1. **General information**

The Management System Manual (hereinafter referred to as the Manual) describes the management system of Telia Eesti AS (hereinafter referred to as Telia), which covers all of the activities of Telia.

2. **Table of contents**

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3. **Management system**

We have created our own story at Telia: **We are and will remain the market leader in the sector. We will create a new generation telecommunications company in Estonia with the help of our people and technologies. We will make Estonia a better place for living and working.**

The viewpoint and satisfaction of our customers is very important to us. Our promise to our customers is this: **We will make your life easier with personal, user-friendly and quality services and the best customer service.**

The company's management system was developed according to the requirements of Telia Company, the management of Telia and the ISO 9001 Quality Management Standard. The company's management culture is value-based and performance-oriented.

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

Our values are:

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Dare  Care  Simplify
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In order to support the promotion of green thinking, Telia makes an effort to protect the environment and guarantee safe working conditions. Business is furthered according to the requirements of the international ISO 14001 Environmental Management Standard and the company is constantly developing its services and organisation of work, and coming up with sustainable solutions.

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 OHSAS 18001.

Security in our network, IT systems, buildings and equipment rooms is important. We proceed from the requirements of ISO 27001 and the security policy of the Telia Company Group in the development and administration of DataCentres and in the provision of services on the basis thereof.

The company's goal is to conduct its business in a responsible manner. The most important guidelines that have been approved by our owner Telia Company and that our company follows have been published on our External Web.

4. **Telia is a part of the Telia Company Group**

Telia is a part of the international Telia Company Group. Watch the video introduction of Telia Company.

Telia Company has a comprehensive strategy which is applied throughout the group, but the group companies operating in different countries consider the local conditions: the companies are managed by teams that understand the local market and the needs of customers, their management consists of local people and they develop their services according to the needs of the given market and clients.

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

Information about the company's supervisory board and management board is available on the External Web.

Telia is a new generation IT and communications company that aspires 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).
5. Quality policy of Telia

The purpose of the quality policy of Telia is to guarantee the functionality of the customer services and business processes offered at the agreed level across the entire organisation.

The quality management system is constantly monitored – customer feedback and satisfaction are analysed, the functionality of business processes is evaluated, the quality level of products is monitored, preventive and corrective action is organised 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.

The management of Telia supports the implementation of the quality policy and sets the long-term goals that are based on the company's strategy. The long- and short-term goals of the company are set by the management and regarded as parts of the company's business planning.

The goal of the process view is aimed at the improvement of the management level of the company as a whole and the activity chains therein proceeding from the requests of clients and owners. The nature of process management is explained as follows:

Process management is the cooperation between all of US (= employees of the company) in the creation and guaranteeing a simple, high-quality and efficient organisation of work.

The principles and goals of the organisation of work are taken to the employees via daily management and regular communication of information.

Telia has a certificate which proves that the company complies with the ISO 9001 Management Standard.

6. Process-centred organisation of work and process map of Telia

The functional management of Telia is supported by process-centred organisation of work, which develops and implements the work flows 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 organisation of work.

We use process management to:

create value for OUR clients and employees, who need a simple, high-quality and efficient organisation of work that we help to create by offering systematic solutions for the organisation of work.
The processes of Telia are classified on the basis of the Telecom Operations Map version eTOM (Enhanced Telecom Operations Map). Since 2005 the company has managed its information technology services in accordance with the service management principles that comply with the ITIL (IT Infrastructure Library) methodology which is recognised as the best practice in the world. The purpose of implementing these principles is to guarantee complete management of various telecommunications, mobile and IT services in a manner that supports the business processes of clients. The placement of the relevant actions in the Telia process map and the connections between processes have been agreed in accordance with the ITIL principles.

The functional structure of Telia supports the process-based quality management system of the company. The competence of functional managers helps inform the company's staff about the importance of the company's quality management system as well as the wishes and expectations of both clients and owners. Support is realised via the agreements made between the company's functional managers and process managers for ensuring the functionality of the processes and via the performance of such agreements.

