TELIA EESTI MANAGEMENT SYSTEM HANDBOOK

Public

INTRODUCTION

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

1. Telia is a part of the Telia Company Group
2. Integrated management system
3. Quality management system and policy
4. Process-centred organisation of work and process map
5. Environmental and energy management system and environmental policy
6. Occupational health and safety policy
7. Information security policy
8. Documents of the management system
9. Legal basis of the management system

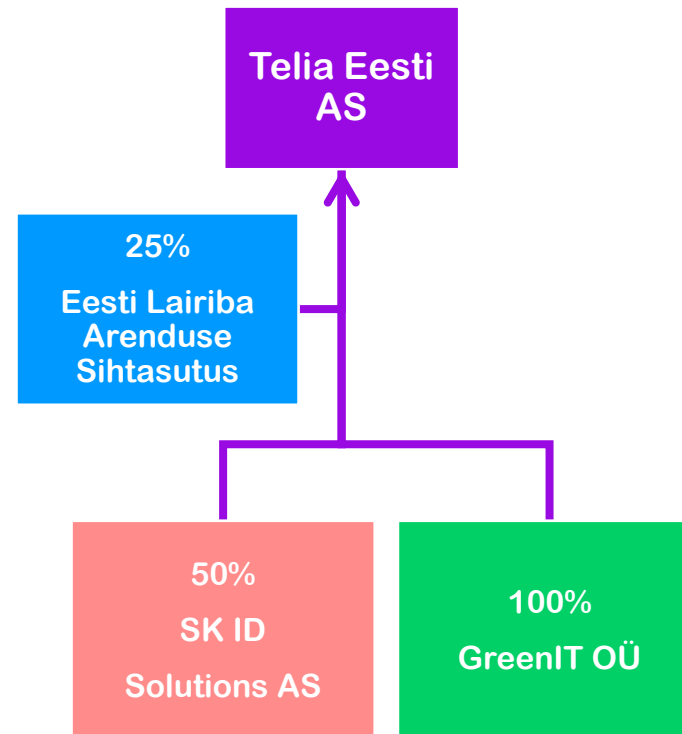# TELIA ESTONIA IS THE PART OF TELIA COMPANY GROUP

Telia Estonia's sole shareholder is Telia Company AB, so Telia Eesti is 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 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).

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

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              Telia Eesti
                  AS
                  ▲
   25%            │
Eesti Lairiba ────┤
 Arenduse
Sihtasutus
              ┌───┴───┐
    50%           100%
   SK ID        GreenIT OÜ
Solutions AS
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The day-to-day operations of Telia Eesti AS are managed by the General Manager (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. External Web.

INTEGRATED MANAGEMENT SYSTEM

We have created our own story at Telia:

Our mission is to further 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.

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/.

The viewpoint and satisfaction of our customers is very important to us. Our promise to our customers is this:

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 behave responsibly in business**. The Responsible Business Forum** (VEF) awarded Telia Estonia the highest or gold level quality label, which is a recognition for honest, conscious and environmentally sustainable activities. The quality label is awarded to companies that have participated in the Estonian Responsible Entrepreneurship Index, which consider the sustainable development of the company important and contribute strategically to the development of the social and natural environment.

More information about organizing responsible business: Our story - Telia. There are also published all important instructions approved by Telia Company and followed by our company. All the company's ISO certificates have also been published there.

INTEGRATED MANAGEMENT SYSTEM

ISO 14001 Environmental Management Standard and the company is constantly developing its services and organisation of work, and coming up with sustainable solutions. Energy management is important and we follow energy management system standard **ISO 50001** requirements.

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.**

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.

ENVIRONMENT MANAGEMENT SYSTEM	OHS MANAGEMENT SYSTEM	QUALITY MANAGEMENT SYSTEM	ENERGY MANAGEMENT SYSTEM	SECURITY MANAGEMENT SYSTEM
ISO 14001	ISO 45001	ISO 9001	ISO 50001	ISO 27001

**PROCESS MANAGEMENT**

QUALITY MANAGEMENT SYSTEM AND POLICY

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.

