

Telia Eesti Management System Handbook

Public
Updated 14st of March 2025



Introduction

The Management System Handbook describes the management system of Telia Eesti AS, which covers all of the company's activities.

- Telia is a part of the Telia Company Group
- Framework for Sustainable Business
- JAA | our mindset
- Integrated management system
- Quality management system and policy
- Process-oriented organization of work and process map
- Environmental and energy management system and environmental policy
- Occupational Health and Safety policy
- Information Security Policy
- Documents of the Management System
- Legal basis of the Management System



Telia Eesti is the Part of Telia Company Group

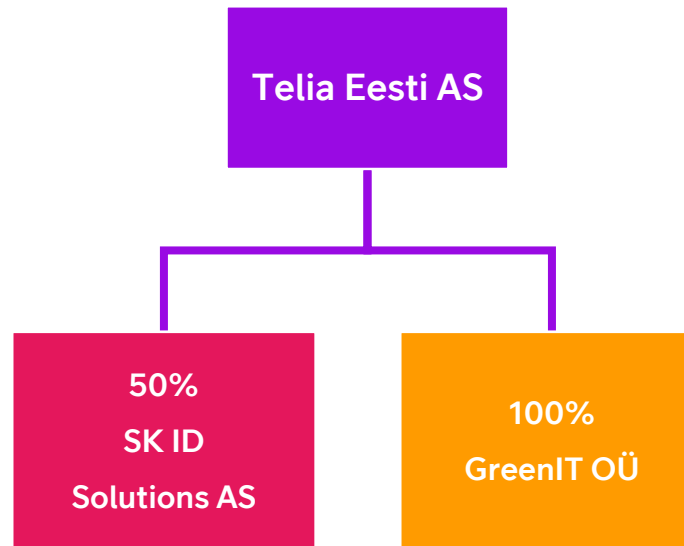
Telia Estonia's sole shareholder is Telia Company AB, making Telia Estonia part of the international Telia Company group. Telia Company is one of the largest telecommunications companies in Europe.

See more [introduction of Telia Company](#).

Telia Company has a comprehensive strategy across the entire group, but the group's companies operating in different countries are guided by the local business environment and the business strategy developed at the local level. Telia is led by a CEO (Chairman of the Board) and a board of directors who understand the local market and customer needs.

Telia is a new generation IT and communications company that strives to offer its clients the best value and develop the information society. Telia offers complete mobile, internet, TV and IT solutions and valuable content to both private and corporate customers under different trademarks (the main ones being Telia and Diil).

Telia operates mainly on the Estonian market and its shareholdings are as follows:



The day-to-day operations of Telia Eesti AS are managed by the CEO (Chairman of the Management Board) together with the company's management, which consists of the heads of various units.

According to the Commercial Code, the governing bodies of the company are the Management Board and the Supervisory Board. Information about the company's CEO, Management, Management Board and members of the Supervisory Board is available on the [External Web](#).



Telia Estonia Business Activities



**VASTUTUSTUNDLIKU
ETTEVÕTLUSE INDEKS
KULDASE 2023**

Telia bases its operations on the following:

Our mission is to contribute to the development of society and make Estonia a better place to live and work in. We are inspired by the possibility of using technology to make people's lives easier and more convenient.

Telia is a new generation IT and telecommunications company - both a creator and enabler. The knowledge and skills of our people have established the quality standard for the Estonian telecommunications market in terms of infrastructure, technology and service.

Customer centricity is of utmost importance to the company, and we prioritize customer satisfaction.

The website of Telia can be found at <https://www.telia.ee/>.

The company's management system is structured in accordance with the requirements of Telia Company, Telia Eesti's management, and the quality management standard **ISO 9001**. The company's management culture is values-based and performance-oriented.

Our promise to our customers

**We develop our
digital society to
make Estonia a
better place to live
and work in**

An important goal of the company is to act responsibly and sustainably in its business operations.

The Responsible Business Forum (VEF) awarded Telia Estonia the highest, or gold level, quality label, which is recognition for outstanding performance in the areas of environmental protection, social dimension, and management practices (ESG).

The quality label is awarded to companies participating in the Estonian Responsible Business Index, who prioritize the sustainable development of the company, contributing strategically to the development of the social and natural environment and relevant management practices. More detailed information about responsible business management is available in [Our Story - Telia](#). All the important guidelines approved by the sole shareholder Telia Company AB are also published there, which our company follows. Additionally, all of the company's ISO certificates are published there as well.



Framework for Sustainable Business

Sustainability is important for Telia. We consider the environmental, social and economic impacts in our business operations and prioritize balancing these three aspects.

- ✓ Telia actively contributes to creating a safe, inclusive, and environmentally sustainable digital society in Estonia.
- ✓ We focus our efforts on key areas of sustainable business impact.
- ✓ Our business decisions base on the core principles of sustainability (ESG) and we actively engage employees, management, and other stakeholders.
- ✓ More detailed information can be read [Telia Social Impact Report](#), which provides an overview of the company's main goals, activities, and achievements in sustainability.

We contribute to the development of society to ensure that Estonia is a better place for both living and working

Telia sustainability strategy and key impact areas are aligned with the **United Nations Sustainable Development Goals** (see below).

We contribute to the following important impact areas:

- 1) Climate and circular economy.
- 2) Digital inclusion
- 3) Privacy and security, which are integral to Telia's business strategy.



Integrated Management System

To promote sustainability, Telia is committed to environmental preservation and ensuring a clean and safe working environment. Business development is guided by agreed-upon objectives and the requirements of the international environmental management standard **ISO 14001**, continuously enhancing our services and work organization while seeking sustainable solutions. Regarding the efficient and conscious use of energy, an energy management system based on **ISO 50001** is being implemented, focusing on the system for energy use and management.

The satisfaction and motivation of the people working in the company is very important. Telia manages occupational health and safety according to the legislation of the Republic of Estonia and the occupational health and safety system **ISO 45001**.

In providing our services, we place great importance on security. Therefore, we base our daily operations on the internationally recognized **ISO 27001** standard and other best practices related to security in our area of activity.



