

Owner
COO, Rainer Deutschmann

Approval Date **Version**
2021-03-25 3

No.
T 14219-16 UEN

Security
Public

Approved by
CEO Allison Kirkby

Related
50087282

Group Policy - Quality

QUALITY POLICY

Telia Company reinvents better connected living through our digital experiences, connectivity and infrastructure. We're uniquely placed to take on the role of helping ensure that people can rely on, and trust, connectivity in their lives.

Reinventing is how we will deliver better connected living. Innovating constantly; challenging ourselves to do better for ourselves, for our customers, for our shareholders and for the societies of our region.

At the core of our purpose is a relentless focus on our customers. To understand what 'better connected' truly means to people, and then ensuring we deliver sustainably on this in all our services and touchpoints.

The following principles apply for all of us in Telia Company:

- 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



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ROLES AND RESPONSIBILITIES

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

Each Group Executive 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.

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

BREACHES AGAINST THE POLICY

Any Telia Company employee who suspects violations of the Code of Responsible Business Conduct or this Group Policy 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 people who speak up. For specific requirements, please see our Group Instruction - Speak Up and Non-Retaliation.

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

EXEMPTIONS

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

GROUP GOVERNANCE FRAMEWORK

This Group Policy 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

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

