



Telia Social Impact Report 2023



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01

Environment

Environment

The roadmap that helps Telia become both CO2 emission and waste-free by 2030.

2019

Telia Company sets ambitious environmental goals to become emission and waste-free throughout its value chain by 2030.

2022

Telia Company set a net-zero emissions goal. Since 2018, Telia has reduced its operational CO2e emissions by 85%.

2021

Telia Company formulated its environmental goals for 2023 and 2025, based on which Telia Estonia established its focus objectives for 2022.

2023

97% of the invoices are e-invoices.



ZERO
CO₂



ZERO
WASTE



100%
ACTION

Goal
20

Telia Company will reach the following goals

2025

The emissions related to Telia's own operations have decreased twofold.

The emissions related to devices sold by Telia have decreased by 29%.

72% of Telia's suppliers have adopted science-based climate targets

2040

Telia has achieved climate neutrality (net zero)



2023

50% of employees have set personal goals related to Telia's focus areas

2030

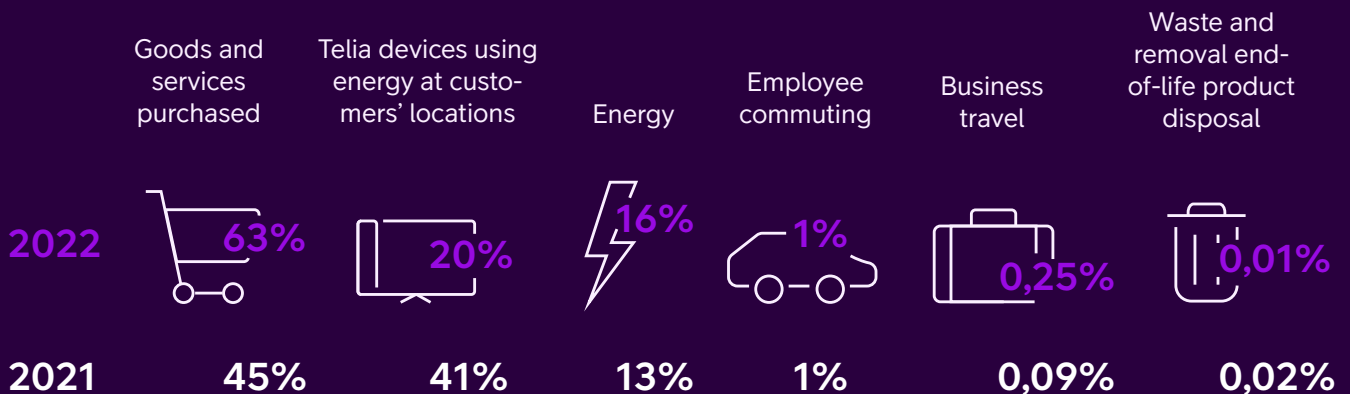
Telia's operations are both emission-free and waste-free throughout its entire value chain

**Climate neutrality within its activities means accounting for scope 1 and scope 2 emissions. Telia Company uses electricity from 100% renewable energy sources in all countries. The remaining greenhouse gas emissions that are not from renewable sources, such as business travel and the company's car fleet, are compensated for, and efforts are continued to reduce all emissions.*

**This is in line with the Science Based Targets initiative and Net Zero Standards methodology.*

Telia's emissions across the entire value chain were as follows:

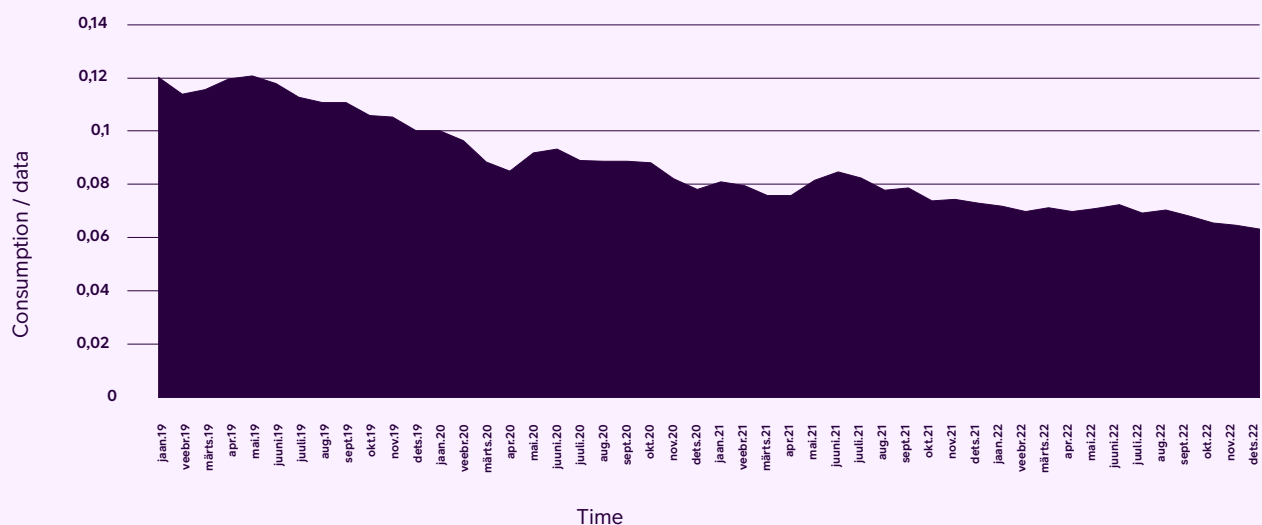
Methodology: Green House Protocol



Energy consumption and green energy

Telia actively seeks out new ways to utilize renewable energy sources, such as solar panels or wind power. We continue to purchase 100% renewable energy, which covers the needs of Telia's customers and server centers.