Key messages are stated in the quality policy:

- We apply a customer perspective on everything we do, such as customer insight and data and customer centric design methodologies, to ensure awareness, consideration and focus on the customer experience

- We nurture 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 e2e starting from the customer experience perspective

- We apply a consistent and structured management approach, based on collaboration and continuous improvement, to fulfil our strategy

- We secure compliance to relevant standards, laws and regulations in the countries where we operate

EBITDA

Customers satisfaction

Employees satisfaction

rNPS, quality KPI's

Efficiency
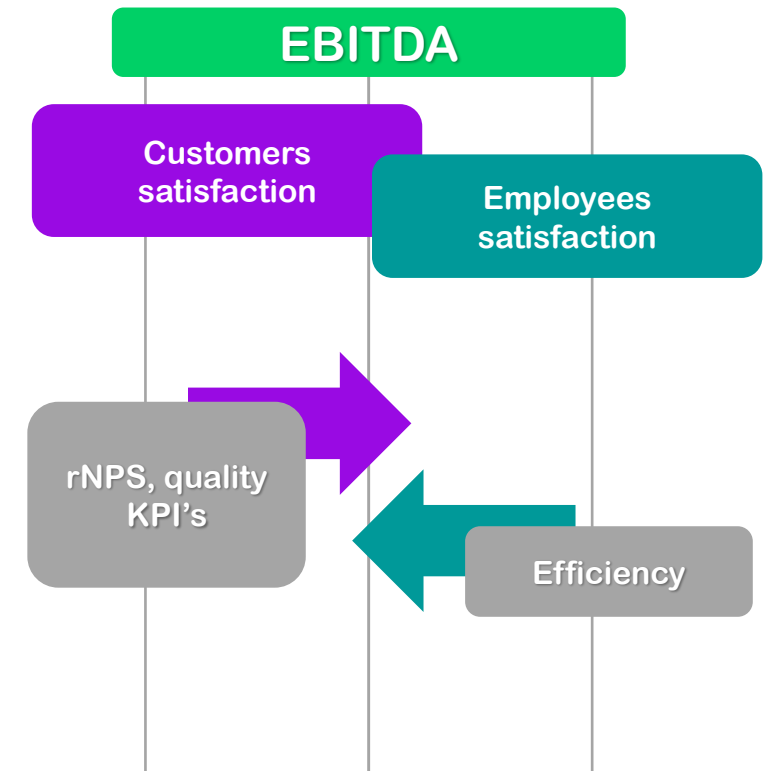
QUALITY MANAGEMENT SYSTEM AND POLICY

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 – Quality Management System standard.