JAA | Our mindset

In January 2022 Telia launched its service and experience promise, **JAA**. This mindset is focused on finding solutions and opportunities.

The service and experience promise **JAA** is designed for both clients and Telia employees. **JAA**-mindset supports and helps connect employees internally, fostering mutual support and enhancing the customer experience.

A happy customer is our obsession. A happy customer feels that their life is better after interacting with us. The customer senses that they have been heard, that their concerns are valued, and that their inquiry has been addressed. The customer feels that their issues matter to us, and they feel like a better person themselves.

Our service and experience promise

**JAA, we find
solutions –our
mindset**



Telia **JAA**-ambassadors are a community within the company that bring together individuals aligned with the JAA-mindset, dedicated to promoting this mindset both within Telia and beyond.

We are not alone with our concerns. We support each other and are solution-oriented. Employees feel a sense of security—we do not casually say “no,” but instead strive to find solutions.

JAA-mindset promotes collaboration. By saying “yes,” we implicitly take on the responsibility and commitment to address issues that are important to the company.



Quality Management System and Policy

The purpose of the [quality policy](#) of Telia is to ensure the functionality of the customer services and business processes offered at an agreed-upon level throughout the entire organization.

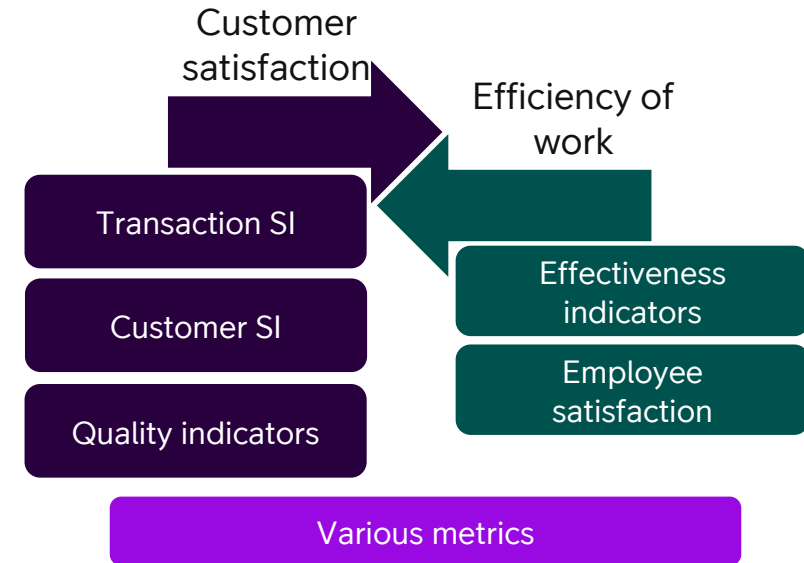
The quality management system is constantly monitored – customer feedback and satisfaction are analyzed, the functionality of business processes is evaluated, the quality level of products is monitored, preventive and corrective action are organized, and the management constantly reviews the implementation of the quality policy, and any other factors that may have an impact on the system are monitored. Internal management system audits are constantly carried out. Improvements to the system are planned and made on the basis of the results of such audits.

We adhere to Telia Company's [quality policy](#), which is our official commitment to customers and other external stakeholders.

The quality manual outlines in detail what we must do to fulfill these obligations.

Key messages are stated in the quality policy

- We apply a customer perspective on everything we do, to ensure awareness of customer interests and a focus on the customer experience.
- We develop a work environment of engagement, collaboration and innovation based on customer and employee insights.
- We ensure performance in design and throughout the full life cycle of our products, services and offerings that fulfils or exceeds customer expectations and requirements.
- We ensure effective ways of working, including continuous improvement of our business processes, based on the customer experience.
- We apply a consistent and structured management approach, based on collaboration and continuous improvement, to fulfill our strategy.
- We secure compliance to relevant standards, laws and regulations.



Quality Management System and Policy

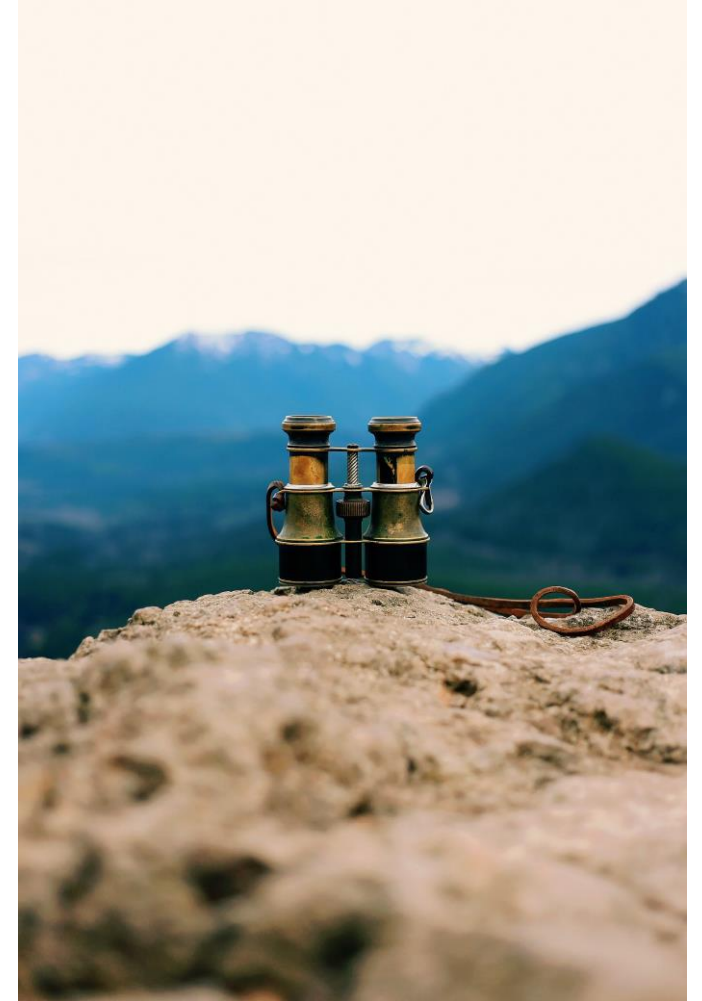
The management supports quality management and sets long-term goals aligned with the company's strategy. The company's long-term and short-term goals are established by the board of directors and are addressed as part of the company's business planning process.

