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Owner
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Head of Group HR

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GROUP PEOPLE POLICY

BACKGROUND AND DESCRIPTION

Background

This Group Policy is related to Human Resources employee relations and is a binding document for Telia Company AB and its Subsidiaries ("Telia Company").

Description

This Group Policy provides our employees with an overview of our company values and expectations in relation to people. In addition, this Policy gives employees at all levels the prerequisites to act in line with these values and expectations. For further details on how to act within each area, you will find directives and guidelines where applicable. In our day-to-day operations we expect all employees to follow this Policy and apply its high standards consistently as part of our way of doing business. We strive to fully adopt these principles in all operations in which Telia Company has management control.

SCOPE AND PURPOSE

Scope

This Group Policy applies to Telia Company AB and its Subsidiaries as their own binding policy. In addition, Telia Company works towards adopting this Policy's principles and objectives in all other operations in which Telia Company has ownership interests.

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

- a) Code of Ethics and Conduct, Purpose, Shared Values, Focus Areas, Strategy, 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 Guidelines as approved by the Heads of Group Functions.

There is a set of Group Instructions and Group Guidelines connected to this Group Policy.

Purpose

While Telia Company is recognized in the global business world as a strong company with many resources, our most valuable resource is our people. Without our ability to identify, hire and retain the best people, we would lose some of our unique culture and competitive edge. With this in mind, we strive to make Telia Company THE place to work. To do this in a fair and reasonable manner, we have developed this Policy to define the Company's expectations of the employees as well as what expectations our employees should have of each other.

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PRINCIPLES

Commitment and Expectations

It is Telia Company's desire and responsibility to provide a sustainable working environment with fair terms of employment for all our employees. Individual commitment to role-modelling our values and behaviours will make the difference for our company. This Policy is guided by international human rights standards. It includes the following components:

- Human Rights
- Non-Discrimination and Equal Opportunities
- Child Labour
- Forced labour
- Freedom of Association and Collective Bargaining
- Occupational Health and Safety (OHS)
- Drugs, alcohol and smoking of tobacco substances
- Total remuneration and working hours
- Integrity
- Disclosure of interests

How to act

Human Rights

Telia Company and its employees shall respect and protect internationally recognized laws and standards for human rights and strive to ensure that the Company does not abuse any part of the human rights principles. In addition, our employees are expected to contribute by respecting and protecting human rights, not only within the workplace but also when representing Telia Company outside of the workplace.

Non-Discrimination and Equal Opportunities

Telia Company wants all employees to have equal opportunities based on competence, experience and performance, regardless of gender, race, ethnicity, religion, age, disability, sexual orientation, nationality, political opinion, union affiliation, social background and/or other characteristics protected by applicable law. As part of our commitment to having a diverse and inclusive workplace, we have zero tolerance towards discrimination, harassment and bullying. Victimisation at work, such as recurring negative actions directed against individual employees, is not permitted. All employees shall treat one another with respect, dignity and common courtesy.

Child Labour

Child labour is not accepted in any of Telia Company's businesses, nor do we accept child labour at our suppliers, dealers or subcontractors. In no event will we employ any person below the age of 15 or the



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country's legal minimum age, if over 15. Government-authorized job trainings or apprenticeship programmes that are clearly beneficial to the participating individuals may be exceptions.

Forced Labour

Forced labour is not accepted in any of Telia Company's businesses. We do not engage in or support the use of forced labour, nor shall any employee be required to deposit identity papers at the start of employment. Employees are free to leave their employment after a notice period, as required by law and contract.

Freedom of Association and Collective Bargaining

All employees have the right to form or join associations of their own choosing concerning the relationship between the employer and the employees, and to bargain collectively. We do not accept disciplinary or discriminatory actions against employees who choose to peacefully and lawfully organise or join an association. Employees are forbidden to use intimidations of any kind to obstruct other employees' right to freedom of association or right to be unorganized.

Working Environment

Occupational Health and Safety (OHS) highest priority in all our operations

Telia Company shall offer and maintain a safe and sound working environment that meets or exceeds global standards and national legislation. A safe and healthy workplace is not only about preventing accidents, it involves both physical and psychosocial wellbeing aspects. We always prioritise work processes, design of service, and working methods that reduce the negative impact on the individual. Safety must always be the most important factor of decisions.

Employees share responsibility for their own health and are expected to contribute to a safe working environment. An important part is following current safety rules and routines.