The ratio of energy consumption and data use



We ensured that the amount of data needed to transmit one unit would decrease year by year.

Significant advancements in renewable energy utilization in 2022

We finalized our strategy for green energy.

We began purchasing energy from the Telšiai wind farm, which produced 8% of Telia Estonia's annual total energy consumption. The amount of wind energy acquired from the Telšiai wind farm will gradually increase, reaching approximately 50% of Telia Eesti's electricity needs by 2024.

We conducted a test to assess the replacement of diesel generators with hydrogen-based generators.

We have partnered with PowerUP Energy Technologies, an Estonian startup that produces innovative and environmentally friendly hydrogen-based generators, which are being tested to ensure the operation of cell towers during power outages.

The first hydrogen-based generator was successfully tested at the Telia Raudalu site,

where two 1 kW hydrogen-based generators and two nine-liter hydrogen cylinders were used. In practice, this means that in the event of a power outage, the base station switches to hydrogen power within seconds, providing uninterrupted mobile services in the area for up to four hours, during which normal electricity supply can usually be restored.

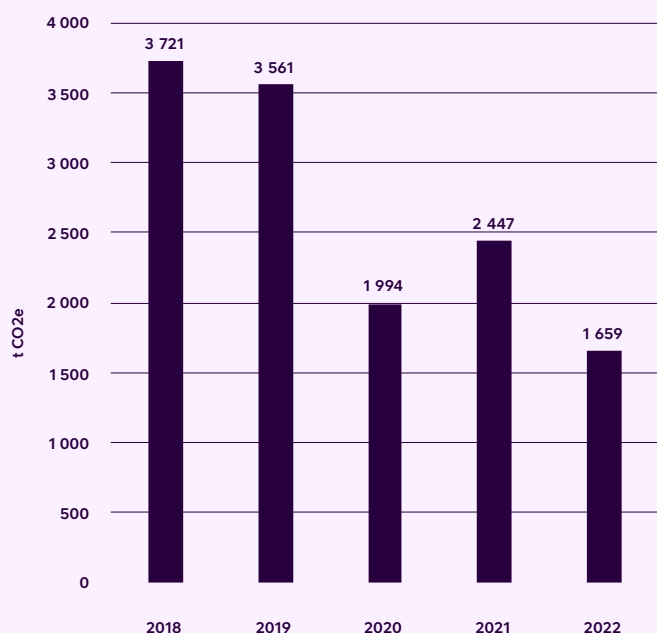
After successful testing, Telia has the opportunity to replace diesel generators, which rely on fossil fuels, with innovative hydrogen-based generators in its mobile base stations.

Electric cars ja smart car sharing system

By the end of 2022, Telia had 28 electric cars in use in Estonia, which accounted for nearly 20% of Telia's total fleet (reportedly the largest share among large fleets in Estonia).

Telia has a smart car sharing system: Telia cars are intended for business trips, but can also be used for private trips.

Telia's own emissions between 2018 and 2022



Emissions related to Telia's activities were 1659 tons CO2 in 2022.

Telia's own emissions include:

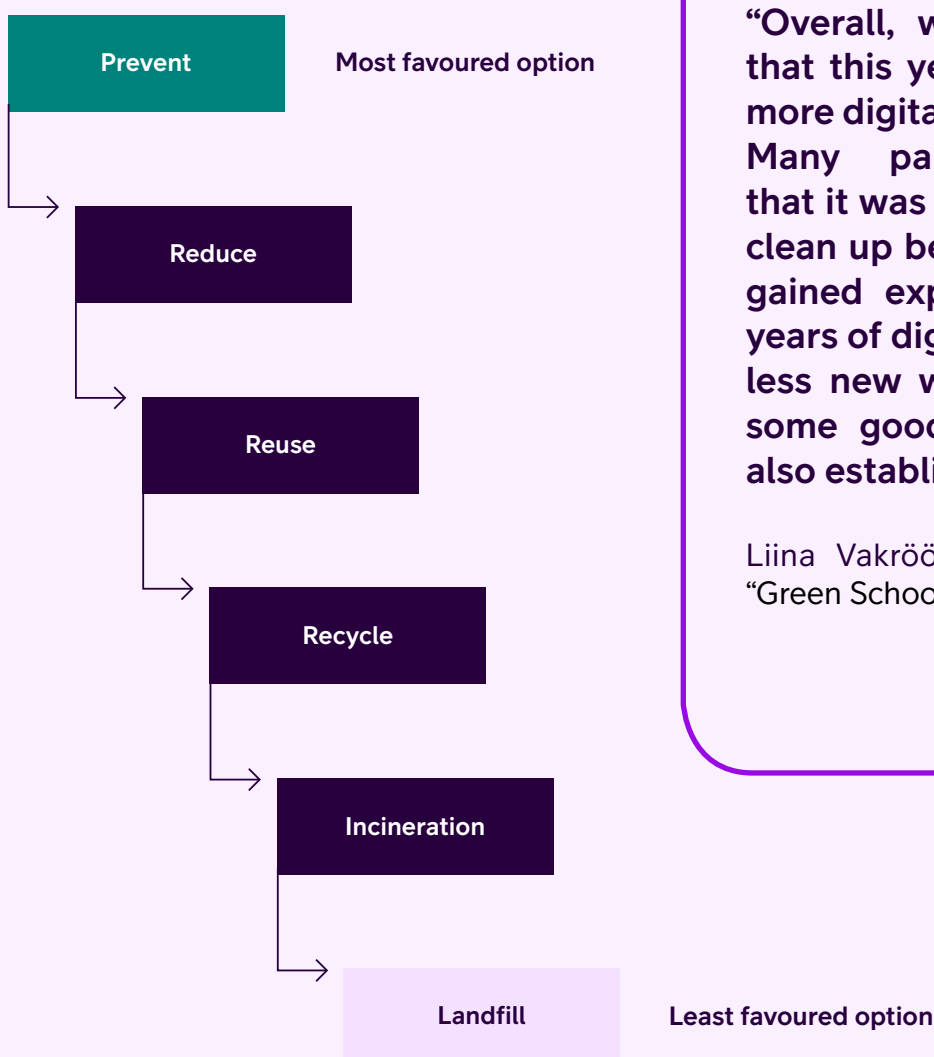
- Telia **DIRECT ENERGY USE** (fuels used for backup power, refrigerants for cooling equipment)
- Telia **INDIRECT ENERGY USE** (district heating, electricity)
- Telia **BUSINESS TRAVEL** (planes, trains, hotels, business trips made by personal car)
- Telia **CARS** (company cars, shared cars)

