

Owner
Head of Sustainability
Approval Date
03/07/2020
No.
T 15455-14 UEN

Version
5

Security
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Approved by
Head of People & Brand
Related
50087276

Group Instruction - Occupational Health, Safety and Well-being

1 PURPOSE

The purpose of this Group Instruction is related to clarify how the requirements in the Group Policy – People on occupational health, safety and well-being shall be interpreted and implemented.

The Group Instruction is a binding document for Telia Company AB, its Subsidiaries and its Joint Operations (“Telia Company”) and their employees.

The protection and improvement of the health, safety and well-being of everyone who works for or with Telia Company, is a guiding principle in all our operations. This definition includes our employees, contractors, suppliers and visitors.

Our common approach is built on **promoting** good health, well-being and safe work conditions, **preventing** occupational risks and ill health, and rapidly **reacting** to injuries and unsafe conditions. This applies to both physical and psycho-social work aspects.

2 OBJECTIVES AND REQUIREMENTS

2.1 Consistent and structured management approach

Objective

Telia Company applies a consistent and structured management approach to manage occupational health, safety and well-being. Telia Company follows all applicable, domestic and international laws and regulations in the countries where it operates, as well as other relevant national and international frameworks.

Requirement 1

The company shall have a documented occupational health and safety management system (OHS) based on continuous improvement in place, covering the entire organisation.

Note:

The management system shall cover all requirements of the ISO45001 standard. The scope of external certification is agreed between the company and the People HUB.

Requirement 2

The company shall have an appointed function responsible, with sufficient resources, for implementation and management of the OHS.

The following exception apply:

- Companies with less than 100 employees are not required to implement a management system based on ISO45001, but need to follow the legal requirements, regularly assess its health and safety processes, take reasonable action to manage it and upon request report on health, safety and well-being.



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Requirement 3

Group Executive Management team and country GREC's review progress and status of occupational health, safety and well-being in set intervals.

Requirement 4

The company shall on regular basis carry out legal reviews and follow up on gaps between current management practices and legal requirements to ensure that all applicable laws and regulations are met.

2.2 Risk approach**Objective**

Risk assessments are conducted systematically.

Requirement 1

The company shall implement an effective risk assessment procedure to cover health, safety and well-being risks and opportunities.

Note:

The assessment shall cover not only physical risks but also include health and psycho-social risks. The risk assessment shall cover all employees, including visitors, contractors and other relevant suppliers. The risk assessment shall include operations at our premises and sites, but also at outsourced processes with contracted employees.

Requirement 2

The company shall provide for its employees all relevant control measures and appropriate personal protective equipment, as well as access to prevention and protection devices.

2.3 Our people are the core of our strategy

Telia Company considers employees as its most important resource and focuses on health and well-being. Health and well-being of our employees creates the foundation for a great employee experience. A healthy and safe work environment is a responsibility of everybody.

Objective

Well-being is a resource for the individual and for the company.

Requirement 1

The company shall create and implement tools and resources to enable employees to meet personal goals and to help create engagement.

Requirement 2

The company shall implement procedures for all employees to participate in the healthy and safe work environment development.



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2.4 Emergency preparedness

Objective

All needed emergency preparedness procedures are kept up to date.

Requirement 1

Companies shall identify and respond to potential emergency situations by having in place adequate and appropriate measures.

Requirement 2

Employees shall be informed how to act in case of emergency and training on evacuation, emergency responsiveness as well as medical care shall take place.

2.5 Monitoring

Objective

Telia Company regularly measures and follows up the performance in a transparent, reliable and timely manner.

Requirement 1

The company shall establish SMART (Specific, Measurable, Achievable, Relevant, Timely) targets within health, safety and well-being.

Note:

These targets shall be related to the Group occupational health, safety and well-being risks and Telia Company long-term ambitions and goals.

Requirement 2

The company shall ensure that occupational health, safety and well-being data and other information reported to the Telia Company official reporting is timely, accurate and can be externally assured.

Note:

At minimum the reporting includes fatalities, SAR, LTIF, employee engagement and key contractor fatalities and incidents

Requirement 3

The company has necessary systems in place to report, record and investigate all incidents and accidents at work.

