

**Owner**  
Anders Olsson, Head of GSO

**Approval Date**                      **Version**  
07/03/2018                                      2

**No.**  
T 14219-16 UEN

**Security**  
Public

**Approved by**  
Board of Directors

**Related**  
50087282

## Group Policy - Quality

### QUALITY POLICY

#### PRINCIPLES

As part of the ICT industry, Telia Company contributes to a sustainable societal development by providing high quality products and services that enable customers to work and live their social life in an effective way.

The following principles shall apply for the activities under this Group Policy:

- We apply a consistent and structured management approach, based on continuous improvement, to fulfil our strategic goals
- We improve customer satisfaction through effective ways of working, including improving our business processes from e2e perspective
- We develop products and services according to customer needs and regulatory requirements
- We consider the full life cycle impact of delivering our products and services
- We support sustainable business in our operations and throughout our value chain
- We, as a minimum, follow all relevant domestic laws and regulations in the countries where we operate

These principles apply to the extent that they do not place Telia Company in violation of domestic laws and regulations.

#### BREACHES AGAINST THE POLICY - SPEAK-UP LINE

Any Telia Company employee who suspects violations of this Group Policy must speak up and raise the issue to their line manager, to the Ethics and Compliance Office, or through the Speak-Up Line. The Speak-Up Line is also available for concerns raised from external parties. The Speak-Up Line is available on Telia Company's internal and external webpages.



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## PURPOSE

The purpose of this Group Policy is to make sure Telia Company consistently provides products and services with high quality that meet customer needs. The aim for this policy is to provide a framework for setting targets, satisfying customer requirements and continuously improving Telia Company's processes and operations.

## SCOPE

This Group Policy relates to quality and applies to Telia Company AB, its Subsidiaries and Joint Operations<sup>1</sup> (jointly "**Telia Company**") as their own binding policy. Telia Company will strive to fully adopt these principles in all operations in which Telia Company has management control. We will also use our influence to promote the principles in other companies where Telia Company has ownership interests.

This Group Policy is part of Telia Company's Group Governance Framework, which includes:

- a) Code of Responsible Business Conduct, Purpose & Values, Strategic framework, Group Policies, and Instructions for the CEO, as approved by the Board;
- b) Decisions made by the CEO, and Group Instructions and the Delegations of Obligations and Authority as approved by the CEO; and
- c) Group Instructions as approved by the responsible Head of Group Function.

## ROLES AND RESPONSIBILITIES

Each Executive Vice President, Senior Vice President and Vice President reporting to the CEO of Telia Company is responsible for ensuring that this Group Policy is duly communicated and implemented, and that the employees within his/her area of responsibility are familiar with and follow this Group Policy.

All Telia Company employees are individually responsible for reading, understanding and following this Group Policy.

Violations against the Group Policy can lead to disciplinary action, up to and including termination.

## EXEMPTIONS

If any Telia Company Subsidiary would like to adopt a corresponding Group Instruction with exemptions from this Group Instruction, the relevant country CEO shall inform their superior, who shall escalate the matter to the Group General Counsel.

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<sup>1</sup> Once formally adopted by the local board of directors, if required.