Compared to the 2018 base year, emissions have decreased by 54%.

Waste, e-waste, and circular economy

In the European Union, the collection of e-waste is at the highest level in the world (42.5%), but at the same time, the highest amount of e-waste is also generated per capita (16.2 kg). In Estonia, the amount of e-waste generated per capita is 13.1 kg.

Source: *The Global E-waste Monitor 2020*.



Both digital waste reduction and electronic waste collection campaigns set new records.

In addition to the direct impact, these campaigns also contribute to the formation of positive habits that promote change.

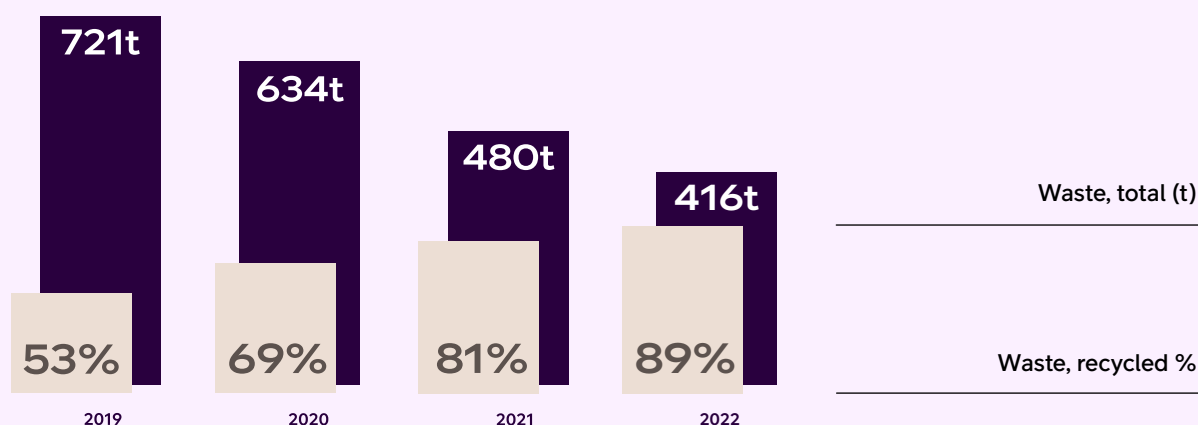
“Overall, we can confidently say that this year we had significantly more digital cleaners than last year. Many participants commented that it was much easier for them to clean up because they had already gained experience from previous years of digital cleanup. As a result, less new waste accumulated, and some good cleaning habits were also established.”

Liina Vakraõm, the coordinator of the “Green School” digital cleanup week:



Overview of the key achievements in waste management in 2022

- We focused on the reuse of network devices and/or organizing the resale of unnecessary devices. Throughout the year, we reviewed all our device stocks and analyzed their necessity. Unnecessary devices were successfully resold with the help of our trusted partners.
- The amount of waste has continued to decrease, and the proportion of recycled waste has increased.



Digital waste

Since 2018, Telia Estonia has been leading an initiative to address digital waste issues. In 2022, the fourth annual digital cleanup day took place.

In 2022, the fourth annual digital cleanup day took place.

In 2022, over 10,000 individuals and nearly 400 companies participated in the digital cleanup campaign.

Electronic waste

Two events, Digital Cleanup Day and the “Smart Hunt” campaign organized by Telia in collaboration with Kuusakoski, gave momentum to the collection and proper disposal of old electronics.

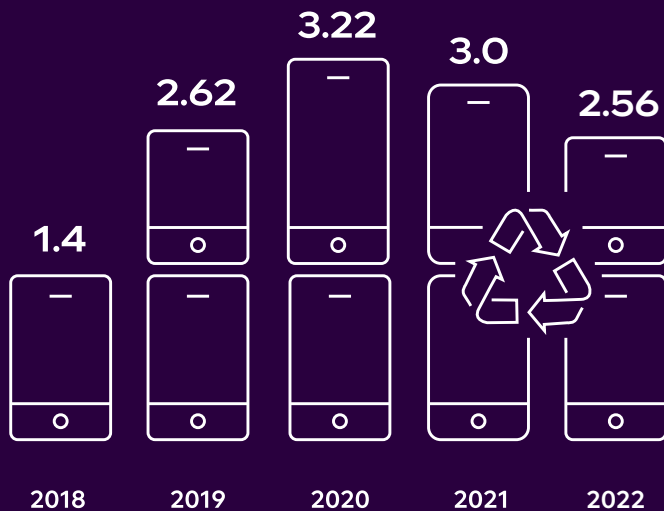
Compared to 2021, during the “Smart Hunt” campaign, 162.96% more devices were collected to be recycled (a total of over 4.5 tons) across Estonia:

- 1200 kg in Rapla
- 900 kg in Rakvere
- 700 kg in Tallinna
- 600 kg in Viljandi
- 400 kg in Paldiski

In 2023, old electronics will also be collected during Digital Cleanup Day.