In the implementation and development of the quality management system, we rely on process management. The objective of the process approach is to improve the management level of the company as a whole and enhance the operational chains within it, based on the needs of customers, employees, and shareholders.

The principles and objectives of work organization are communicated to the company's employees through daily management and regular updates. Telia has been awarded a certificate confirming its compliance with the [ISO 9001](#) management standard.

The essence of process management is explained as follows:

**Process
management is
collective effort of
all employees to
create and ensure a
simple, high-quality
and efficient work
organization**



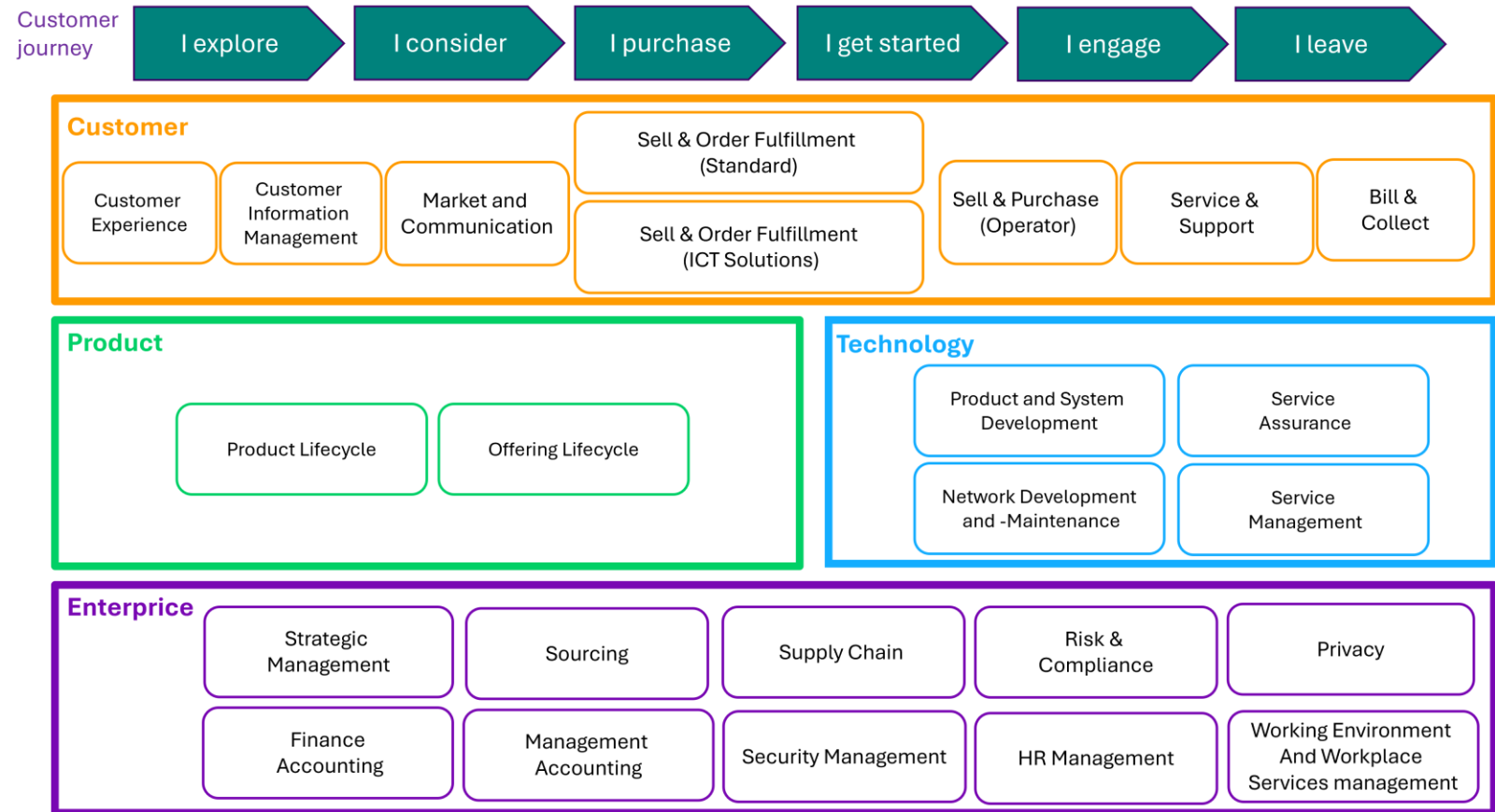
Process-centred Organisation of Work and Process Map

The functional management of Telia is supported by process-centred work organization, which develops and implements the workflows that pass through structural units and does so in cooperation and by agreement with the heads of the relevant structural units. The company's management and the process management steering group are responsible for the functionality of the process-centred organization of work.

We use process management to: **create value for OUR clients and employees, who need a simple, high-quality and efficient way of working that we help to create by offering systematic solutions for the organization of work.**

In organizing process management, we adhere to Telia Company's principles of process-oriented work organization.

The classification of processes is based on the Telecom Operations Map (eTOM) version used by telecommunications companies.