Managers have particular responsibility for employee health and safety in the workplace. This starts by acting as role model and by making sure all employees follow the safety routines.

More detailed OHS principles can be found in Telia Company's Group OHS Policy and Instructions.

Drugs, alcohol and smoking of tobacco substances

Telia Company does not accept any form of abuse, use or possession of illegal or unauthorized drugs in the workplace.

It is forbidden to be at the workplace or perform work while under the influence of alcohol or illicit drugs. If an employee is taking a prescribed medicine, over the counter remedies or any other measure which in any way impairs the employee or can affect her/his judgment at work then the employee's manager must be informed, as a safety measure. The manager may determine if the impairment makes the employee unfit for service or not. Alcohol in connection with office parties, business trips and representation should be used with restraint and only consumed appropriately. After consuming alcohol, employees should use good judgment and refrain from operating vehicles in an unsafe manner or in violation of the law. Telia Company advises all who have addiction problems to seek suitable help.



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Telia Company maintains a smoke-free work environment. Therefore, smoking is only allowed in designated areas.

Terms of Employment

Telia Company seeks to provide working conditions which comply with local statutory requirements and collective bargaining agreements. All employees have the right to have written contracts, in a language that they can easily understand, specifying their terms of employment.

Total remuneration

Salaries and benefits are designed to be fully comparable with legal or industry standards. Information on the employee's salary and benefits shall be available to the individual employee, in accordance with applicable law. All employees shall be provided with written and understandable information about their employment conditions regarding salaries before they enter employment. All employees should also be provided with details of their salaries for the given pay period each time they are paid.

Remuneration at Telia Company shall be defined based on a set of principles regularly reviewed for compliance and fairness. Discrimination in setting the remuneration of individuals, linked to factors other than the principles outlined in our policies and instructions, is not the policy of Telia Company.

More detailed remuneration principles can be found in Telia Company's Group Remuneration Policy.

Working hours

Telia Company shall follow national legislation and collective bargaining on working hours. The company shall respect the employees' right to leisure time, including their availability outside working hours, to enhance work-life balance.

Travelling

Business trips are critical for Telia Company's continued success. While travel is a necessary part of our business, it also represents a major company cost and time commitment.

All business travel is conducted in the most reasonable, cost-effective manner, in compliance with the Group Travel and Expenses Instruction. The cost objective needs to be balanced with other principles such as environment (Code of Ethics and Conduct), employee security, comfort and work life balance. Each employee of Telia Company is responsible for managing travel expenses. More detailed travel principles can be found from Group Travel and Expenses Instruction.

Integrity

Telia Company's employees shall act in a manner which is appropriate to one's position in the organization. He/she shall not act in a manner which could disrepute Telia Company. An employee shall personally avoid engaging in any illegal or criminal activities (inside or outside working hours). All employees are expected to read and follow the expectations of the Code of Ethics and Conduct.

Disclosure of Interests

Telia Company's employees are not allowed to be involved in outside employment/business interests in conflict or in potential conflict with the businesses of Telia Company. Therefore it is important that all employees of Telia Company disclose in writing to the Company, through their superiors, details of any



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conflict of interest which might affect their impartiality in carrying out their duties as soon as it becomes apparent, including:

- Any interest, shareholding or possible conflict of interest an employee has with any firm or organization from which Telia Company purchases supplies, works or services, or through which Telia Company proposes to sell property or services.
- Any outside employment or business interests in conflict or potentially in conflict with Telia Company's business.
- Any interest of an employee's immediate family which could result in such a conflict of interest.
- Where a conflict of interest situation could arise for an employee, he/she must discontinue the contract or situation giving rise to the conflict or potential conflict of interest, and not attempt in any way to influence decisions on the matter.

Guidance and Assistance

There are numerous equally binding directives and guidelines, both global and local. If you have questions on this policy or you are uncertain which rules are binding please contact your HR representative.

These principles apply as long as they do not violate domestic laws and regulations.

ROLES AND RESPONSIBILITIES

Each Executive Vice President, Senior Vice President and Vice President reporting to the CEO of Telia Company is responsible for making sure this Group Policy is 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 however individually responsible for reading, understanding and following this Group Policy. Each employee is also obliged to speak up and raise concerns about actual or possible violations of this Group Policy.

Violations of this Policy may subject employees 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, such exemption(s) must be approved by the board of Telia Company AB.

