

Ericsson Nikola Tesla Group Integrated Management System Manual

1 The foundations of our culture

1.1 Purpose

We develop trusted information and communication technologies that inspire progress and create lasting value for society.

1.2 Vision

A world where intelligent technologies enhance the quality of life, empower communities and foster a sustainable future.

1.3 Our values

1.3.1 Excellence

We encourage the spirit of excellence and always strive for the best. Every day is a new opportunity to leave our unique mark in the creation of advanced technologies for the benefit of society and individuals.

1.3.2 Ethics

We are guided by the principles of ethics, responsibility and sustainability in everything we do. Acting in accordance with the highest ethical standards is non-negotiable for us, it is an integral part of our identity and our business code.

1.3.3 Perseverance

The goal we strive for is always in our focus.
We are motivated to deliver what we promised, persistent to overcome all challenges.

2 Ericsson Nikola Tesla Group Integrated Management System

Ericsson Nikola Tesla Group (hereinafter: the ENT Group) applies an integrated management system based on and certified in accordance with the requirements of international standards, bringing together quality management (ISO 9001), environmental management (ISO 14001), occupational health and safety (ISO 45001), information security (ISO 27001), business continuity management (ISO 22301) and IT service management (ISO 20000-1) within a single framework. The current status of valid ISO certificates and their respective scopes is available on the following [website](#).

The integrated management system supports the strategic direction of the ENT Group and contributes to stable, transparent and responsible business operations. It encompasses the definition of objectives, the implementation of preventive activities aimed at identifying threats and mitigating risks, and is aligned with organizational and business needs, corporate strategy, legal requirements and the requirements of international standards.

This approach enables consistent management of key business areas, clearer prioritization, effective risk management and continuous improvement of performance.

2.1 Quality

The ENT Group manages quality by applying the principles of operational excellence across all areas of its business, in alignment with its strategic direction. The organization is continuously focused on quality in its day-to-day operations and strives to consistently meet the expectations of customers, shareholders and employees through the delivery of communication products, innovative ICT solutions and related services.

Operational excellence means consistently achieving superior results through optimized processes, a high level of quality and a culture of continuous improvement. Clearly defined processes ensure consistency and repeatability. Customer focus ensures an understanding of customer needs and the continuous adaptation of products and services to meet their expectations. Through data analysis and fact-based decision-making, performance is regularly monitored and measured, and continuous improvement programs are established. By managing risks and opportunities, potential deviations and development opportunities are identified in a timely manner. Employee development through training and involvement in business processes and development initiatives encourages their active participation in business improvement efforts. Digitalization and innovation enhance efficiency and quality.

2.2 Sustainable development and environmental protection

Sustainable development is an integral part of our business, focused on maintaining high standards of environmental protection, ethics and responsible conduct. We develop technologies and solutions that contribute to the advancement of society and a sustainable future, with a special emphasis on the green transition, energy efficiency and emissions reduction through our own activities and technological innovations.

In our operations, this includes responsible resource management, the application of circular economy principles and the systematic integration of environmental aspects into decision-making. We strive to reduce negative environmental impacts and strengthen our positive contribution through innovation and digital solutions.

2.3 Occupational health and safety

Occupational health and safety protection is an integral part of our organizational culture and management system. The organization provides safe and healthy working conditions with the aim of preventing work-related injuries and ill health, while promoting a culture of prevention, responsibility and mutual care.

The ENT Group systematically identifies hazards and assesses risks, implements appropriate protective measures, provides employee training and awareness programs, and continuously improves working conditions. Special attention is given to employee involvement, timely communication and strengthening the safety culture in day-to-day operations in accordance with applicable legal and other requirements.

2.4 Information security, privacy and business continuity

In a digital environment, information protection and business continuity are of critical importance. The ENT Group is committed to preserving the confidentiality, integrity and availability of information, while ensuring privacy protection and responsible data management.

The organization continuously strengthens its ability to respond promptly to disruptions, incidents and emergency situations. Business continuity is regarded as an integral part of organizational resilience with the aim of maintaining process stability, protecting people and assets, and ensuring the uninterrupted delivery of mission-critical services and customer support.