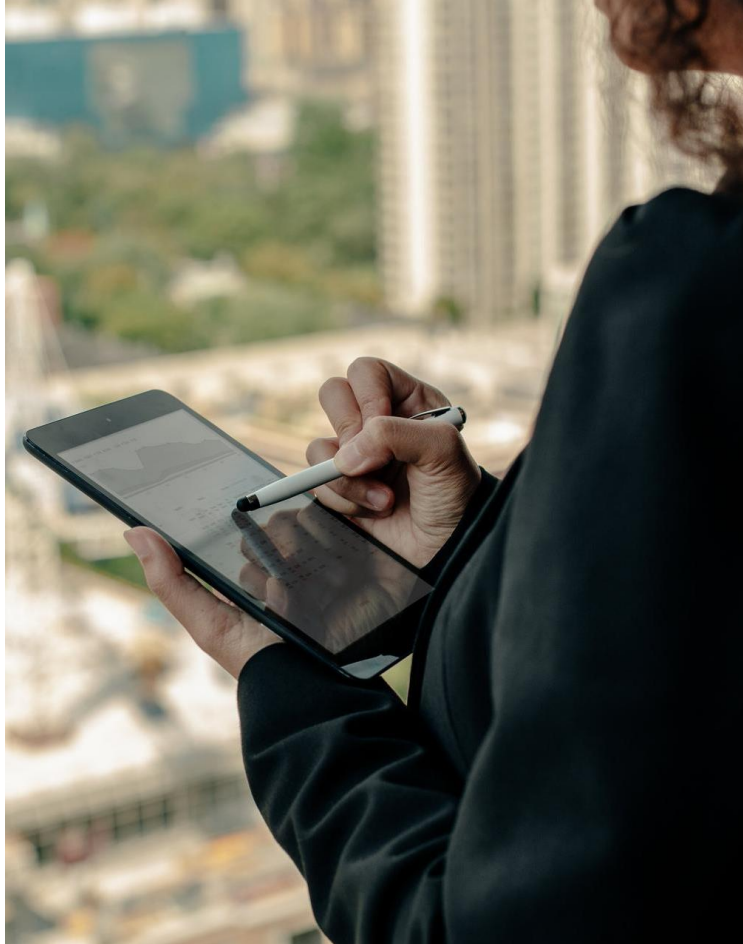
Process-centred Organisation of Work

Since 2005, the company has implemented IT service management principles in accordance with the ITIL (IT Infrastructure Library) methodology, recognized as a global best practice for managing IT services.

The goal of implementing these principles is to ensure comprehensive service management across various broadband, mobile, and IT services, supporting the client's business processes.

The company's functional structure supports its process-based quality management system.

Through the expertise of functional managers, employees are made aware of the importance of the company's quality management system and the expectations and desires of clients and shareholders. This support is realized through agreements between functional managers and process managers to ensure the smooth functioning of processes and the fulfillment of these agreements.



The continuous review of process management takes place within the management team. Information about agreements and decisions is shared with all members of Telia's management. Additionally, regular process management information sessions are held, including meetings between process owners and process managers, presentations to leadership teams, and information days and sessions within various units. The main roles in process management

Key Roles in Process Management:

Process Owner

- ✓ Sets clear expectations, priorities, and goals.
- ✓ Responsible for achieving results.

Process Manager

- ✓ Organizes the implementation of plans based on objectives and ensures the achievement of results.
- ✓ Responsible for the proper management of the process.



Environmental and Energy Management System, Environmental Policy

The Company's environmental and energy management system is based on [Telia Company's Environmental Policy](#), which main principles are:

- Operating in the ICT sector, Telia Company contributes to sustainable societal development by providing products and services that enable customers to reduce negative ecological footprint, increase sustainability and reduce costs. We are committed to continuous improvement.
- We consider it essential to provide our customers environmentally friendly products that help them reduce their environmental footprint and offer opportunities for sustainable solutions: [Mobile, Internet, TV and IT solutions - Telia](#).

Main environmental aspects

**Energy
consumption**

Waste

Biodiversity

**Use of natural
resources**

Main principles for the environment and energy management are:

- We value environmental awareness and involve our employees.
- We reduce negative environmental impacts in our business processes.
- We reduce harmful environmental impacts associated with our activities. We only use green energy.
- We assess the environmental awareness of our partners during the selection process and monitor their compliance with environmental regulations.
- We are optimizing energy use and consumption.
- We assess, measure and continuously monitor our environmental activities and provide transparent, reliable and timely information about it.
- We are open: we continually improve our management systems, share information, and welcome feedback..
- We follow relevant legislation and act in accordance with generally accepted requirements and norms.
- We continuously improve our environmental and energy management system.



Environmental Management System

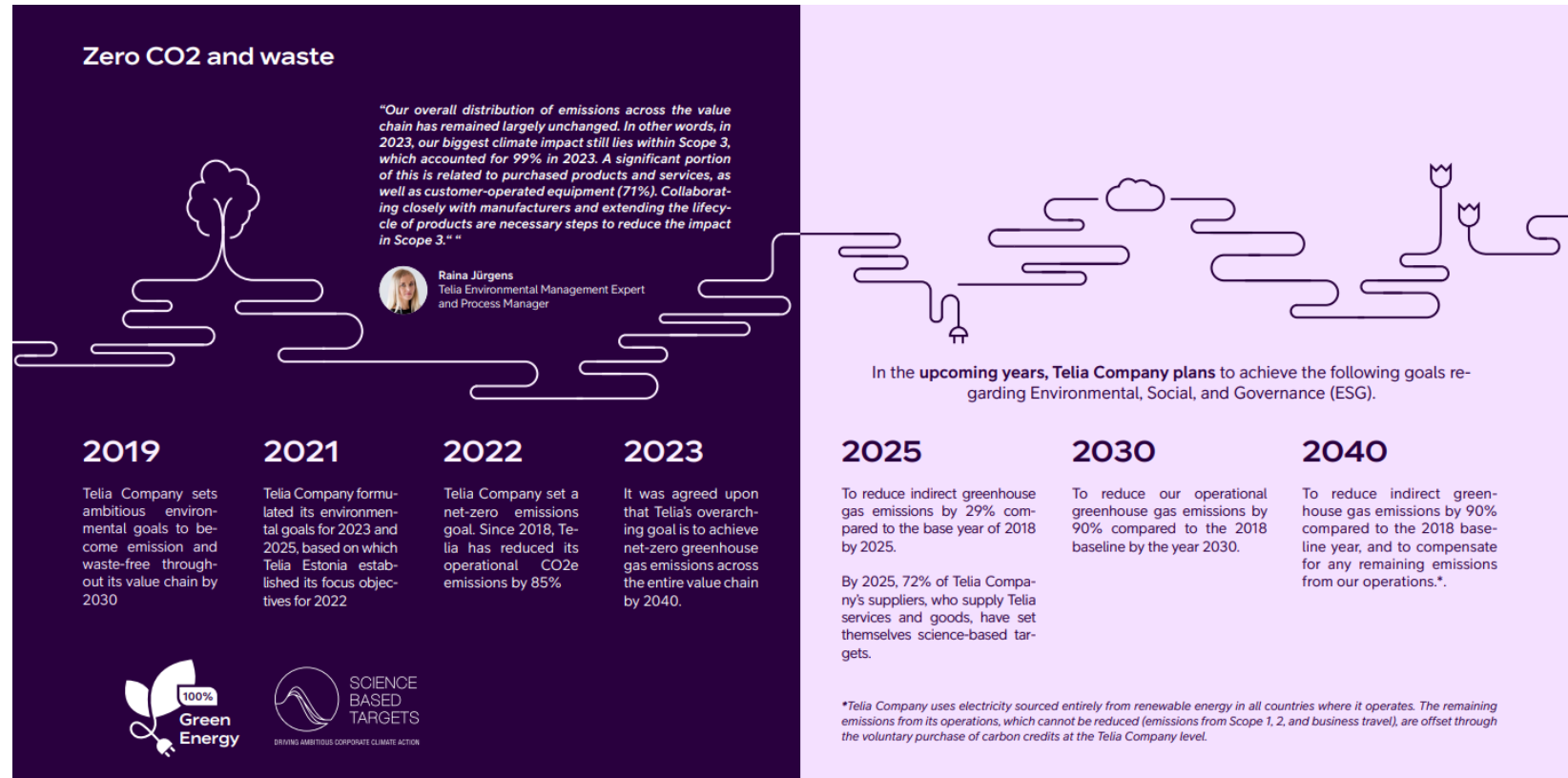
Green mindset is an inseparable part of the operations of Telia. Our main principles are:

