

Owner
Magnus Zetterberg, Head of CPS

Approval Date **Version**
2019-03-13 2

No.
T 14219-16 UEN

Security
Public

Approved by
Board of Directors

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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.

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.



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

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.