Telia recycles customer premises equipment, such as routers and set-top boxes

Recycling of customer-premises equipment (CPE) (mEUR)



In 2022, Telia expanded its range of refurbished devices.

In 2021, we started selling used smartphones, and in the summer of 2022, laptops and smartwatches were added to our product selection.

Telia continues to use an eco-rating system that assesses and displays the overall environmental impact of devices throughout their lifecycle. This improves customer awareness and motivates suppliers to reduce their operations and devices' negative impact.

We became a member of the Green Tiger organization and set cooperation goals not only for general competence and collaboration but also for waste management.

Collaboration with LowImpact

A reusable package is used for the “Trade In” service, so that the customer can return their old device to us.

The process works as follows:

- Telia sends the LowImpact package to the customer from the warehouse;
- The customer uses the package to send their device via the parcel locker to Foxway;
- LowImpact collects the packages from

Foxway, checks, cleans, and sends them back to Telia's warehouse;

- In 2022, there were 100 packages continuously in circulation using this system.

In early 2023, the plan is to increase the number of packages at least tenfold.

Starting from April 2023, LowImpact package will be available as a deposit package in Telia's online store.



The number of paper invoices continued to decrease, and there was a significant leap towards making Telia stores paperless. By the end of **2022, almost 96% of Telia's subscribers and a staggering 99% of Diil customers had already opted out of paper invoices.** The goal for 2023 is 97%.

All digitally signed contracts are visible to the customer in the self-service portal. We are still working on a solution to transfer customer contracts from old systems to more modern ones that also support digital signing. We lead the growth of sustainability through our private and business customers and employees. The aforementioned activities also contribute to raising environmental awareness.

In addition, in 2022 we laid the foundation for the following awareness-raising projects:

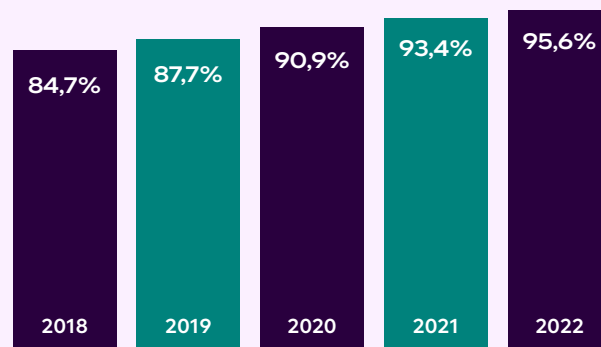
Private customers – we introduced Green Walls in our stores to draw customers' attention to the environmental impact of products.

Business customers – in 2022, we focused on creating clearer environmental messages and offers that encourage greener choices:

- We created a data center calculator that allows customers to assess the environmental impact of a data center as a thought exercise.
- We conducted preparatory work for Green IT, a subsidiary of Telia, in order to introduce a device fleet carbon footprint calculator in 2023.

Our employees at Telia also contribute to our social impact and awareness - read more about it here.

Percentage of e-invoices



“It is great to see that more and more people are reaching out to us with requests for Telia to share its sustainability success stories. We have identified spokespersons and trainers on various topics and support them with relevant information. Telia's experts have helped raise awareness among our customers - as well as among the Estonian people in general - about e-waste, electronic waste recycling, and other environmental issues. Specific examples of our success stories and positive feedback received have further reinforced our efforts.”

Hele Tammenum, Head of Quality and Environmental Management at Telia.



Telia Estonia holds the ISO 14001 environmental certificate. Additionally, the energy management system has been certified according to ISO 50001, which means that Telia Estonia became the first in the Telia group to hold this certificate.







02

Digital
inclusion

Digital inclusion

At Telia, we have identified target groups in Estonian society who are at an unequal position in terms of their digital skills, so that we would know which skills development needs require immediate attention.

259 000

up to 18-year-old children

266 000

seniors

127 000

immigrants

148 000

small and medium-sized enterprises (SMEs)

17,5%

women in the technology sector

One of Telia's key societal objectives is to enhance quality of life and work in Estonia through smart and inclusive digitization. In terms of digital inclusion, we focus on improving the availability and accessibility of our network and services, as well as

developing digital skills. Keeping up with new technological solutions requires attention to those whose skills are insufficient or whose access is not equal to others. Telia is particularly focused on improving digital inclusion.

Overview of key achievements in digital inclusion in 2022

The topics of digital inclusion have reached a total of

1 000 000

people across all countries in the past two years, with approximately **338,000** in Estonia. In 2022, we improved the digital skills of **85,000** people in Estonia.

We have raised our digital inclusion goal even higher, as the previous one has already been achieved. The new goal is to reach a total of **two million people** at the group level by 2025.

Our goal for 2023 is to reach **75,000 people in Estonia**.