- ✓ We value an environmentally conscious approach.
- ✓ We avoid polluting the environment and we reduce the negative impact associated with our activities.
- ✓ We manage energy consumption, and we use and deploy energy efficient solutions.

Both Telia Company and Telia Estonia strategy place significant emphasis on environmental and circular economy goals. These objectives are part of Telia's values and guide our business decision-making.

Our goal is to reduce the environmental impact of our daily activities.. For more detailed information [Telia's Contribution to Society](#).

Telia Eesti AS and Green IT has an environmental management system which covers all of the company's activities.



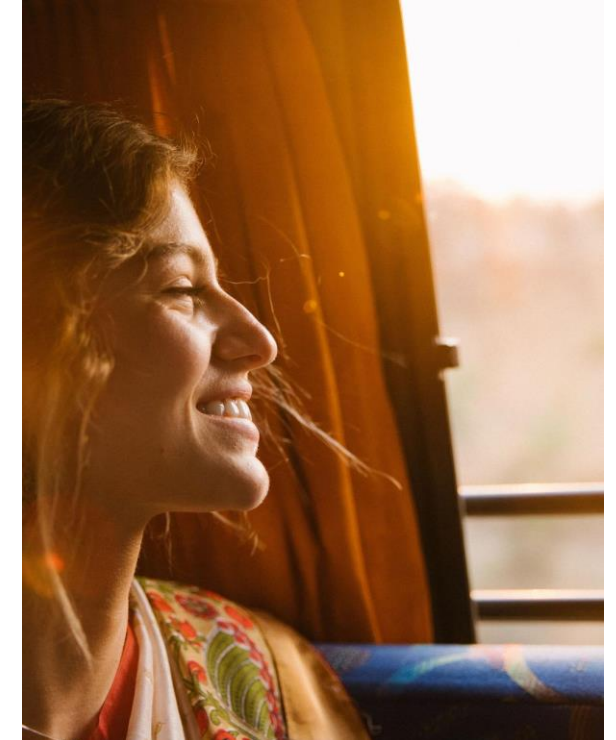
Energy Management System

Energy management system is closely linked to the environment management system and its targets. Energy management system focuses mainly on:

- ✓ Energy efficiency
- ✓ Energy conservation
- ✓ Energy management
- ✓ Energy usage effectiveness

In energy topics we are following Telia Eesti's environmental policy, as well as the requirements and objectives of Telia Company. The goal is to create an integrated and transparent management system that continuously improves energy performance and to support the company's environmental goals.

Telia Eesti AS has an energy management system certification, [ISO 50001](#).



Occupational Health and Safety System and Policy

One of Telia's strategic aims is to be an exceptional workplace in the Estonian ICT sector. Accordingly, the development of the health and safety policy is based on the following directions:

- ✓ A customer-centric, dynamic and innovative organizational culture.
- ✓ Value-based management that is oriented at implementation.
- ✓ Committed people and responsible company.

The implementation of the health and safety at work is based on the [Telia Company People policy](#).

A safe working environment is an inseparable part of Telia's core business, and we contribute responsibly and consistently to working environment. All employees are also obliged to follow legislation, guidelines and regulation of work organization and contribute together with the employer to promote the safe working environment. We ensure a safe and secure working environment for all our employees and partners by analyzing the risks of their activities and implementing actions to prevent accidents.

Telia key principles of occupational health and safety:

- We follow relevant legislation and act in accordance with generally accepted requirements and norms.
- We ensure physically and psychosocially safe and healthy working environment for our employees.
- We develop the competences of our employees and implement modern and flexible ways of working to ensure the well-being of employees.
- We systematically identify, assess and manage occupational health, safety and well-being risks and take the necessary measures to mitigate risks.
- We regularly inform employees about occupational safety and well-being area developments.
- Employees can have a say in improving the working environment and making it safer.
- We prevent dangerous situations. When they arise, we provide employees with the necessary instructions, knowledge and skills.
- We prevent injuries and work-related illnesses.

- We offer our employees various health promotion benefits, encourage and enable them to follow a healthy lifestyle.
- We ensure that there is no risk to third parties from our activities and we also require partners to do the same.
- We continuously improve our occupational health and safety and well-being management system.

