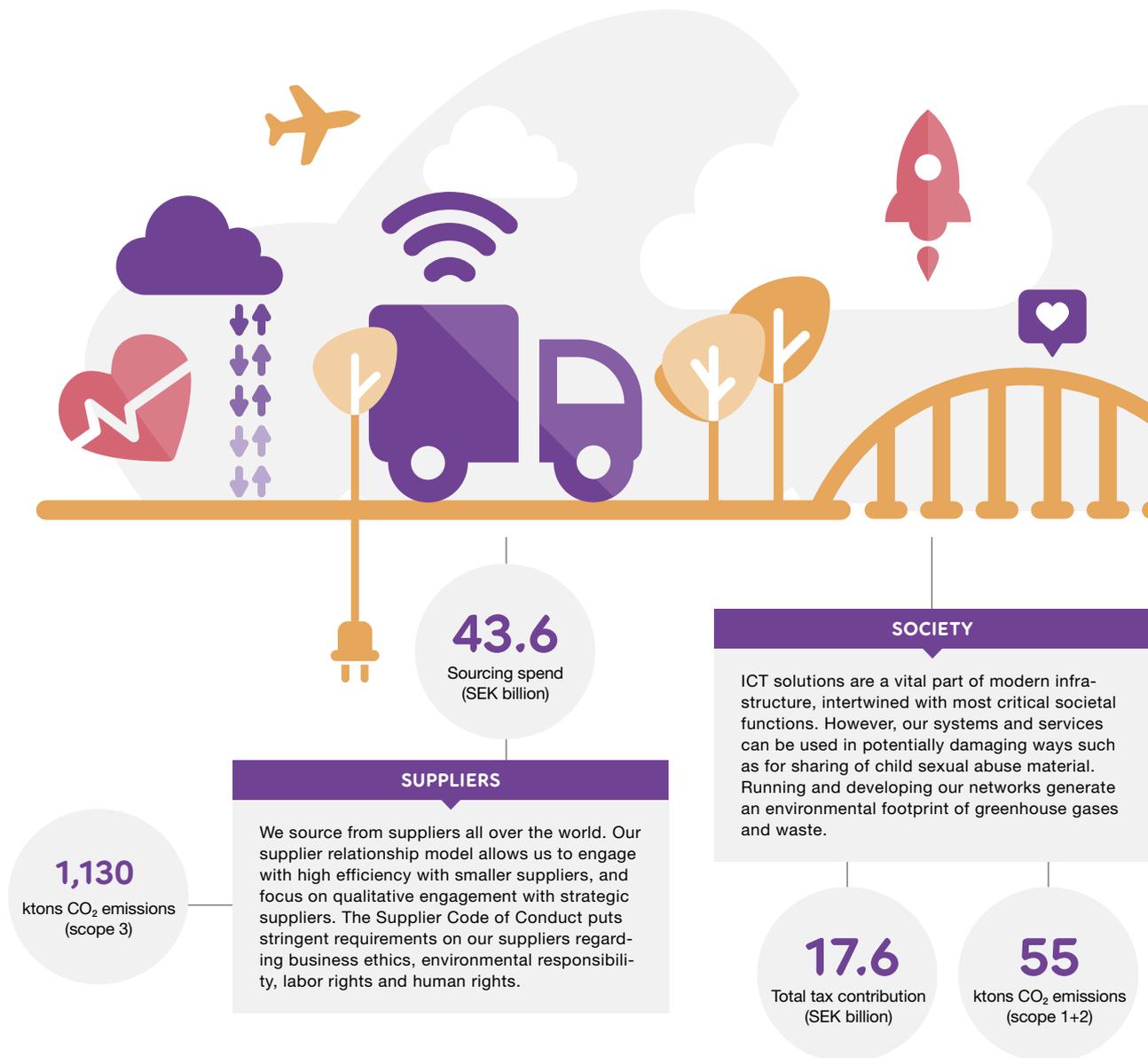


CREATING STAKEHOLDER VALUE

Each day, Telia Company helps shape the transition towards a truly digitalized Nordic and Baltic region. Our products and services play a vital role in tackling current and future societal and environmental challenges, but also bring risks and negative impacts. A stakeholder-based approach helps us understand and manage both opportunities and risks, to ensure sustainable profitability and growth.



EMPLOYEES

Telia Company employs around 20,800 people and at the core of our people approach are the values dare, care and simplify. Managing a diverse and flexible workforce with the right competences is vital to ensuring quality, innovation and growth.

0.95

Female manager to female employee-ratio



Most attractive employer in Estonia and Lithuania

INVESTORS

Telia Company's shareholder base is mainly Nordic, with the Swedish State as the largest owner. Our shareholders expect growth, a stable dividend, cost management, and strong environmental, social and governance (ESG) performance.

9.9

Dividend (SEK billion)

AAA

MSCI ESG AAA rating



#1

Telia Carrier has the #1 IP backbone

#1

Telia has the most happy business customers in Sweden

BUSINESS CUSTOMERS

Our business customers range from small enterprises to multi-national companies, from municipalities to national authorities. A broad customer base means vastly different expectations and requirements to manage, creating the need for flexible offerings and business models. Collaboration and co-innovation are vital in order to capture the opportunities in areas like 5G and Internet of Things (IoT).

CONSUMERS

Across our markets, we increasingly tailor our offerings towards what we call "The Forwards" – individuals who are interested in and curious about technology and how it can make their lives easier, but who are also wary of privacy and sustainable consumption. They want a personal experience and seamless connection between devices and services.



Halebop has the most satisfied mobile customers in Sweden¹

>99%

4G population coverage in the Nordics

¹) According to Svenskt Kvalitetsindex (SKI)