Women in Tech

We also focused more on women in the technology sector and at Telia in 2022.

In 2022, two programs designed to empower women took place: **“Women in Tech”** and **“Leadership Accelerator for Women”**. Telia awarded the best girl in the **“Cyber Battle of Estonia”**.

We aim to inspire new generations and contribute to encouraging women to consider joining the IT field as they seek challenges in the job market.

→ *Check out the table on educational programs.*

- 2022 was a landmark year for innovation and technological advancement in Estonia as the long-delayed 5G frequency auctions took place.
- Telia launched Estonia’s first 5G network in 2020, and by the end of 2022, its coverage reached over 50% of the Estonian population.
- Nearly 100,000 customers are now using 5G plans.



Cyber Battle of Estonia



We continue to invest in making our services accessible to everyone. Over the past two years, we have focused on three major areas:

Ensuring compliance of our digital environments with accessibility and WCAG standards.

We have started bringing the most visited web pages of telia.ee in line with WCAG standards.

Currently, 80% of telia.ee is compliant with the requirements.

By the summer of 2025, our web environments will be fully compliant with accessibility and WCAG standards.

Training frontline employees.

We have trained 250 Telia customer support and stores' employees.

In 2023, we aim to conduct six more trainings.

Providing subtitles for our TV platform -Telia Estonia's own TV channel Inspira - and video-on-demand (VOD) service.

Telia TV platform is currently capable of

delivering various subtitles. Inspira and VOD service have subtitles, and we have developed a work plan to produce most of the required subtitles within the next five years.

Jana Korberg, Telia Estonia's Accessibility Project Manager, emphasizes that involving experts from the respective field is crucial to achieving functional solutions. Experts from partner company Trinidad Wiseman were included in the training of software developers, while experts from North Estonia Rehabilitation Center and Accessibility Forum NGO were involved in training frontline employees. Thanks to their input, individuals with special needs were able to provide advice based on their own experiences. For example, we have mapped the customer journey in our stores, from the parking lot to the store's customer service desk, together with individuals with disabilities (such as mobility, hearing, and vision impaired) and conducted mystery shopping to identify areas for improvement as well as best practices. Our sample for usability testing of digital environments includes customers with special needs. Based on this feedback, we can

obtain valuable information on how to better accommodate the needs of individuals with disabilities in every customer service situation and channel. We also have employees within our own workforce whose special needs we want to take into account when thinking about their daily work tasks.

Our employees are empathetic and understand the importance of this issue even without personal exposure, and are committed to contributing to making the working environment accessible to everyone.”

We launched mobile service units.

“Mobile service units are located in regions where regular service centers are not available, and their goal is to provide customers with the opportunity to buy the devices close to their homes and receive consultation without having to travel to a service center”

The first mobile service unit was launched in late 2021 in Rapla.

In April 2023, a new mobile service unit will commence operations in Paide.

The topic of digital inclusion was prominent in several educational programs, such as the IT workshop **“Young Coders”** and **Telia’s digital mentor program**. There were also internship programs like **“Spark Academy”** and **“Solaride Academy”**, **Telia’s summer work program**, and the internship program of the **Good Deed Foundation**.

→ *Check out the table on educational programs.*



Telia educational programs

Telia is committed to advancing technology education throughout the entire lifespan, including promoting digital inclusiveness as well as privacy and security topics in Estonia.

In 2022, Telia was involved in the following educational programs.

“Spark academy” internship program for Telia interns

In 2022, a total of **69 interns** (28 males, 41 females) participated in the program, of whom **36% were recruited** for employment, which accounts for 14% of the total number of recruits throughout the year.

“Leadership accelerator for women” to increase female participation in the ICT sector

In collaboration with the Estonian Chamber of Commerce and Industry, and the Embassies of Canada and Sweden. Telia was the gold sponsor.

The program was launched in 2022.

The first cohort included 25 women (five from Telia).

Good Deed Foundation internship program for educational leaders

The program has been held at Telia for three consecutive years, and each year, two top-level managers of Telia Estonia have mentored two school leaders.

„Women in Tech“ – Telia retraining program

For women who would like to launch a career in it. In 2022, 50 women participated (including 15 from Telia). Retraining program on the e-learning platform Coursera 3 fields: data analytics, UX design, IT project management.

Telia IT club for IT students

In 2022, there were a total of **120 participants**.

There were six meetings:

- In April – TV-related development and management;
- In May - cyber security theory;
- In June - cyber security workshop;
- In September - data center Infonet DC infrastructure and cloud technology;
- In October - network development and management;
- In November - automation of IT infrastructure and application management.

“Solaride Academy” training program and career day for former and current solariders

Telia is a technology partner and the sponsor of “Solaride Academy” with €15,000 in 2022.

Topics covered during the career day: future competencies, job market expectations, working in a technology company.

In 2022, **42 Solariders** participated, six of them Telia employees.

Codesters.club technology clubs for high school students

Telia supports the program and Telia experts serve as mentors for young people

The number of participants has been increasing year by year
2020 – **50** 2021 – **150** 2022 – **300**.

Spoofy educational cyberbullying prevention game for elementary school students

Telia supported the creation of the game and continues to support its development.

In 2022, the game was also released in Ukrainian. By the end of 2021, over **26,000** unique users had used the online version of the game. In 2022, an additional **25,000** unique users played the game.

Digital engagement project: Telia digimentors for senior citizens

In collaboration with the University of Tartu

Duration: 01.01.2022–30.09.2022.

The project aimed to encourage young people to collaborate with seniors. School children invited elderly individuals to a social media platform suitable for both generations and provided support in using the platform.