All employees are responsible for a healthy and safe working environment. The employee is responsible for their own health and contributes to the creation and maintenance of a safe working environment.

Telia occupational health and safety management system complies with the requirements of [ISO 45001](#) requirements.



Information Security System and Policy

Security in our network, IT systems, buildings and technical sites is an important part of guaranteeing the service quality of Telia.

The information security management system is a framework that helps organizations manage and protect sensitive information in their possession, ensuring its confidentiality, integrity, and availability through processes, guidelines, and policies.

We consider security to be important and are constantly improving our information security management system to ensure appropriate security and risk awareness, prevention, preparedness and the ability to respond to and recover from incidents and changes in the environment.

All employees are required to follow the [Telia Company Group's information security policy](#), which is continuously developed and improved based on internationally recognized standards and best practices such as ISO/IEC 27001, the NIST Cybersecurity Framework (CSF), and the CIS Critical Security Controls (CSC), among others..



Telia has been awarded the [ISO 27001](#) information security certificate. Our data centers have been certified since 2016. In 2021, we expanded the certification to include the IT business services we offer. All ISO/IEC 27001 controls apply to Telia. Our information security management system is audited annually by an independent third party.

Compliance with the ISO 27001 standard for our Information Security Management System (ISMS) provides assurance that appropriate security requirements are implemented from the outset in the development, deployment, and management of services, products, systems, and infrastructure (including physical security) to mitigate and manage potential vulnerabilities and maintain adequate cybersecurity hygiene across the organization.

We believe that having the ISO/IEC 27001 certification provides greater assurance to our clients as well.



Documents of the Management Systems and Legal Basis of the Management System

The management system is mainly documented based on the Document Management Procedure, which regulates the procedure for and principles of preparation, formalization and management of documents that regulate both function-based management and process management.

The legal basis required for the management of the business activities of Telia, including for the functionality of the management system, has been set forth in the articles of association, the procedure for decision-making rights and its annexes, the principles of process-centered organization of work and the guidelines and principles of Telia.

One of the goals and tasks of the management board and management of Telia is to manage the company in compliance with the requirements stipulated in the quality standards.

The overall management of the company is the responsibility of the Chairman of the Board in collaboration with the board.



The heads of structural units are responsible for managing the units according to the areas of responsibility established with the procedure for decision-making rights, and they proceed from the business strategy established by the management board of Telia.

Process owners are responsible for the management and development of the processes and setting targets for them. Process managers are responsible for the implementation of the process-centered organization of work according to the goals approved by the management board and the company's strategy.



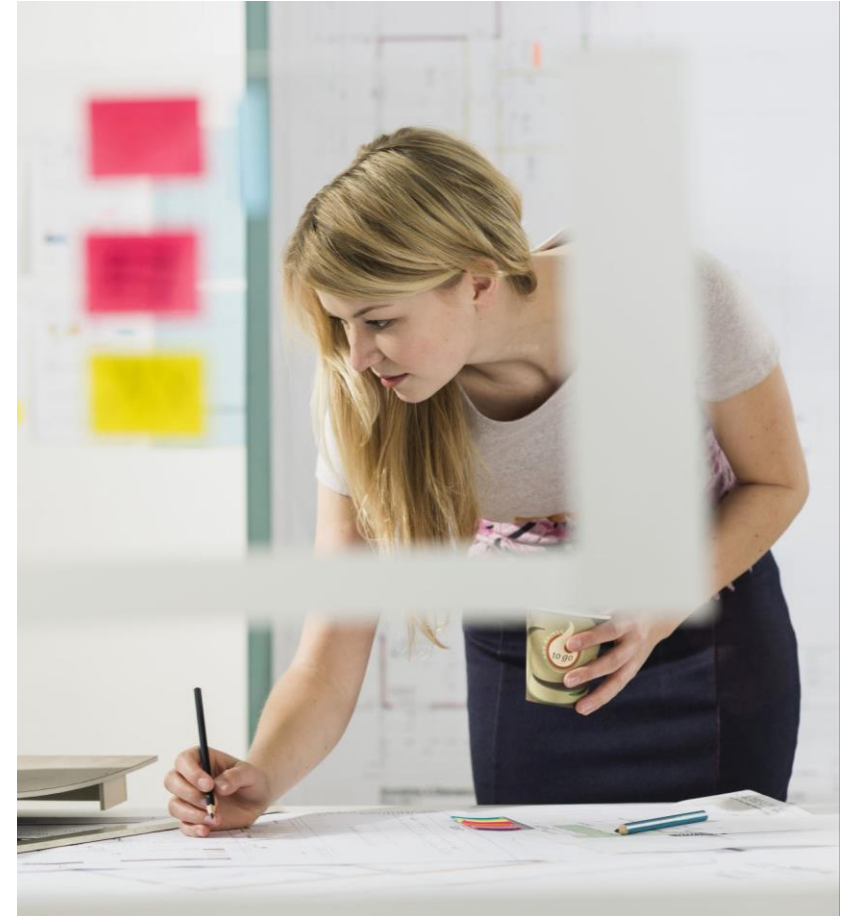
Deploying Management Systems

Implies the establishment and further development of a comprehensive environmental management system, supported by the mindset of **PLAN-DO-CHECK-ACT**:

