

HR MEET 2009

Lead The Future

Presentation By:

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February 27, 2009

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TeliaSonera in brief

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TeliaSonera – Merger of Swedish Telia and Finnish Sonera in 2002

EUROPE, BALTI & SPAIN

- 1 Finland
- 2 Sweden
- 3 Norway
- 4 Denmark
- 5 Estonia
- 6 Latvia
- 7 Lithuania
- 8 Spain

EURASIA

- 9 Russia
- 10 Turkey
- 11 Ukraine
- 12 Belarus
- 13 Moldova
- 14 Georgia
- 15 Azerbaijan
- 16 Kazakhstan
- 17 Uzbekistan
- 18 Tajikistan
- 19 Afghanistan
- 20 Nepal
- 21 Cambodia

- Geographical footprint covers more than 476 million people in the world
- TeliaSonera and its associate companies serve more than 130 million people in 21 countries
- Approx. 32,000 employees

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Our Business Ethics

- "Clean Company" policy
- Code of ethics and conduct
- Transparent way of working
- Act in accordance with the country's laws
- Always stay politically independent
- Strong government relations based on what we do for the country
- Fair selection of employees & suppliers
- Management Policies & Practices
- Solid internal control environment

code of ethics & conduct

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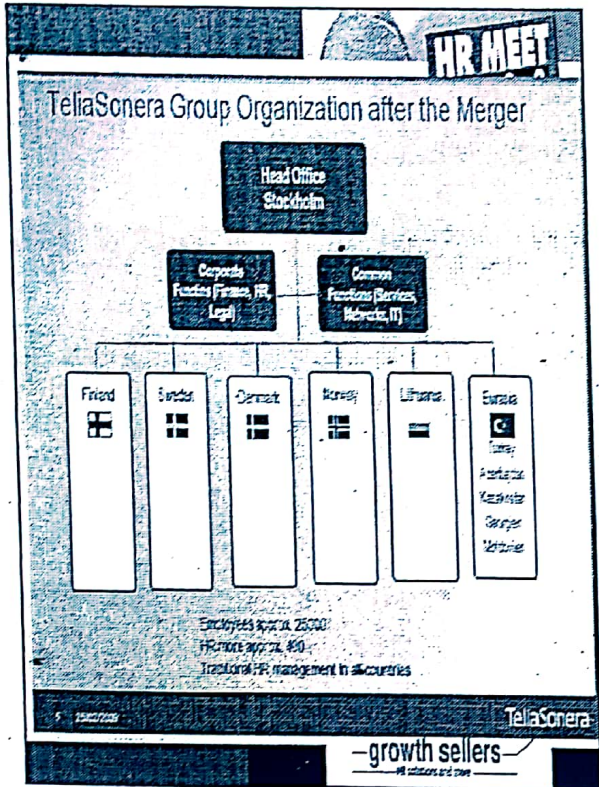
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"The Human Mind is our fundamental Resource"
—John F. Kennedy