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.
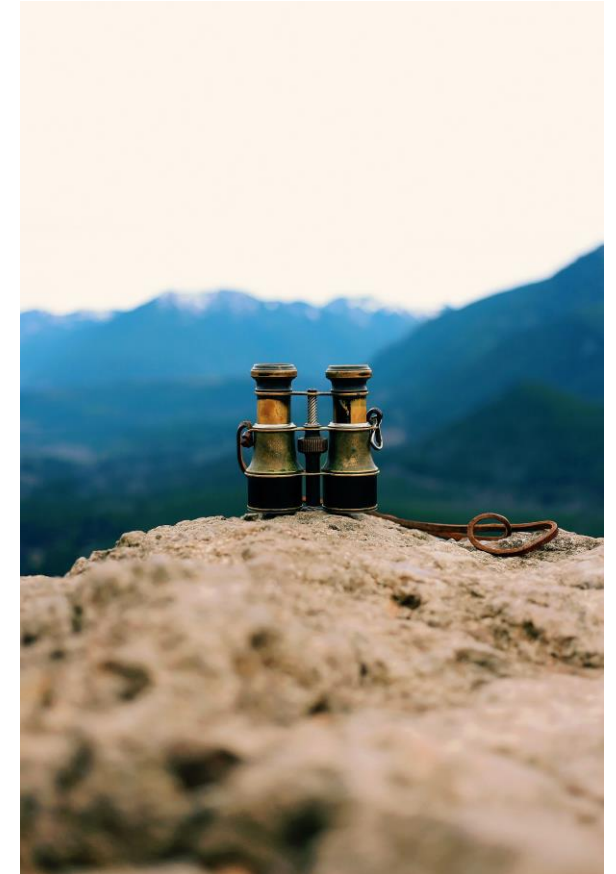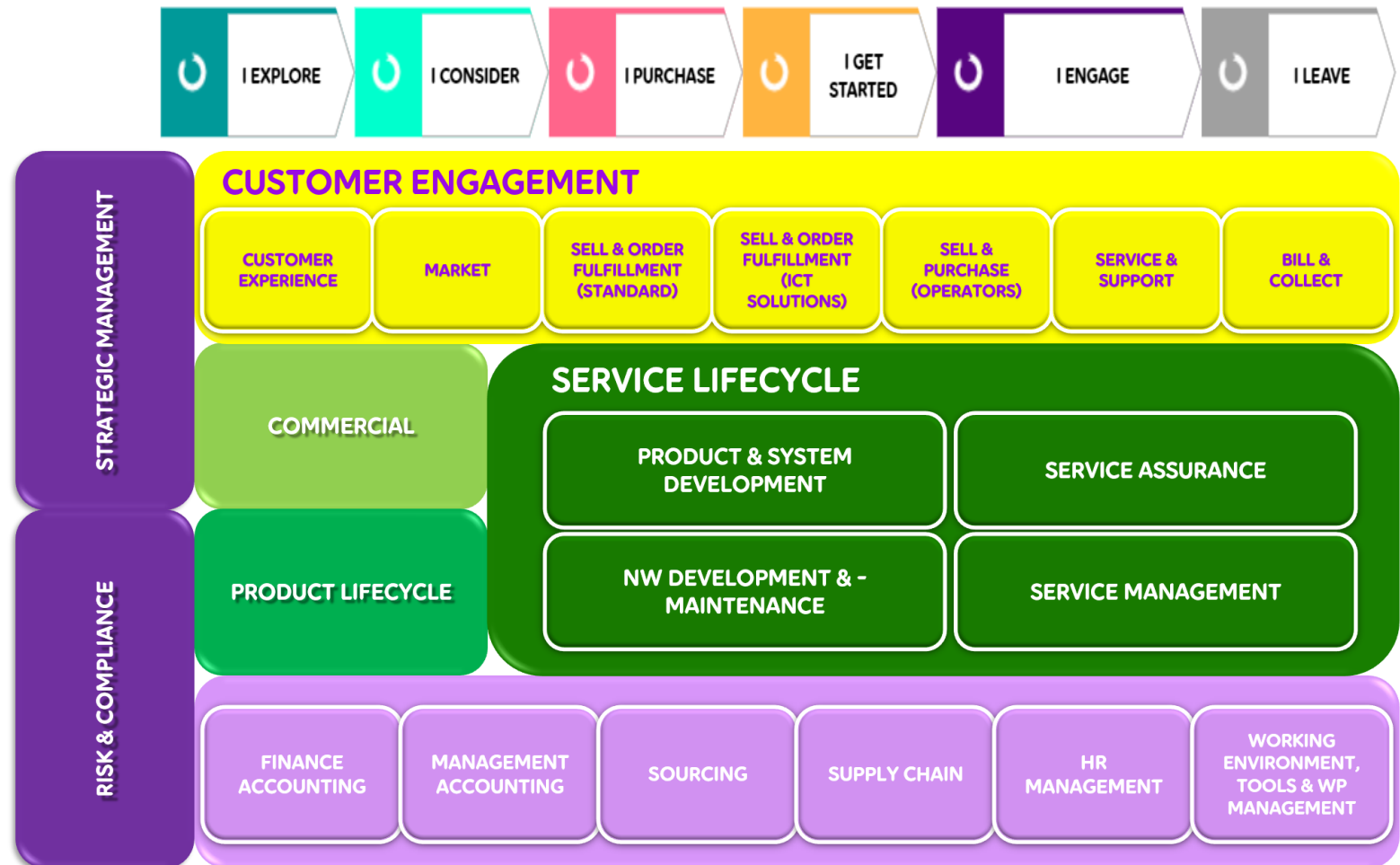
PROCESS-CENTRED ORGANISATION OF WORK AND PROCESS MAP