Unfortunately, the number of participants was lower than expected. Instead of 50, only **19 young people from across Estonia** joined.

The reasons can be attributed to the increased digital communication load due to the COVID-19 pandemic and uncertainty about how to establish contact with seniors.

In 2023, Telia will continue to explore opportunities for developing digital skills for seniors in the best possible way. arendada.

Cyber event series “Cyber Battle of Estonia” for youth aged 15-24

Telia Estonia experts served as mentors for **40 finalists**. Telia awarded a special prize for the best girl.

Cyber courses took place in 2022:
May - in Paide and Jõhvi;
June - in Tartu, Tallinn, and Pärnu;
October - the final competition in Tartu, broadcasted on Telia Inspira channel.

“Cyber Battle of Estonia” is a cyber event series that has been taking place for the third consecutive year, aimed at youth aged 15-24. The aim of the competition is to introduce what it means to work in the cyber world and what skills and knowledge are required for it.

Summer work in Telia service centers

Number of summer workers in Tallinn and Tartu over the years:

2020: **20** 2021: **16** 2022: **13**.

The summer workers communicate with customers in Telia stores, providing advice and introducing self-service options. Additionally, they gain a broader overview of Telia and we hope that after completing their studies, they will find their way back to working in Telia.

IT workshop “Young Coders” programming teaching program for grades 6-9

Supported by Telia

Just like last year, **7 schools** participated in the program in 2022.

A total of 160 students registered and **78 students received a certificate** at the end of the program.





03

Privacy
and security

03 Privacy and security

In 2022, Telia's security systems blocked over 2.5 million fraudulent calls made from abroad that targeted Estonian individuals and businesses.

According to EU Kids Online, one in six children in Estonia has experienced cyberbullying. Telia's goal is to ensure safe internet usage for children and young people, as they are particularly vulnerable to dangers such as exposure to inappropriate content and cyberbullying.

Overview of the key privacy and security achievements in 2022

We conducted a study on children's privacy.

The study revealed that one out of every four children has experienced an online situation that infringes on their privacy.

- The most common (17% of all respondents) is receiving foul, offensive, or mean messages;
- One in ten has fallen victim to theft of their social media or gaming account;
- One in ten says that they have received unwanted contact requests from adults who were strangers. Girls experience this 5% more often than boys;
- One in ten children surveyed has received unwanted sexually explicit images, videos, or messages.

The popular campaign "Greatest Courage" was cancelled in 2022 and will take place in February 2023. Instead of the campaign, we focused on **educating parents through video lectures** and collaborating with CGI on the development of the **Spoofy game**, with the help of researchers from Tallinn University.

→ *Check out the table on educational programs.*

Privacy and security topics were addressed in several educational programs: **Telia IT Club**, **"Cyber Battle of Estonia,"** and **Codesters Club technology circles**.

→ *Check out the table on educational programs.*





Cybersecurity

The importance of cybersecurity has grown steadily over the years. In today's world, cyber-attacks are becoming more automated and complex. The rapid pace of digitization is also placing new demands on cybersecurity. In 2022, there was a notable increase in the volume of politically motivated attacks. Cybersecurity is one of the most important areas for Telia, where we constantly invest to provide our clients with the best solutions. Telia's internet connection for business clients boasts a very high level of security. Last year, we added **DDoS protection** to Turvanet, Telia's service for business customers, which helped our clients successfully tackle increasingly frequent service disruption attacks. For private clients, we offer the **Safe service**, which provides the highest level of cybersecurity for computers and other smart devices.

The achievements of Telia Estonia in the fields of IT and security have not gone unnoticed at the Telia Company level. Because the expertise at such a high level of cyber security is not currently available in Telia's other markets, **Security Operation Center (SOC)** was established in Estonia at the end of 2022, serving both Telia Estonia and Telia Group customers.

Although the level of cybersecurity of Estonian companies is improving and modern cybersecurity solutions are being increasingly adopted, a survey commissioned by Telia and conducted by Turu-uuringute AS at the end of 2022 revealed that dealing with employee

cyber hygiene and providing them with relevant training remains a significant challenge for many companies.

Therefore, in collaboration with the Swedish IT company Nimblr AB, Telia has developed a new generation e-learning program that is simple and accessible. The program utilizes a step-by-step approach to help employees improve their knowledge of cybersecurity and develop practical skills.

The training is divided into small topic-based sections, and completing one training session takes an average of 5 minutes, which means that the training can be done alongside regular work routines without disrupting the work process. Telia is offering a new cyber training program to its business clients since the spring 2023, and it is available in **25 different languages**.

At the end of 2022, preparations were made for the NATO Cyber Defense Cooperation Center (CCDCOE) to lead the **Locked Shields 2023 Partner Run** cyber-defense exercise, which is a dress rehearsal for the international major exercise Locked Shields, taking place in March 2023.

Over 500 top cybersecurity specialists participated in the Locked Shields 2023 Partner Run exercise, including 40 employees of Telia Estonia. In a tight competition among cybersecurity professionals, the Telia Estonia team came in second, narrowly losing to the Singapore team.

Telia's IT services comply with the ISO 27001 standard for information security management, which confirms that Telia regularly identifies, evaluates, and manages security risks.







04

Telia as
an employer

Telia as an employer

Telia is committed to treating all people - both our employees and our customers - with equal respect, ensuring that everyone has the opportunity for inclusion at all times and feels free to express themselves authentically.