**HR Transformation in TeliaSonera
Way to HR Business Partner**

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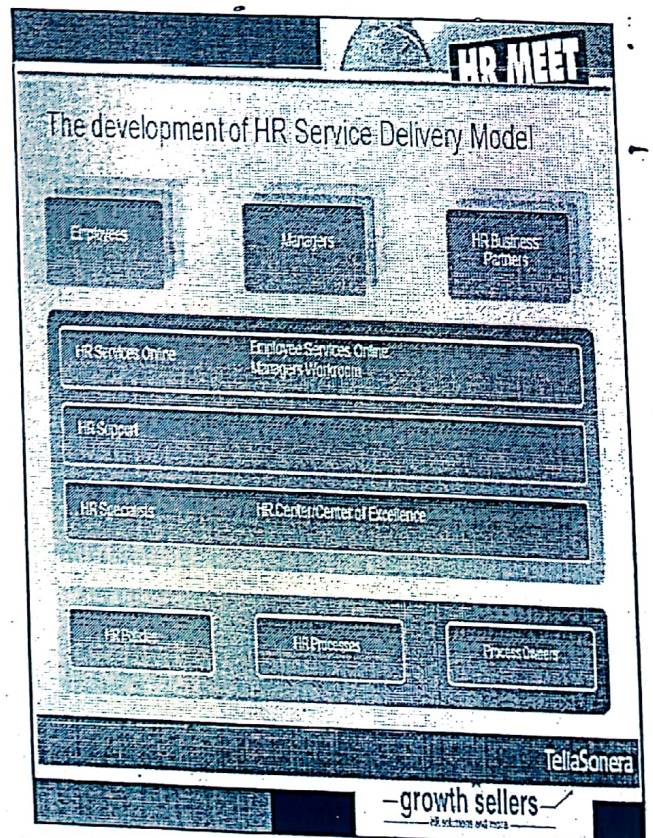
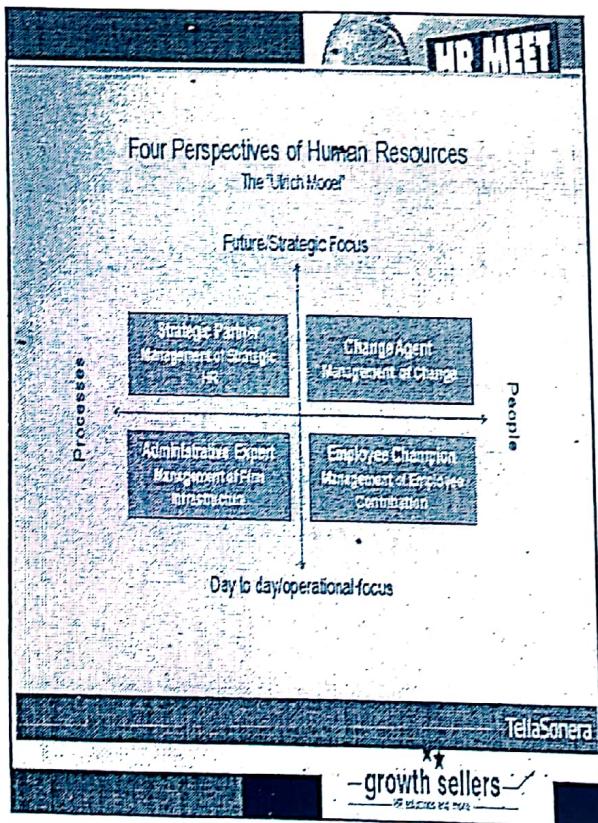


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Main Targets of the Transformation

- Be accepted and appreciated as Business Partner to make value for the business
- > Increased efficiency – New HR Service Delivery Model and Organization set up
- > Deployment of synergy benefits - economy of scale
- > Common processes and ways of working
- > Promotion of company values
- > Implementing a new common management culture

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Foundation HR Business Partner

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Foundation of the HR Business Partner

<ul style="list-style-type: none"> Drive & Commitment Dedication (Behaviour) Life/work balance (Ability) Personal Development Drive 	<ul style="list-style-type: none"> Attitude & Values Company Values Self-Knowledge Mobility
<ul style="list-style-type: none"> Achievements Organizational performance 	<ul style="list-style-type: none"> Knowledge & Experience Management Experience Functional Knowledge & Experience Customer Knowledge Multinational Knowledge & Experience Basic Education

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Foundation HR Business Partner

Drive & Commitment

- > Dedication (Behaviour)
 - Work is important for you. Work gives you energy, pleasure, fulfilment and satisfaction.
 - You are motivated and always trying to do your best and exceed expectations.
- > Life/work Balance (Ability)
 - You recognize the importance of working hard as well as taking care of yourself and your social life in addition to your work. You find a way to balance both.
- > Personal Development Drive
 - You are committed to continuous learning and development and pro-actively take advantage of the opportunities to develop yourself and people around you.

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Attitude & Values

- > Company Values
 - You are inspired and committed to living the company values and also inspire others. You take pride in being an employee of your company.
- > Self knowledge
 - You are aware of your strengths and limitations and encourage constructive criticism about what other people think of you. You take actions to develop yourself and match yourself with people who complement you.
- > Mobility
 - You are willing to relocate from your "home" unit to another company unit or country.