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.

PROCESS-CENTRED ORGANISATION OF WORK AND PROCESS MAP

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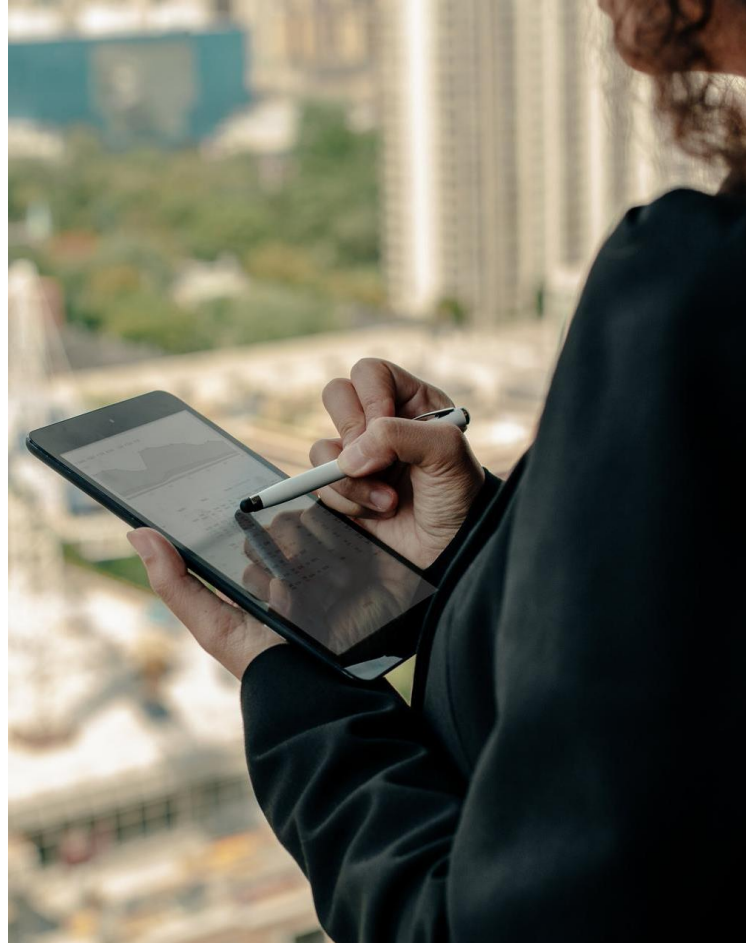
In addition, there are regular process management information hours, meetings between process owners and process managers, presentations in steering groups, information days and information hours in units.

The main roles in process management:

Process Owner sets a long-term vision and objectives for the process.