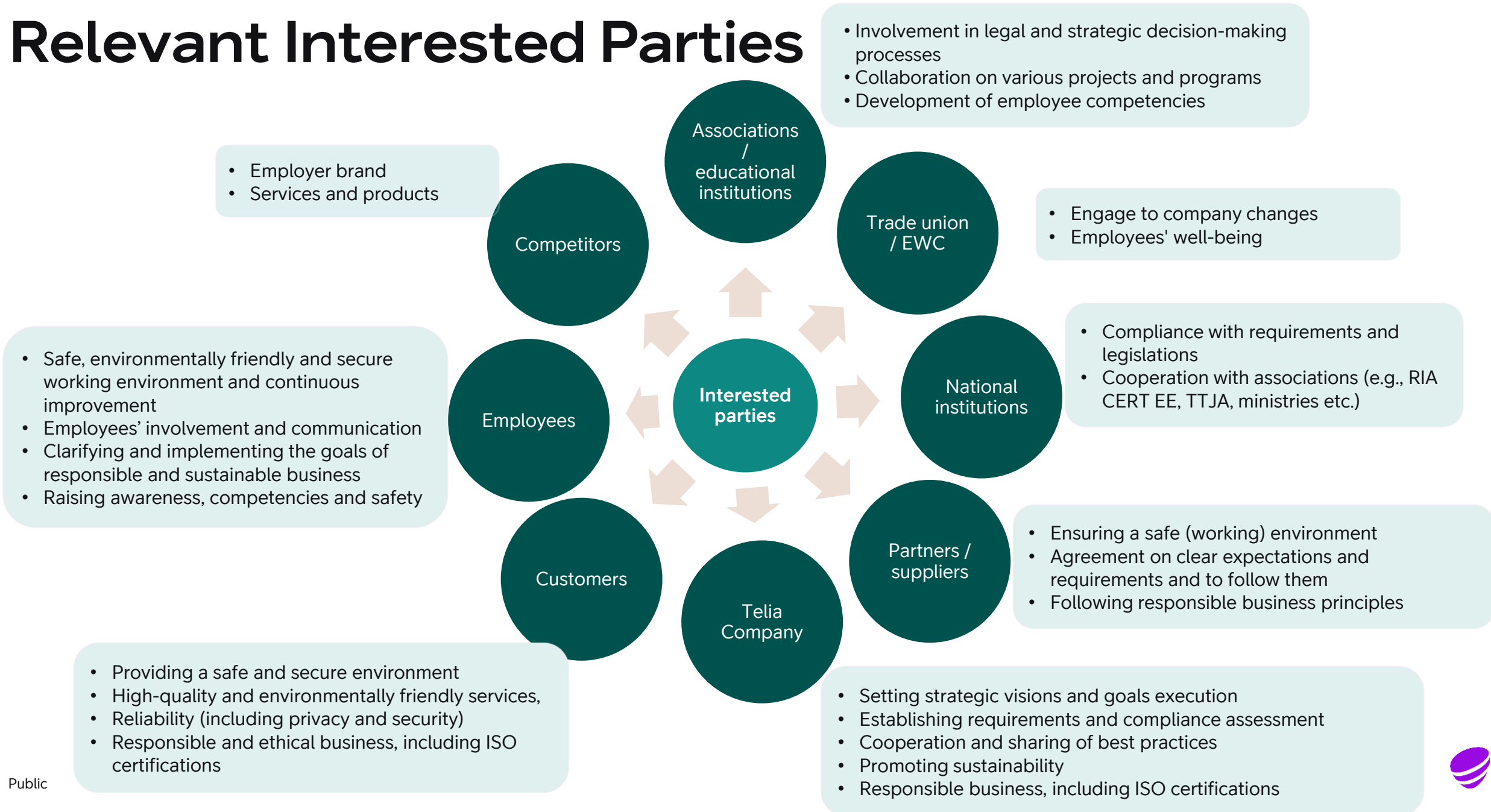
- **PLAN** - agreeing on goals and actions necessary to achieve results (long and short-term perspective).
- **DO** - implementing the action plan to achieve results.
- **CHECK** - monitoring developments and measuring results. Communicating achievements.
- **ACT** - if necessary, responding and making changes.