Note:

Accidents and incidents during commuting (on the way between work and home) shall be reported according national legislation and employer insurance rules.



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2.6 Supplier OHS management

Telia Company ensures that its suppliers are committed to provide and maintain a safe and healthy workplace for their employees, visitors, suppliers and any subcontractors working on its behalf.

Objective

Telia Company follows and improves in co-operation with its suppliers the management of occupational health and safety.

Requirement 1

Supplier Code of Conduct is part of Telia Company supplier agreements.

Requirement 2

Based on health and safety risk assessment the company shall request high risk suppliers, e.g. contractors, to report in set intervals their health and safety status and activities.

Note:

Reporting shall include among other information fatalities, lost-time injuries, near misses and corrective actions taken and planned improvement actions.

Requirement 3

The supplier is responsible for conducting workplace risk assessments and safety instructions for works related to Telia Company.

3 THE HEALTH AND WELL-BEING NETWORK

The network of health and well-being experts in our companies is led by People and Brand - People HUB. The network supports the Group Policy – People implementation and shares best practices to benefit the whole Group.

The above requirements apply to the extent that they do not place Telia Company in violation of domestic laws and regulations.

4 ROLES AND RESPONSIBILITIES

This Group Instruction applies to Telia Company AB and its Subsidiaries¹ and Joint Operations² as their own binding instruction to all directors, members of the boards, officers and employees. In addition, Telia Company works towards promoting and adopting this instruction's principles and objectives in other associated companies where Telia Company does not have control but has significant influence.

¹ All entities over which Telia Company AB has majority control.

² The joint operations over which Telia Company AB has joint control and management responsibility.



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

Each country CEO is responsible for ensuring that all relevant entities within the CEO's geographic location has adopted and implemented this Group Instruction.

5 BREACHES AGAINST THE INSTRUCTION

Any Telia Company employee who suspects violations of the Code of Responsible Business Conduct or this Group Instruction must speak up and raise the issue primarily to their line manager, and secondly to the Human Resources department, to the Ethics and Compliance Office, or through the Speak-Up Line. The Speak-Up Line is available on Telia Company's internal and external webpages.

Telia Company expressly forbids any form of retaliation. For specific requirements, please see our Group Instruction on Speak Up and Non-Retaliation.

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

6 TARGET GROUP

This Group Instruction is mainly relevant for the following target groups: - People & Brand

- Sustainability
- Sourcing
- Ethics and Compliance
- Consultants and contingent workers working for or on behalf of Telia Company when the Instruction applies to their area of work responsibility.

7 EXEMPTIONS

A Subsidiary-specific corresponding instruction shall be compliant with this Group Instruction while adapting to the concerned business activities, local laws, local circumstances and language. If a deviation or exemption from this Group Instruction is deemed necessary, the Country CEO shall escalate the matter to the Group General Counsel.

8 GROUP GOVERNANCE FRAMEWORK

This Group Instruction is part of the Group Governance Framework, which includes without limitation:

- a) Code of Responsible Business Conduct, Purpose and Values, Strategy, Group Policies, and Instructions for the CEO as approved by the Board of Directors;
- b) Decisions made by the CEO, the Delegation of Obligations and Authority as approved by the CEO, Group Instructions as approved by the CEO or by the responsible Head of Group Function; and



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c) Guidelines, best practices, process descriptions, templates or working routines developed within area of responsibility of Head of Group Function.

9 TERMS AND ABBREVIATIONS

Terms and abbreviations	Definition
Workforce	Managers, employees and consultants
OHS	Occupational Health and Safety
ISO45001	Occupational Health and Safety Management System standard by International Organization of Standardization
SAR	Sickness absence rate
LTIF	Lost Time Injury Frequency
OHS risk assessment	Process for identifying risks and hazard factors that have the potential to cause harm, determining appropriate ways to eliminate the hazard, or control the risk when the hazard cannot be eliminated (risk control).
Well-being	Well-being means condition having good mental health, high life satisfaction, a sense of meaning or purpose, and ability to manage stress.

NOTE! For further information, also read the Group Policy – People, Code of Responsible Business Conduct and the Supplier Code of Conduct.