Process Manager is a recognized leader and initiator, guides the achievement of objectives by involving all parties, supporting:

✓ clear end-to-end view and the way of working
✓ improvement plans
✓ open communication and documentation
✓ process measurement and reporting
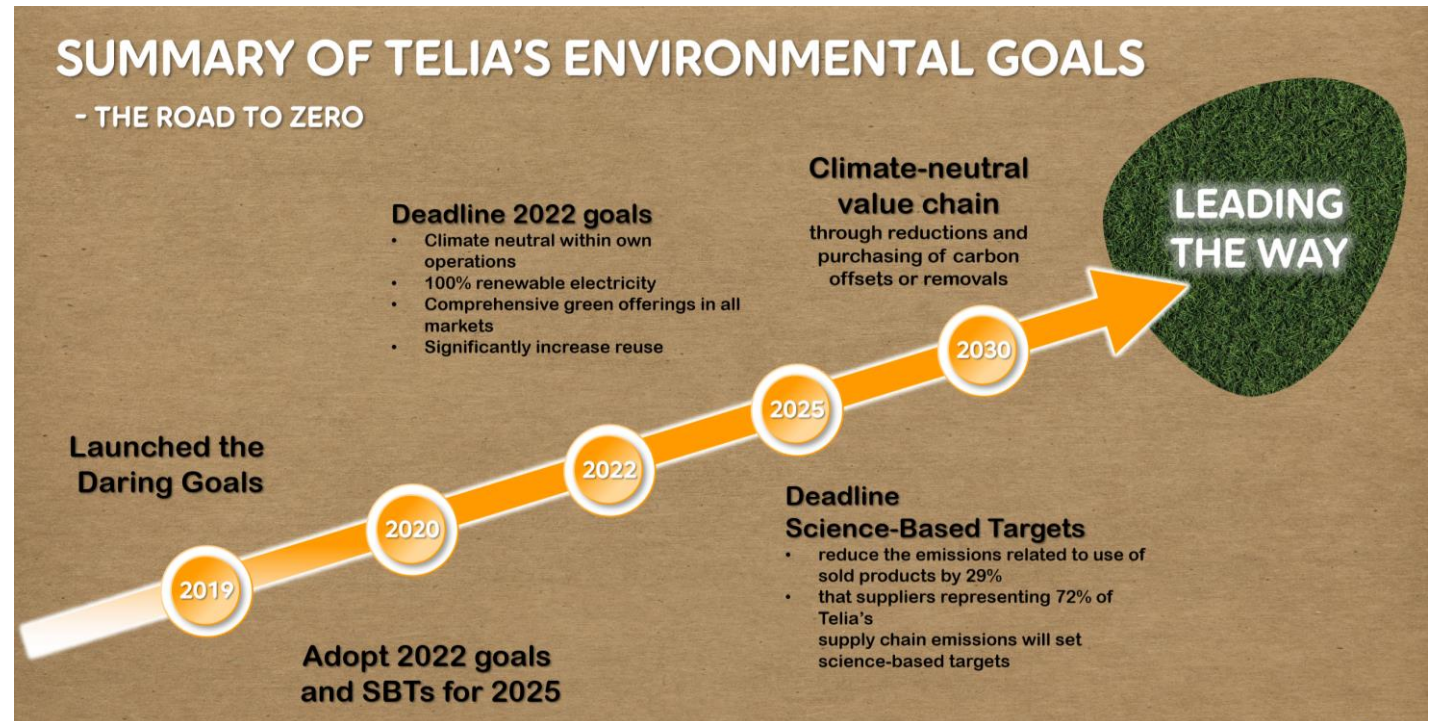✓ process efficiency management

ENVIRONMENTAL AND ENERGY MANAGEMENT SYSTEM, ENVIRONMENTAL POLICY

Thinking green is an inseparable part of the operations of Telia. Our main principles are:

- We value green mindset and environmental approach.
- We provide to our costumer environmentally friendly products and services, and we implement innovative solutions.
- 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.

There are three main ambitious goals in the Telia Company environmental strategy, as TELIA DARING GOALS. Daring Goals are part of values of Telia and we make all our business decisions based on that. In the context of Daring Goals, is our aim to transform our activities into 2030 CO2 emissions free and waste-free through responsible digitalisation, in which all Telia companies and employees contribute.