Personal goals

2021 – Preparatory work to ensure that in the future, all Telia employees have the opportunity to align their personal goals with Telia's sustainability objectives, including the environment, digital inclusion, and security.

2022 – Objective: 30% of employees to set personal goals related to Telia's sustainability goals. Result: 32% of employees set their personal goal.

2023 – Objective: 50% of employees to set personal goals related to Telia's sustainability goals.

Our societal contribution is enhanced through joint activities that are also related to three focal themes:

Diversity Month events where Telia participated:

- A panel discussion on “Diversity in the Workplace: How to Reduce Biases and Fears?” (Estonian Human Rights Centre);
- Workshops titled “Challenge Your Senses,” where participants could experience navigating an obstacle course in a wheelchair, learn about sign language, and work with guide dogs;
- Events to learn about minority cultures, including visits from the Roma community;
- Virtual celebration of the Pride Month.

In November, we celebrated the **Child Safety Month**. We brought our children to work and

showed them how Telia makes TV shows, taught them about safe behavior online and household chemicals, and practiced engineering skills. Future talents also made beads of courage to support chronically ill children. 145 children and 98 adults participated.

Once again, we planted trees:

- Each employee was given the opportunity to exchange their employer-provided birthday gift for a tree seedling;
- Telia employees planted a total of approximately 2,500 trees in the Kuusalu municipality.

We have made preparations for organizing the 2023 Environmental Awareness Month, during which we plan to cover the following topics: energy, green mobility, our environmental goals, waste management, and circular economy.

Addressing the gender pay gap

The gender pay gap at Telia Estonia (the difference between the average salary of all male employees and the average salary of all female employees) is 21%.

This is due to a structural issue: women are overrepresented in lower-paid support roles, while men have a higher proportion in higher-paid roles in technology. Women make up only 20% of the technology workforce at Telia.

- To reduce the gender pay gap, programs have been created to provide support networks and training for women to advance into leadership positions and enter the field of technology.

In 2022, Telia employed a total of 1426 people across 38 locations in Estonia. The work arrangement is flexible, allowing working from anywhere in the world.

	Total	Citizenship		Age			Employees with special needs	Gender	
		Estonian	Other	Under 26	26-50	Over 50		Men	Women
Employees	1426	1415	11	97	1028	301	16	780	646
Mid-level managers	30	30			18	12		18	12
Top managers	9	9			8	1		5	4
Employees with children younger than 3 years of age	211						2	106	105
Total	1465	1454	11	97	1054	314	16	803	662

Compared to 2021	-120 employees	+7 foreigners	+8 over 50
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- “Women in Tech,” which had 50 female participants, including 15 from Telia. “Leadership Accelerator for Women” with a total of 25 female participants, including 5 from Telia
- In addition, several initiatives we supported also address the issue of increasing the representation of women in technology, for example “Solaride Academy”, internship programs, and IT Club.

→ *Check out the table on educational programs.*

In addition, we have established the following rules:

- In the final round of recruitment, there must be candidates of both genders.
- The proportion of female leaders must reflect the overall gender balance (the target is 50/50).
- Training of managers on the topic of inclusive recruitment: we plan to train 100% of managers by the end of 2023. In 2022, 87% of managers participated in such trainings in 2022.

Employee wellbeing and workplace safety

A safe working environment is integral to Telia's core operations, and we are committed to ensuring a secure and safe workplace for all employees and partners by analyzing risks arising from the company's operational domain and implementing measures for accident prevention and mitigation. Additionally, we prioritize employee well-being and mental health.



Our main activities:

- Involving employees in occupational safety and well-being topics
- Risk management
- Continuous improvement of the occupational health, safety, and well-being
- Conducting regular safety inspections at all Telia locations
- Various seminars, lectures, and physical and mental health supporting initiatives, including Telia Sports Club.

Overview of employee-related goals and achievements in 2022

Goals achieved:

- Work time lost due to illness: goal 2%, result 1.98%.
- Occupational health and safety management system complies with ISO requirements and is aimed at ensuring sustainable operation of the company (0 non-compliances).
- Minimal work time lost due to work accidents: goal 0, result 0.
- Employees receive regular attention and support from managers (personal meetings at least once a month): goal 95%, result 98%.
- Voluntary turnover rate: goal 13% (below market average), Telia Estonia 10%.

Goals not reached

- Overall well-being level of employees is high: goal 83%, result 82%.

Telia Eesti AS has been certified with the ISO 45001 certificate for occupational health and safety management system since 2016.







05

Afterword

05 Afterword

The keywords of 2022 were 5G development, increased cyber threats, and green energy.

The past year brought both challenges and opportunities for the telecom market, allowing for investments in the future of the digital society. As the leading telecom and IT company in Estonia, we are aware of the importance of our role and responsibility towards our local community, especially during difficult times. We constantly strive to create long-term value for as many people and businesses as possible through our activities.

In Estonia, we have made technological leaps in the telecommunications sector every decade. In order to fully utilize the potential of 5G technology in the near future, it is necessary to first build out an extensive 5G network. With the government allocating frequency blocks in the 3.6 GHz and 700 MHz frequency bands in 2022, we are able to offer the benefits of 5G technology in an increasing number of areas, both in urban and rural regions.

Alongside the development of 5G, it is worth highlighting that by the end of 2023, Telia Estonia will close its 3G network, becoming the first local mobile operator to do so. This decision yields several benefits. For example, our soon-to-be closed 3G network consumes a significantly larger amount of electricity compared to newer 4G and 5G networks. At the same time, after the closure of 3G, there will be more network resources available for newer technology solutions. Therefore, closing down older network technology has a direct impact on both energy efficiency and environmental conservation.