2.5 Service management system

The organization manages the service lifecycle through the planning, development, delivery, monitoring and continuous improvement of services to ensure their quality, reliability and alignment with user needs and business requirements. Through defined processes, responsibilities and performance indicators, the organization ensures consistent service delivery, effective change and incident management, and the continuous improvement of user experience and business performance. A systematic approach to service management contributes to increased user satisfaction, operational efficiency and the creation of long-term value for the organization and its stakeholders.

3 Organization context

The ENT Group has defined the elements of its internal and external organizational context in line with its strategy. The ENT Group's strategy defines the company's direction and strategic priorities for existing and new business segments through an integrated approach to business operations.

In its business activities, the ENT Group is committed to applying the principles of corporate social responsibility as defined in the [Integrated Management System Policy](#).

3.1 Leadership

Ericsson Nikola Tesla's [Management Board and Executive Management](#) continuously support the observance of fundamental principles of corporate governance to ensure the protection of shareholders' rights and their equal treatment, business transparency and responsibility towards all stakeholders. The ENT Group places great importance on providing transparent, timely and objective information to the public about its activities and business results, while consistently adhering to the principles of ethics, responsibility and integrity. The Management Board of the parent company is responsible for establishing the policy and objectives of the integrated management system.

We are strongly committed to always being compliant with the laws and our internal regulations; we have zero tolerance for corruption and continuously work on building and maintaining trust and credibility with our stakeholders.

The roles, responsibilities, competences and legal dimensions are determined by ENT Group steering documents.

3.2 Stakeholders

ENT Group fosters continuous dialog with its stakeholders through various interaction mechanisms, ensuring two-way communication and transparent relationship management. Feedback, expressed interests and expectations of stakeholders are systematically collected and analyzed, with relevant information influencing decision-making and adjustments in business strategy. Cooperation with stakeholders is carried out through clearly defined and structured processes, including formalized communication channels, appeals and corrective procedures, which enable the effective identification and addressing of key challenges and opportunities.

ENT Group:

- actively involves employees in decision-making processes through the People and Culture unit, line organization and trade union representatives,
- monitors market trends and customer needs, ensuring the relevance of its solutions and fostering long-term partnerships,
- recognizes suppliers as key partners in ensuring the quality and sustainability of its products and services and requires supplier compliance with the [Code of Conduct for Business Partners](#) in order to strengthen supply chain resilience,
- maintains a continuous and transparent dialog with investors and shareholders through investor relations activities, regulatory disclosures, regular financial reporting and the General Meeting, ensuring timely communication and supporting active participation in corporate governance,
- builds long-term relationships with financial institutions through transparent communication, responsible financial management and cooperation in the implementation of financial and investment activities,
- maintains a strong and structured cooperation with the academic community through research projects, innovation development and educational programs aimed at strengthening the professional capacities of future professionals,
- maintains strong cooperation with the media, non-profit organizations, professional associations, public administration bodies and the broader community.

3.3 Ethics, compliance and responsibility

Honesty, transparency in business operations, the protection of rights, a responsible approach to stakeholders and the consistent application of ethical principles form the foundation of the way we conduct business, as described in our [Code of Business Ethics](#). The ENT Group maintains a zero-tolerance approach to corruption and is continuously committed to compliance with applicable laws and internal regulations.

Responsible business conduct encompasses integrity, legality, professionalism and consistency in day-to-day business decision-making. Maintaining high ethical standards is essential to preserving credibility while ensuring transparency and confidentiality in business operations to protect business assets and individual rights.

4 Planning and operational management

When planning its business activities, the organization considers its context, the needs and expectations of stakeholders and the scope of the integrated management system. Risks and opportunities are identified, and measures are defined to mitigate risks and capitalize on opportunities. Measures are determined in proportion to their potential impact on the conformity of products, services and solutions, on the environment (including climate change), occupational health and safety, information security, business continuity and IT service management. Particular attention is given to the processes required in the event of potential emergency situations.

The objectives of the ENT Group are defined through the strategy development and implementation process, while the achievement of these objectives is presented in the [ENT Group's Annual Reports](#).

The Management Board and Executive Management of Ericsson Nikola Tesla are responsible and in charge of directing planning activities to define the processes necessary for the smooth functioning of the integrated management system and for the effective and efficient achievement of established targets. When planning changes, consideration is given to the purpose of the changes and their potential consequences, the availability of resources, the definition of responsibilities and authorities, and the impact on the integrated management system.

