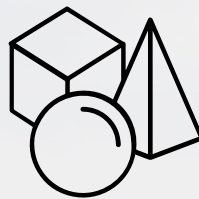
## Inclusive business

With stakeholders getting smarter and more discerning when it comes to ESG claims, an effective and consistent approach to measuring and communicating performance is more important than ever.

**The GSMA has recently launched...**

**ESG Metrics for Mobile**

a first-of-its-kind mobile-sector ESG reporting framework featuring...



**10 industry-specific KPIs**

The sector-specific ESG data metrics will deliver a more consistent, comparable and decision-useful view of the industry's most material impacts and drivers of value, allowing for more effective and meaningful communication between operators and their stakeholders.

There has been strong growth in the issuance of sustainability bonds in the mobile sector. This highlights that operators are increasingly securing funding based on achieving...



**social and environmental targets**



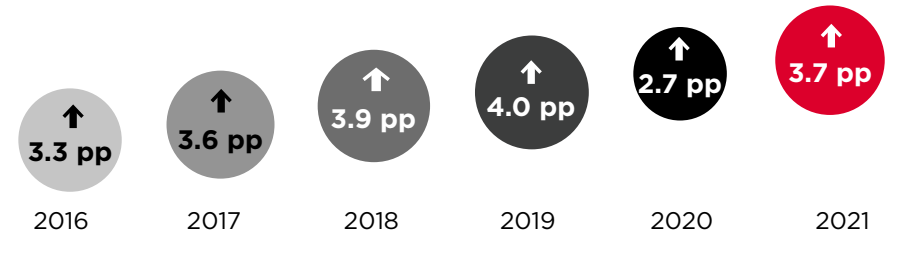
**rather than purely financial ones**

# SDG impact scores

## Normalised score (out of 100)

For each SDG, an impact score is calculated out of 100: 0 means the industry is having no impact, while 100 means the industry is doing everything possible to contribute to that SDG.

**Figure 1** | Average SDG score improvement each year



Source: GSMA Intelligence

**Figure 2** | SDG mobile impact scores



■ 2015 
 ■ 2016 improvement 
 ■ 2017 improvement 
 ■ 2018 improvement 
 ■ 2019 improvement 
 ■ 2020 improvement 
 ■ 2021 improvement

Source: GSMA Intelligence

**Read the full report:**  
[gsma.com/2022sdgimpactreport](https://gsma.com/2022sdgimpactreport)

**Contact us at:**  
[betterfuture@gsma.com](mailto:betterfuture@gsma.com)

**Follow us:**  
 @GSMA  
 #betterfuture