Innovation comes with risk mitigation as well. Cyber attacks are becoming increasingly automated and sophisticated, and rapid digitization creates the need to improve cybersecurity standards. Furthermore, the number of politically motivated cyber attacks significantly increased last year. Cybersecurity is one of our priorities, and we constantly invest in it to provide the best solutions to our customers.

In addition to cybersecurity, it is crucial to make our operations and services more environmentally sustainable, so that the carbon footprint of our operations and services is as small as possible. We always prefer high-quality and long-lasting devices that can be used for as long as possible or redirected for new uses. Telia and our data center customers have been using renewable energy for years. Last year, we started testing the use of solar energy to power our cell towers, and in 2023, we plan to transition a large number of cell towers to solar energy.

Although we have faced various crises in recent years, I hope that Estonia's development on the digital journey will not stop, and Telia can support it by continuing to invest in its communication networks and developing innovative technological solutions. In the rapid digital development, we should not forget those who are in a disadvantaged position due to skills and opportunities. We have focused on supporting the most vulnerable customer groups during crises, including children and seniors. Initiatives that help reduce inequality



in society are most effective when multiple parties work together towards a common goal: the government, universities, non-profit organizations, startups, and companies of various sizes.

We have experienced such great collaboration between sectors in helping Ukrainian war refugees, promoting technology education for young people, educating the elderly, and empowering women in technology.

After Russia's full-scale invasion of Ukraine began, we supported refugee children by donating devices for schoolwork and providing them with the "Triumf Health" game for mental health and trauma support.

In addition to our social contributions to various digital inclusion initiatives, Telia also increased its investments in Estonia in 2022. While the usual amount is around 50 million euros, the total investment in 2022 reached nearly 60 million euros. Larger investments included the construction of 5G networks

and optical fixed networks, as well as the development of cybersecurity solutions.

Although we are currently experiencing a period of significant change, we remain committed to investing in and contributing to the development of Estonian digital society. We are immensely grateful to all our valued customers and esteemed partners whose support makes our efforts possible, as it is only through collaborative efforts that we can bring about positive changes in Estonia!

Holger Haljand
CEO of Telia Estonia



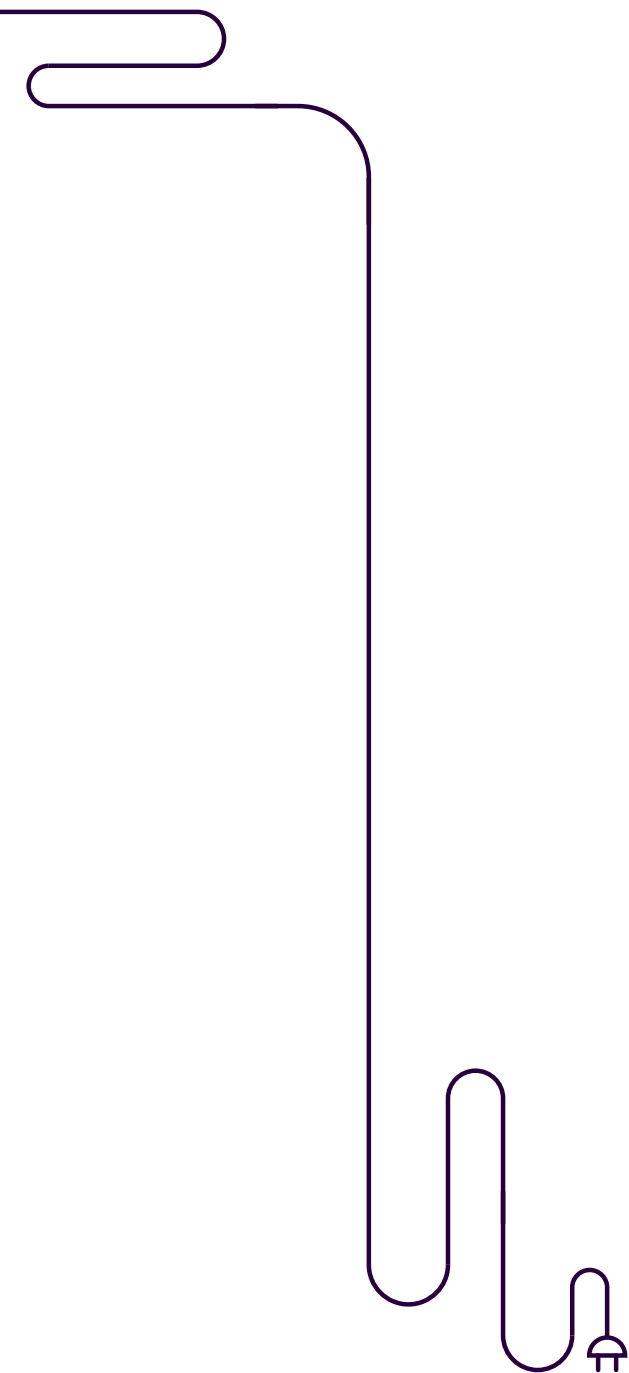
**VASTUTUSTUNDLIKU
ETTEVÕTLUSE INDEKS
KULDASE 2022**

2020: 81%
2021: 68%
2022: 72%
2023: 71%



SUSTAINABLE
BRAND INDEX

Kõigil nimetatud aastatel on Telia Eesti olnud ka oma valdkonna esikohal (industry leader)



Boldly better!

For more information, please contact

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