Mindset

PLAN
DO
CHECK
ACT



Relevant Interested Parties

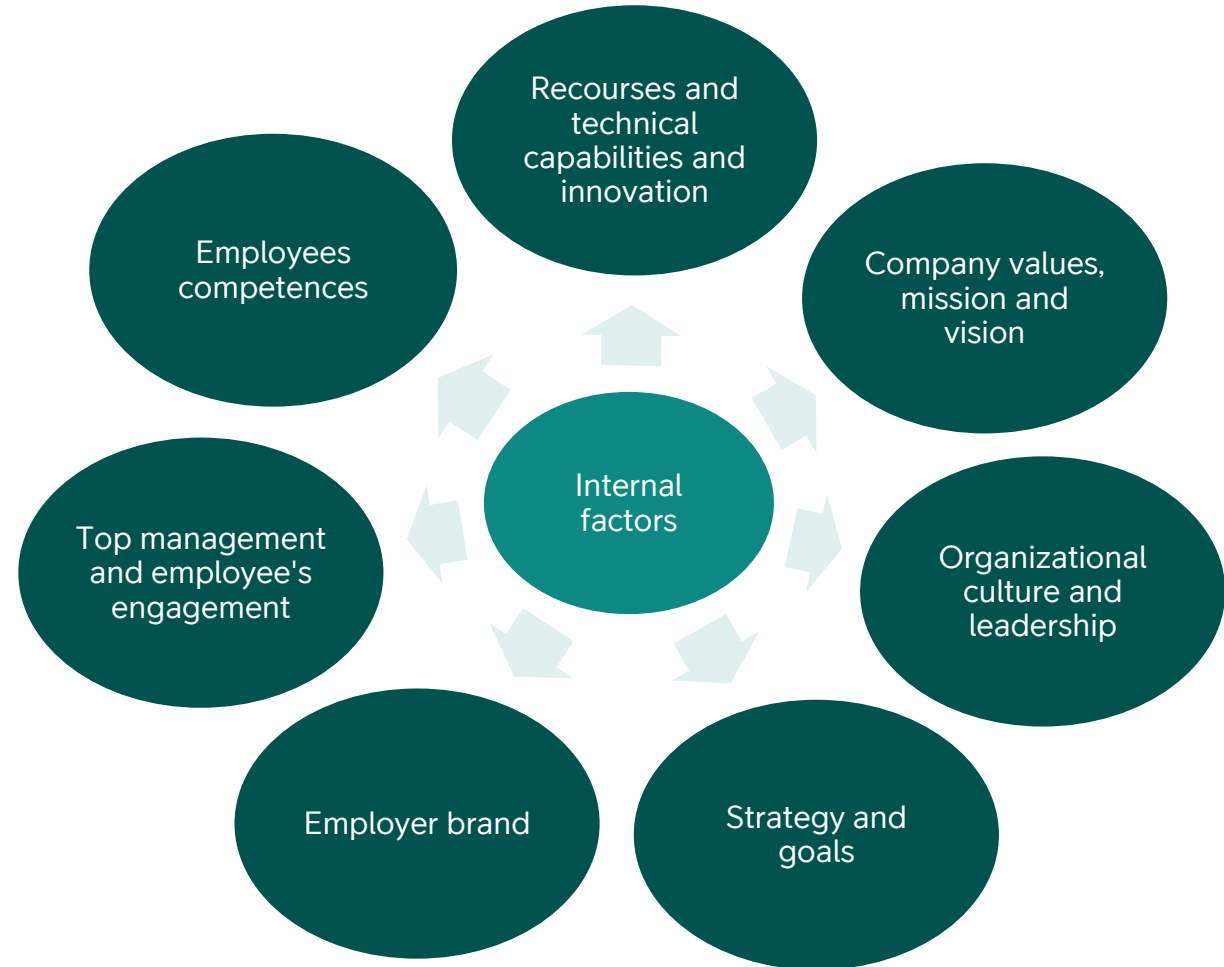


Telia Eesti Internal Factors

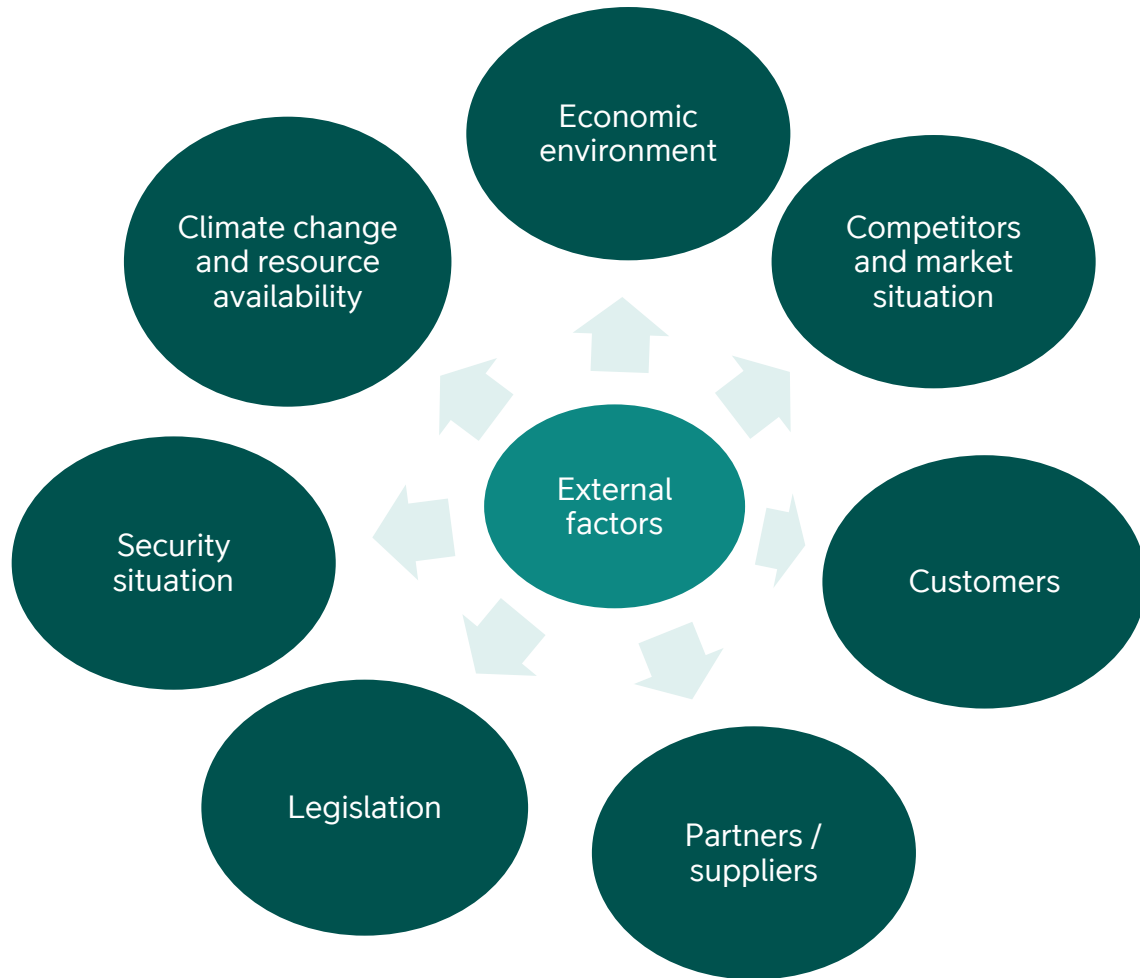
Telia operations are most affected by the culture we have internally, what resources we have and how we use the resources and how competent are our employees.

The most valuable to us are our people and that they can feel part of something great and important – so that their work has a value.

Telia cannot operate without engaged employees, nor without top management. We value technical capabilities and innovation, as well as the strategy, vision, and mission of the company, which guide us towards improvement and bold progress.



Telia Eesti External Factors



The activities of Telia are influenced not only by internal factors but also by various external factors that can impact our operations and choices to a greater or lesser extent at different times. At the same time, these factors also provide us with various opportunities. The macroenvironment includes all external issues that are not directly related with us, but can have influence our business and our achievements, such as political decisions and the economic situation in Estonia or/internationally.

The macroenvironment includes all external factors that are not directly related to us but affect business operations and the achievement of goals. This category includes, for example, the economic environment and the legal environment, as well as the security situation both in Estonia and internationally. These factors are, in turn, influenced by political decisions at both the domestic level in Estonia and at the international level.

The microenvironment, on the other hand, is directly related to our activities. In this context, our customers and their expectations and needs play the most important role. Our cooperation partners and suppliers are also crucial as they help us create an environment in which we can operate effectively.



**Head of Quality and Process
Management
Hele Tammenuurm**

hele.tammenurm@telia.ee

2025