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Achievements

- > Organizational Performance:
 - You have a proven track record of achieved results from an organizational perspective i. e.
 - > People
 - > Processes
 - > Products
 - > Projects
 - > Change

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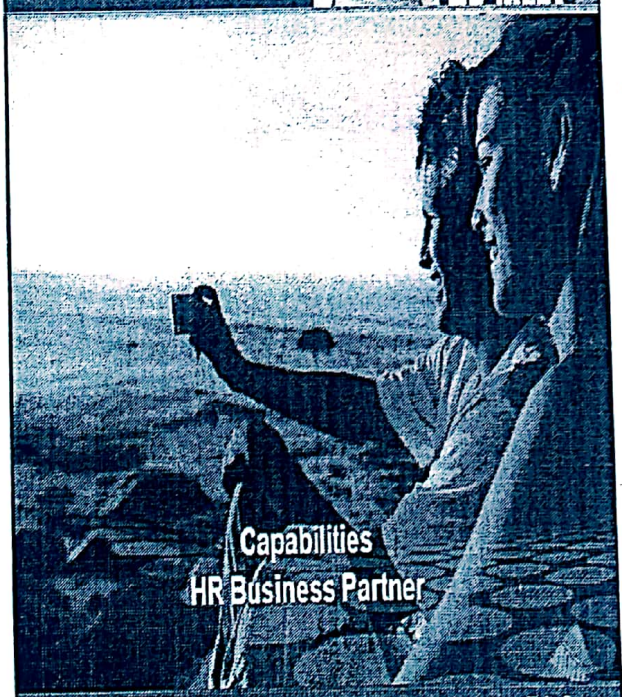
Knowledge & Experience

- > Management Experience
 - You have had budgetary responsibility and have been/are a manager for managers.
- > Functional knowledge & Experience
 - You have proven knowledge and experience from at least two practices within HR.
- > Customer knowledge
 - You have directly interacted and personally built relationships with customers.
- > Competition Knowledge
 - You keep pace with what competitors are doing and monitor their actions and progress. You take actions to be ahead of the competitors.
- > Multinational Knowledge & Experience
 - You have worked directly with different cultural settings and multinational teams. You are able to work unhampered in English.
- > Basic Education
 - University degree in a relevant field.

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**Capabilities
HR Business Partner**

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Capabilities - HR Business Partner

- > The Relater
 - Identify key stakeholders
 - Build relationships
 - Influence at all levels
 - Build and maintain networks internally and externally
- > The Analyst
 - Analyze management information to diagnose business, organizations and people issues
 - Identify issues by observing and interpreting behaviour
 - Challenge the thinking and perception of the business leaders
- > The Intervener
 - Influence and shape the management agenda
 - Develop structured conclusions and recommendations
 - Identify blocks and develop strategies to overcome them

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Capabilities - HR Business Partner

- ✓ **The Contractor**
 - Develop HR plans aligned with business plans
 - Develop business cases
 - Contract with managers concerning scope, deliverables, timelables and costs
 - Manage expectations
 - Identify and source appropriate delivery resources
- ✓ **The Evaluator**
 - Monitor performance
 - Qualify the business value of services and outputs delivered
 - Facilitate experience sharing to ensure stakeholders and HR

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Senior HR Management Priorities today

- ✓ **The New Organization up and running**
 - Focus on efficiency targets
- ✓ **Define and develop TeliaSonera People Agenda**
 - Priorities, strategies and plans on the basis of business needs
- ✓ **High Performance Culture**
 - Implementing a performance management system
- ✓ **Common platform**
 - HR systems and policies
 - Online services and processes

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TeliaSonera HR organization today

Employees approx. 30 500
HR employees approx. 200
10 HR Business Partners

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Part of TeliaSonera Group

Spice Nepal Private Ltd

Human Resources In Spice Nepal Pvt. Ltd

JERO
mobile
& BUSINESS solutions
FOUR IDEAS OPPORTUNITIES

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Spice Nepal Private Ltd.

Company Profile

- ✓ Spice Nepal Pvt. Ltd established in 2004 & commercial launched with Moro Mobile brand in Nepal on 17th September, 2005.
- ✓ The first private GSM mobile operation in Nepal.
- ✓ Subscribers at the moment : 1.74 million
- ✓ Market Share : 41%
- ✓ Services Delivered : Voice, SMS, Gprs Edge, MMS, PRBT
- ✓ Coverage : 14 zones of Nepal and Tie Up with more than 146 operators of 63 countries as it's Roaming Partners
- ✓ Total nr of employees : 418
- ✓ Part of TellaSonera – Eurasia : October 2008



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Targets for 2009

- Review HR Policies and Practices to become a preferred employer in the market
 - Review, define and implement best practices to increase efficiency and job satisfaction.
- Training & Development
 - Mgmt Development and focused individual career development
- Performance Management system
 - Linkage to Meeting Targets and Rewarding on results
- Retention
 - Good working environment, working conditions, benefit package, people management and internal communication that enable high performance.



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