

DEUTSCHE TELEKOM NORDIC A/S

CORPORATE MANAGEMENT POLICY

In order to sustain the full range of our Telecommunications services, we have implemented our Integrated Management System corresponding to the ISO 9001, ISO 27001, ISO 14001, as well as the ISO 45001 standards and the parent company's requirements, which we maintain and continuously develop.

Our commitment to Quality Management

The quality of our services is ensured by the provision of necessary resources with high level professional knowledge, flexibility in managing customer demands, monitoring of work performance by management, the feedback of experiences based on complaints into the working processes and by compliance with the regulations of corporate management. We aim for the Corporate Management Policy to be understood and accepted on all levels of the organisation. At the same time, we endeavour to make quality work a natural requirement for our employees, as well as the initiative to achieve better quality, for which we provide optimal conditions, including:

- unambiguous organisational structure and distribution of duties;
- clear decision making levels assigned to the above mentioned;
- individuality and taking responsibilities in compliance with the above mentioned conditions;
- continuous professional education and training.

We ensure the quality of our services by continuous monitoring and improvement of our Integrated Management System. We assure the above mentioned targets by the support of background services having modern and appropriate infrastructure, continuous improvement of our available services, and establishing appropriate relations with supplier companies.

Our commitment to Information Security Management

Our company prioritises laws, other regulatory and contractual obligations arising from information security and privacy requirements, and requirements to avoid violations. Data protection for our customers is especially important to us. We uphold secure confidentiality, integrity, and availability of our customer's data, to provide excellent service of information security management. Our aim is to prevent security incidents and therefore, we regularly carry out risk assessments throughout our company's complete integrated management system and connections, in order to manage risks as they occur. For the purpose of information security, business continuity, and reduction of damages caused by information security incidents, our company implements processes which control the confidentiality, integrity and the availability of information. We are intent on providing high level service in the field of information security.

Our commitment to Environmental Management

We consider environmental protection important, support sustainable development and contribute to the adoption of environmental protection in both business practice within and outside the company. Our company is committed to avoiding environmental damage and minimizing risks that have an impact on the environment. We accept social responsibility for protecting the environment

and our thoughts and actions are geared towards sustainable production in the interest of future generations. We strive to find solutions for our products and services which conserve energy and natural resources. Our procurement policy is geared to the objectives of environmental protection. These objectives also influence our behaviour toward contractual parties. We set goals and programs, particularly in the areas of improvement of the working environment and Green ICT, decrease of waste production, energy consumption and paper usage.

Our commitment to Occupational Health & Safety Management

We ensure the conditions of a healthy and safe workplace for our employees. For the health and safety of our employees and in order to prevent accidents and other losses, we continuously survey and assess the safety and health hazards of our activities and workplaces. Based on this assessment, we implement the necessary preventative or risk moderation measures. We believe that the conditions of employment should not endanger health and safety, all hazards can be kept within reasonable limits, and every work accident and occupational hazard can be prevented. We place a high emphasis on preserving our colleagues' mental and physical health, and this is why we have several health maintenance options in our benefit compensations portfolio. Based on the above, we declare our commitment to creating safe working conditions in a healthy environment for every person in our employment, and to the provision of health programmes at our workplace and beyond. Health and safety is considered a primary responsibility for our corporate management.



DocuSigned by:

Edward Kallerman

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