ENT Group implements and monitors the processes necessary to fulfill the requirements for the creation and delivery of products, solutions and services in accordance with the defined business processes and the [Integrated Management System Policy](#).

Quality is one of the fundamental principles of our business. We strive to understand customer needs, meet contractual and regulatory requirements, and ensure a high level of reliability of our products, solutions and services. Our approach to quality encompasses planning, development, delivery, performance monitoring and continuous improvement. Through structured processes, we seek to ensure the long-term sustainability of our business while maintaining the flexibility to adapt processes quickly to changes in the market and technological requirements. When third-party products are used, the requirements published on the [website for suppliers](#) are applied.

The ENT Group reviews and monitors changes to products, solutions and services to the extent necessary to ensure continued compliance with established requirements.

5 Support for business operations

The Management Board and Executive Management determine and provide the resources necessary for the establishment, application, maintenance and constant improvement of an integrated system for managing the efficiency of business processes.

Our strength is based on the knowledge, expertise and commitment of our employees. The ENT Group ensures the availability of qualified employees required for the effective and high-quality execution of business activities. Through its recruitment, selection and hiring processes, the Group seeks to secure competent employees whose knowledge, skills and experience contribute to the achievement of business objectives and the successful management of challenges arising from the business environment. We believe that competency development, knowledge sharing, cooperation and innovation are essential to long-term success. For this reason, we foster a culture of learning, accountability and continuous improvement of processes, solutions and ways of working.

The Management Board and Executive Management provide the infrastructure required to enable the creation, offering and delivery of compliant products, services and solutions in an effective, efficient and secure manner. The objectives of infrastructure management are to ensure safe operations, the proper functioning of infrastructure as a prerequisite for the uninterrupted execution of business processes, the protection of occupational health and safety and environmental protection. The infrastructure used by the ENT Group is regularly maintained and inspected in accordance with applicable legal and other relevant requirements, ensuring a high level of availability, reliability and effectiveness while supporting the fulfillment of business continuity management system requirements.

The ENT Group has established and maintains the processes necessary for internal and external communication essential for an integrated management system, which includes topics to be communicated, frequency of communication, participants and method of communication, as well as a crisis communication plan. When establishing the communication process, ENT Group takes into account its compliance obligations, while considering brand management, and ensures that the communicated information, including information related to corporate social responsibility and the environment, is reliable, accurate and relevant.

The established integrated management system includes documented information necessary for the effectiveness of the integrated management system within the ENT Group. The scope of documented information and the media on which it is maintained are adapted to the specific characteristics of the ENT Group, the expertise of its personnel, the high level of ICT utilization and the effectiveness of communication. Documented information is maintained in compliance with applicable legal requirements.

6 Performance evaluation

In accordance with the requirements of the applicable standards and the ENT Group's strategy, the organization has defined what is to be monitored and measured, as well as the methods for monitoring, measurement, analysis and evaluation. Monitoring and measurement enable the collection of objective data used to assess the achievement of integrated management system objectives and, in the event of deviations, to define improvements and integrated management system management programs.

The Management Board and Executive Management use the results of the analyses for the evaluation of the following:

- compliance of products and services with requirements,

- degree of customer satisfaction,
- implementation and effectiveness of the integrated management system,
- effectiveness of planning,
- effectiveness of measures taken to address risks and opportunities,
- supplier results and
- need for improvements to the integrated management system.

The ENT Group regularly conducts internal audits to verify the compliance and effectiveness of the integrated management system against the requirements of ISO standards and applicable legal regulations. The planning of internal audits is based on the importance of individual processes to the functioning of the system and the results of previously conducted audits.

The Management Board and Executive Management of the ENT Group review the integrated management system at least once a year to ensure its suitability, adequacy, effectiveness and alignment with the ENT Group's strategic direction.

7 Improvement

The ENT Group continuously identifies and takes advantage of improvement opportunities in accordance with the requirements of applicable ISO standards, with the aim of increasing the satisfaction of customers and other stakeholders.

The Management Board and Executive Management of the ENT Group ensure the continuous improvement of the suitability, adequacy and effectiveness of the integrated management system and all related processes. For this purpose, the results of measurements, evaluations and management system reviews are systematically analyzed, on the basis of which improvement needs and opportunities are identified and appropriate actions are implemented.

Continuous improvement is an integral part of all business activities and processes and is carried out with the provision of the necessary resources and the active participation of employees at all levels of the organization.