Process management is also constantly reviewed in the process management steering group which meets regularly once a month, and where the owners of major processes are represented at the management level. Information about the agreements and decisions is given to all members of the Telia management.

In addition, there are regular process management information hours, meetings between process owners and process managers, presentations in steering groups, information days and information hours in units.

7. Environmental policy of Telia

Thinking green is an inseparable part of the operations of Telia.

In order to promote this, Telia recycles equipment: IT equipment that has been used in the company, returned by clients who leased it or purchased for additional sales is cleaned and sold on for recycling.

Business is furthered according to the requirements of the international ISO 14001 Environmental Management Standard and the company is constantly developing its services and organisation of work, and coming up with sustainable solutions. Using certain partners in the utilisation process allows us to
previously used and non-saleable equipment ending up in the wrong hands. We also inform our clients about the rules of recycling and utilisation of equipment after it becomes unusable.

The importance of acting in an environmentally-friendly manner has been emphasised in the company for years. At the moment, Telia has implemented an environmental management system based on ISO 14001 for the area of IT equipment and related services. The company avoids polluting the environment and proceeds from the following environmental principles:

- Using resources sustainably and recycling materials is important to us.
- Using certain partners in the utilisation process allows us to prevent previously used and non-saleable equipment ending up in the wrong hands.
- We also inform our clients about the options and rules of recycling and utilisation of equipment after it becomes unusable.
- We constantly perfect our services and organisation of work and come up with sustainable solutions.
- We operate in accordance with the requirements of effective environmental legislation.
- We reduce the purchase journey of our clients by directing them to the online environment.
- We guide clients to using the electronic e-invoice environment, including e-mail, instead of paper invoices sent by post.

Telia has a certificate which proves that the company complies with the ISO 14001 management standards.

8. Occupational health and safety policy of Telia

One of Telia's strategic aims is to be a special workplace in the Estonian ICT sector. Therefore, the following is important for us:

- A client-centred, dynamic and innovative organisational culture
- Value-based management that is oriented at implementation
- Committed people and responsible company

These aims are also considered in the development of the occupational health and safety policy. A safe working environment is an inseparable part of the main activity of Telia and all employees are obliged to comply with legislation, guidelines and rules of work organisation, and contribute to the betterment of the environment. We guarantee a safe working environment for all employees and partners by analysing the risks arising from the company's area of activity and taking measures to prevent accidents. Occupational health and safety are directly related to the profitability of the business activities of Telia.

The goals of the occupational health and safety system are related to:

- Minimisation of the frequency of accidents that cause loss of working time
- Minimisation of the rate of hours lost to sickness
- Prevention of accidents that may result in death
- Creation of the right environment to prevent occupational diseases

The high-risk partners of our company must be certified according to OHSAS 18001 or an alternative management system that complies with and is equivalent to the given standard. If the partner does not have an occupational health and safety certificate, the partner's occupational health and safety system must be approved in writing by the working environment specialist of Telia.

9. Information security policy of Telia

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

All employees are obliged to adhere with the information security policy of the Telia Company Group effective in Telia, as well as the IT and network security instruction that is a part of the policy and complies
with the requirements of ISO/IEC 27001:2006 and 27002:2005. In addition to the group's requirements we also proceed from the requirements of ISO 27001 in the development and administration of DataCentres and in the provision of services on the basis thereof.

ISO 27001 is the standard of information security management, which internal and external parties can use to evaluate the capability of an organisation to comply with its own information security requirements. We believe that compliance with the requirements of ISO 27001 gives our DataCentres a competitive advantage and helps reduce the number of audits and compliance checks by clients, as the standard is an internationally recognised one.

10. Documents of the management system of Telia

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

11. Legal basis of the management system of Telia

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-centred organisation 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 management board is responsible for the management of the company as a whole. The heads (directors) 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.

The process management steering group is responsible for the complete quality and process management. The owners of the processes in the process map of Telia 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-centred organisation of work according to the goals approved by the management board and the company's strategy.