

The graphic features the word 'elisa' in a white, lowercase, cursive font. It is set against a dynamic background of blue and orange liquid splashes and flowing ribbons. The blue liquid is more prominent, with several droplets falling from the main splash. The orange elements are more translucent and ribbon-like, weaving through the blue.

elisa

# QUALITY MANUAL

Elisa Eesti AS

Field of application

*Telecommunications and information technology solutions, mobile communication and fixed network services, their development, monitoring and sales and services to business clients.*

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## 1.1 FIELD OF APPLICATION OF THE QUALITY MANUAL

Elisa Eesti AS has developed a quality management system that complies with the requirements of the international standard ISO 9001:2015. The field of application of this quality manual is the Corporate Client main and support processes: ***Telecommunications and information technology solutions, mobile communication and fixed network services, their development, monitoring and sales and services to business clients.***

## 1.2 NATURE AND USE OF THE QUALITY MANUAL

This Elisa Eesti AS (hereinafter Elisa) Quality manual is the main document describing the quality management system complying with the international standard ISO 9001:2015, which forms part of the quality management system.

The quality manual is meant for the cooperation partners and clients of Elisa in order to give an overview of the quality management system applied and its structure and nature.

## 1.3 FIELD OF ACTIVITY AND OBJECTIVES OF ELISA

**Elisa** ([www.elisa.ee](http://www.elisa.ee)) is a large company with more than 1000 employees, with a turnover of 180,2 million euros in 2020. Elisa is owned by one of the largest telecommunications companies in Finland – Elisa OYJ. Together with our partner Vodafone, the world's largest mobile network operator, we are able to provide service to our clients all over the world.

Elisa is the largest provider of telecommunications and TV services for private customers and the second largest provider of broadband Internet connection on the Estonian market.

More information is available here: <https://www.elisa.ee/et/elisast>.

Elisa mission is a sustainable future through digitalisation.

Elisa's values, which are followed daily:

- **Renewal** – we keep up with the times and want to develop constantly. That is why we dare to offer out-of-the-box solutions.
- **Collaboration**– all our accomplishments are the fruit of joint effort. Only in this way can we offer clients the best products and services.
- **Results orientation** – each activity must have a clear objective and plan. We aim high because only in this way can we exceed expectations.
- **Customer orientation**– we are driven by customer satisfaction and recognition. We apply all our knowledge for the well-being of customers.
- **Responsibility** – we are open and talk about what we do. We comply with the promises given to our customers as well as ourselves.

## 1.4 CUSTOMER'S OWNERSHIP AND DOCUMENTATION

Elisa considers it very important that the data of all Elisa's customers is always protected to the fullest extent, as the confidentiality of customer data is what's essential to Elisa. The objective of Elisa is to ensure integrated and transparent data protection. All data processing is done in Elisa according to REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL and the Electronic Communications Act.

In order to ensure transparent data protection, Elisa's website includes a data protection introducing video and the principles of customer data processing (<https://www.elisa.ee/et/andmekaitse>) which refers to Elisa's Marketing Principles, Credit Principles, Cookie Principles, Principles of the Use of Monitoring Devices and Principles of Call Recording Processing.

For ensuring integrated data protection, Elisa has established a security policy and rules for organisation work which are strictly followed.

Elisa has agreed on and documented the code of purchasing ethics, which gives an overview of the ethical and legal tasks of Elisa as well as obligations and responsibilities regarding the delivery of machinery, equipment, software, system, materials and services. More information about the code of purchasing ethics is available at elisa.ee: <https://www.elisa.ee/et/elisast/organisatsioonist/ostueetika-koodeks>.

Elisa follows the Code of Conduct in its activities, which is the basis for the ethical business activity of Elisa. For this purpose, anti-corruption and anti-bribery principles have been established, which can be viewed at the website elisa.ee: <https://www.elisa.ee/et/elisast/organisatsioonist/elisa-korruptsiooni-ja-altkaemaksuvastased-pohimotted>.

## 1.5 OCCUPATIONAL HEALTH AND SAFETY

Occupational health and safety is handled in Elisa by the working environment council, which consists of work environment specialists and representatives. The working environment council resolves all occupational health and safety related issues.

