

Owner
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Group Policy - Freedom of Expression in Telecommunications

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FREEDOM OF EXPRESSION POLICY

This Policy defines Telia Company's commitments in relation to requests or demands that potentially could seriously impact the freedom of expression in telecommunications.

Such requests or demands addressed to Telia Company may relate to such as;

- targeted surveillance in exceptional cases
- mass surveillance, where the authorities demand unrestricted real-time network access
- shutdown of all or parts of a network
- blocking or restricting access to specific services, Internet websites or content
- blocking or restricting individual customers' access to services or networks
- obligations to transmit mandatory communications issued by the government authorities
- significant changes or proposed changes in the law, or significant imposed or proposed operational changes, in the context of freedom of expression in telecommunications

In this Policy document, the umbrella term "surveillance of communications" is used to cover all these activities.

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

A. Public advocacy, primarily by Local, Region and Group management, promoting the freedom of expression in telecommunications

1. We advocate clear and transparent legal provisions on proportionality and necessity for all government surveillance of communications. Vague, non-transparent and broadly conceived legal provisions are not appropriate when freedom of expression is at stake.
2. We argue that all government surveillance of communications, including international collaboration between authorities, should be conducted under the supervision of a court or some other independent judicial body. This will help to ensure transparency and accountability in relation to requests or demands made by governments.
3. We advocate that governments should not have direct access to a company's networks and systems. The company should retain operational and technical control.
4. We will encourage governments to be transparent about their use and scope of surveillance of communications. We will report transparently on Telia Company's efforts in relation to surveillance of communications. We will inform stakeholders about unconventional requests ('major events') whenever this is appropriate and within what is legally permissible.

B. Commitments in relation to unconventional requests and demands with potentially serious impacts on freedom of expression in telecommunications

5. We always strive to act in the best interest of our customers and the company. Risks to



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customers, including children and youth, relating to freedom of expression are integrated into our risk management processes to minimise possible negative impacts of government requests or demands.

6. We will comply with requests or demands relating to the surveillance of communications only to the extent required by law, including binding regulations and license requirements. We will also argue that all such requests or demands are submitted in writing and are signed by the appropriate government official.

7. We will enhance internal decision making to efficiently determine whether a request or demand could be in conflict with international standards of human rights because of serious impacts on freedom of expression. Where such impacts seem to exist, we will pursue all available lawful and feasible measures to avoid compliance, and/or minimise any negative impacts on the freedom of expression. If in doubt, we will always treat requests or demands as potentially having serious impacts on freedom of expression. Whenever governments demand real-time network access, we will make high-level reviews (e.g. at Group CEO level). We will also regularly review existing demands regarding real-time network access.

8. We will define clear criteria, processes and responsibilities for assessing and determining the likelihood and seriousness of impacts on freedom of expression whenever we receive requests or demands relating to the surveillance of communications. We will provide guidance for the relevant personnel explaining how they should interpret and react to such requests or demands. We will also conduct training on such issues for staff within key functions and for our technical specialists. We will prioritise awareness raising and training in national contexts, where risks to freedom of expression are most severe. These criteria, guidance and training processes will be regularly reviewed.

9. We will always prioritise the safety and liberty of company personnel who can be put at risk when applying this Policy.

C. Other commitments

10. We will actively seek to provide products and services that can contribute to our customers' freedom of expression.

11. We will engage actively with other companies and other stakeholders to share our experiences and identify best practices in our field, as well as utilising guidance from the UN, the EU and other supranational organisations. We will also strive to provide accessible, secure and independent grievance mechanisms.

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

Please note that there is a Group Instruction connected to this Group Policy.



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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.

PURPOSE

Telia Company has adopted this Policy's principles to define our standards for respecting and promoting the freedom of expression of our users.

Companies should comply with all applicable laws and respect internationally recognized human rights, wherever they operate. If national laws, regulations and policies do not conform to international standards, companies should avoid, minimize, or otherwise address the adverse impact of government demands, laws, or regulations, and seek ways to honor the principles of internationally recognized human rights to the greatest extent possible. Companies should also be able to demonstrate their efforts in this regard.

Telia Company does not engage in the politics of the countries where we operate. We do not comment on politics or make political statements when representing our company. However, Telia Company does engage in dialogue on regulations that affect our business. Telia Company has therefore adopted these principles when encountering requests or demands with potentially serious impacts on freedom of expression in telecommunications.

Telia Company supports international standards on human rights. Our principles are based on internationally recognised laws and standards for human rights, including the Universal Declaration of Human Rights (UDHR), the International Covenant on Civil and Political Rights (ICCPR) and the International Covenant on Economic, Social and Cultural Rights (ICESCR). They are also guided by the OECD Guidelines for Multinational Enterprises and the United Nations' Protect, Respect, and Remedy framework on business and human rights. The application of these Principles is informed by the UN Guiding Principles on Business and Human Rights (UN Guiding Principles), the 'Protect, Respect, and Remedy' Framework, and the OECD Guidelines for Multinational Enterprises.

Freedom of expression is a fundamental human right derived from the inherent dignity of all persons.

The primary purposes of this Policy are to reduce human rights risks, and to make sure our customers feel confident that Telia Company will, whenever possible, support, respect and safeguard their freedom of expression when we receive requests or demands from governments in relation to the surveillance of communications.

Through this Policy we aim to anticipate, address and minimise any potential impacts on freedom of expression that may arise when governments make requests or demands that are unlawful, or where governments or national authorities are believed to be misusing products or technology in violation of the human right to freedom of expression.



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SCOPE

This Group Policy relates to freedom of expression in telecommunications and applies to Telia Company AB, its Subsidiaries and Joint Operations¹ (jointly “**Telia Company**”) as their own binding policy. Telia Company also works towards making sure that the Group Policy’s principles are followed in all other operations in which Telia Company has an ownership interest.

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 or Head of Group Department.

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 Policy with exemptions from this Group Policy, the relevant country CEO shall inform their superior, who shall escalate the matter to the Group General Counsel.

¹ Once formally adopted by the local board of directors, if required.