ZERO CO2

ZERO WASTE

100% ACTION

SUMMARY OF TELIA'S ENVIRONMENTAL GOALS
- THE ROAD TO ZERO

Deadline 2022 goals
- Climate neutral within own operations
- 100% renewable electricity
- Comprehensive green offerings in all markets
- Significantly increase reuse

Climate-neutral value chain
through reductions and purchasing of carbon offsets or removals

LEADING THE WAY

Launched the Daring Goals

2019

2020

2022

2025

2030

Adopt 2022 goals and SBTs for 2025

Deadline Science-Based Targets
- reduce the emissions related to use of sold products by 29%
- that suppliers representing 72% of Telia's supply chain emissions will set science-based targets

ENVIRONMENTAL AND ENERGY MANAGEMENT SYSTEM, ENVIRONMENTAL POLICY

The company´s environmental and energy management system is based on Telia Company´s Environmental policy, the main principle is:

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.

Main environmental aspects are:

ENERGY CONSUMPTION

RADIATIONS

NOISE

OZONE DEPLETION

CHANGING THE NATURAL ENVIRONMENT

WASTE

USE AND SAVINGS 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 are optimizing energy use and consumption.

- We assess environmental awareness and observe environmental requirements in the choice of our suppliers.

- We deal with research and sharing knowledge of environmental responsibility with customers, employees, partners.

- We assess, measure and continuously monitor our environmental activities and provide transparent, reliable and timely information about it.

ENVIRONMENTAL AND ENERGY MANAGEMENT SYSTEM, ENVIRONMENTAL POLICY

Based on these principles has been established the environmental management system targets, analysed the aspects and risks. Taking place periodic management review. Telia Eesti AS has **ISO 14001** certificate, what certifies compliance to environment management system.

Energy management system is closely linked to environment management system and its targets. Energy management system focus mainly:

- Efficiency of energy use
- Energy preservation
- Energy management
- Performance of energy use.

Telia Eesti has the Energy Management system **ISO 50001** certificate.
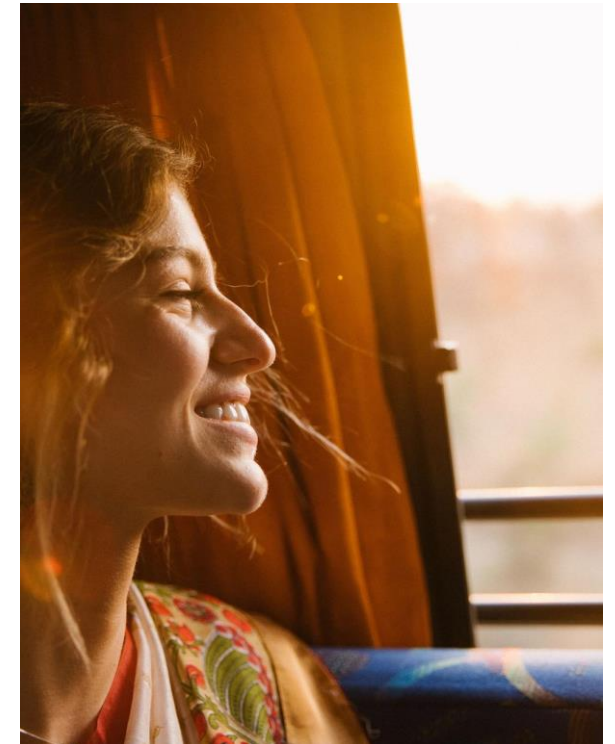
OCCUPATIONAL HEALTH AND SAFETY POLICY