## 1.6 PROCESS MANAGEMENT

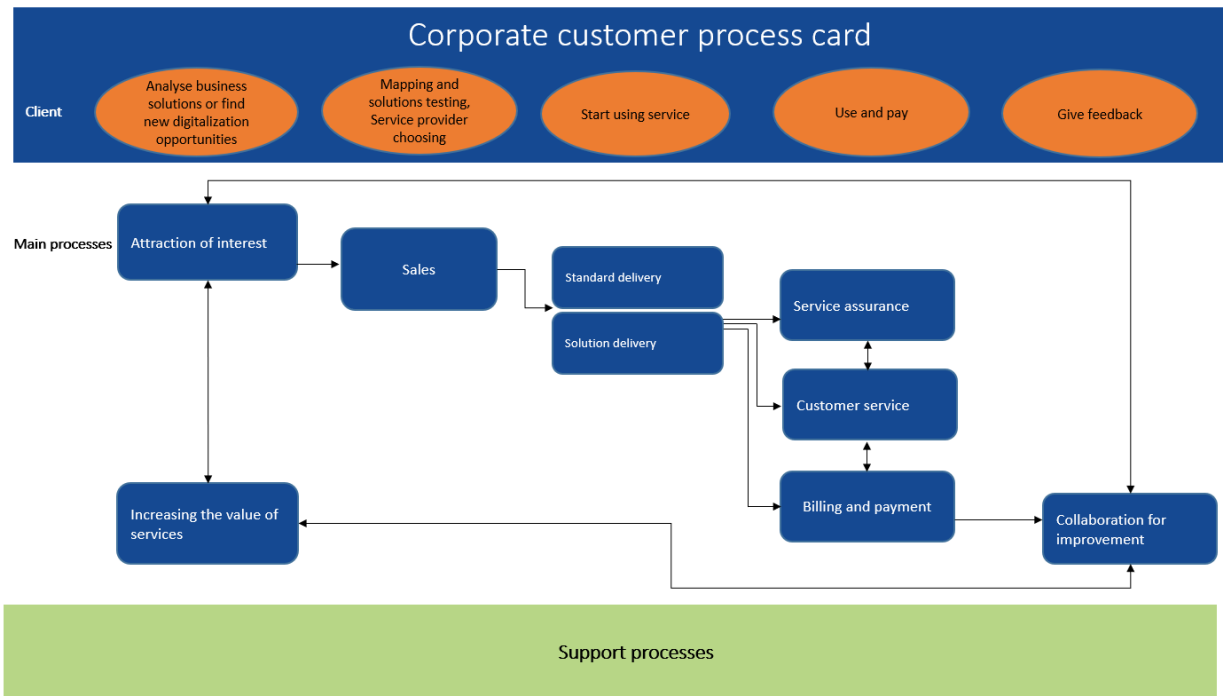
Elisa has developed process cards describing the main processes of corporate and consumer clients and the largest support processes. The process cards, which have been confirmed by the management of the Elisa Group, have been developed across the Elisa corporation and are valid in Elisa Finland and Estonia.

### 1.6.1 Processes in the field of application

The field of application of this ISO 9001-2015 is the main processes of business clients and the supporting processes.

Elisa process development has customer focus and is customer experience oriented – the objective is to meet the clients' needs, ensure the smooth operation of processes and avoid waste, and, if possible, find development possibilities that enable automation. Process owners and managers are responsible for process management and development.

Figure 1.1. Process card of business clients



## 1.7 RISK MANAGEMENT

The objective of Elisa's risk management is to map the circumstances that endanger the company's activity and knowingly reduce the possible effects of the risks.

In risk management, Elisa as the provider of vital services must proceed from the requirements provided in legislation, which require the company to prepare a risk analysis of vital services and a continuity plan. In the vital services risk analysis, the company must proceed from the risk assessment methods provided therein.

Upon preparing the risk analysis, Elisa has proceeded from the Emergency Act and the principles formulated in the consultations and discussions held between the biggest Estonian communications operators and the Consumer Protection and Technical Regulatory Authority,

according to which the functioning of calls and text messages in a mobile network as well as the functioning of calls and data communications in a broadband network are considered vital services from the services provided by operators, incl. Elisa.

Similarly to the risks related to vital services, other risks of the company are mapped and assessed in cooperation with responsible parties, as a result of which hedging activities and their execution as well as responsible persons are found.

## **1.8 INFORMATION SECURITY POLICY**

An important part of quality management is information security in the Elisa network, IT systems, buildings and equipment rooms. All employees of Elisa are obliged to follow the security requirements established by the parent company and the information security policy established in the company. Various organisational, technical and physical information security measures are applied in the company, which are chosen on the basis of the best practices of the field.

As to information security, Elisa actively cooperates with the parent company in Finland and the CERT-EE team of the Information System Authority in Estonia.

## **1.9 SERVICE DEVELOPMENT**

New services development and existing services takes place based on the ideas and development processes of Elisa.

Elisa ensures the resources needed by employees as well as the financial means for the development of new services and the updating of existing services.

All services are developed according to clients' needs, proceeding from agile methods in business as well as IT development. Upon developing services, the high quality and functioning thereof is ensured.

Elisa involves experts from the whole company and, if possible, from clients when developing services and repeatedly tests the compliance of the services with the expectations of the clients. The development of services is ongoing.

## **1.10 FUNCTIONING OF SERVICES**

The functioning of services is monitored in Elisa twenty-four hours a day, seven days a week. Information about more extensive faults is operatively displayed on the help page of Elisa: <https://www.elisa.ee/et/abi/mobiilsed-teenused/teadaolevad-rikked-ja-levikatkestuste-kaart/levikatkestuste-kaart>. The Elisa Help page also displays interruptions in individual mobile communications base stations. Clients are informed of planned interruptions of teleservices via e-mail.