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 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 policy, which aim is to make a culture of health and safety a part of the daily working life of all employees and to create a safe and legally-compatible workplace for employees, suppliers and guests.
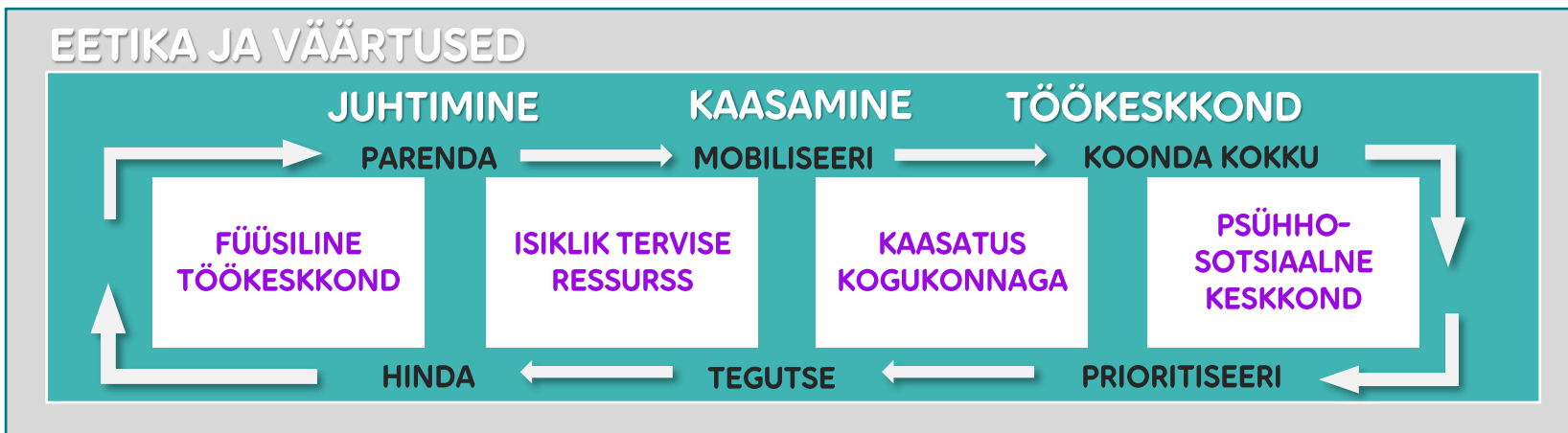
In Telia Estonia:

- We want to offer an inspiring, secure and modern working environment.
- We want to raise employee's health and safety awareness and enable to talk along to develop better and secure working environment.
- We want to protect and improve the health and safety of our employees.
- We do everything to avoid accidents, incidents and unsafe situations.

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
- Increasing employee satisfaction.

To make sure Telia complies with the principles of responsible business conduct and health and safety principles, we ensure that our partners and suppliers also fulfil our own requirements and principles. The high-risk partners of our company must be certified according to **ISO 45001** or an alternative management system that complies with and is equivalent to the given standard.

EETIKA JA VÄÄRTUSED

JUHTIMINE   KAASAMINE   TÖÖKESKKOND

PARENDA → MOBILISEERI → KOONDA KOKKU

| FÜÜSILINE TÖÖKESKKOND | ISIKLIK TERVISE RESSURSS | KAASATUS KOGUKONNAGA | PSÜHHO-SOTSIAALNE KESKKOND |

HINDA ← TEGUTSE ← PRIORITISEERI

INFORMATION SECURITY POLICY

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

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 in line with the requirements of ISO/IEC27001 and 27002.

In addition to the Group's requirements, we also follow the internationally recognized ISO 27001 and other security best practices relevant to our field of activity when developing and managing our data centers, IT services and providing services based on them.

ISO27001 is an information security management system standard that can be used by internal and external parties to assess an organization's ability to meet information security requirements. We believe that compliance with **ISO27001** requirements gives us a competitive advantage and greater confidence for our customers and ourselves.

Today, our Data Centers are **ISO27001** certified.

DOCUMENTS OF THE MANAGEMENT SYSTEM. LEGAL BASIS OF THE MANAGEMENT SYSTEM

The management system is mainly 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.

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 management team 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.

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