

# Sustainability Report

2021

Yettel.



Hungary



# Welcome address by the CEO 102-14

Sustainability has a long history and has always been important in our company's life. We believe that a business can be sustainable only if it incorporates all three pillars of sustainable development, that is, environmental and social considerations in addition to economic ones. We, as a company, were always committed to the approach that technology is an integral part of the key solutions for the challenges of the ever-changing social and economic environment.

Telecommunications is a constantly evolving industry and we can never lay back. The last period was extremely difficult as a leader and we have faced extraordinary challenges as a responsible company, as well. The pandemic, the war in our neighbourhood, the energy crisis and the inflation have set conditions that has been challenging us in many ways.

The supportive community within Yettel has been a great help in every hard situation we have faced in the recent years. In Hungary, we were one of the first companies that switched to home office in about 2 days, as the lockdown was introduced, to protect our colleagues as fast as we can. We handled the unprecedented increases in data traffic and supported the economy as a whole in managing the effects of the

pandemic. As the war started, in the first days of March 2022, we provided nearly 10,000 topped-up SIM cards to Ukrainian refugees, while our colleagues worked at the border and at the help-centers as volunteers. Helping the people in need was never a question within our community.

As I can experience, connection has never been so important as nowadays. Consequently, one of the challenges we are facing now is the constantly growing demand for data consumption. In 2021, we started a nationwide network modernisation project to increase our network capacity by 2.5 to 3 times and provide our customers with a network that is faster and more reliable.

Besides modernisation, we are committed to decrease our environmental footprint as the biggest part of our emissions are attributed to our core business which is made up of mobile devices we sell and base stations we operate. For that reason, it is an important step that through PPF Telecom Group we have publicly committed to setting GHG emissions targets aligned with the Science Based Targets initiative.





Talking about ESG, we have an intensive cooperation with our parent company, implemented the sustainable development strategy of PPF Telecom Group, and we have just recently developed our own ESG strategy. I have a strong vision that by maintaining a robust corporate governance, business ethics and regulatory compliance framework of our operations, we can reach our sustainability goals for the years ahead.

We have four main focus areas regarding sustainability. We are committed to tackle environmental and social challenges through our technology products and services, as well as dedicated corporate citizenship programmes; to reduce the environmental impact of our operations throughout our value chain, whilst leveraging new technologies to facilitate our environmental transformation; and to safeguard health, safety and well-being of our employees, customers, partners, suppliers and communities in which we operate, while ensuring dignity and equality for all.

We know that besides the reliable and modern network we sustain, and the constant technological development, digital education and internet safety are also key elements for a conscious future generation. I am proud of what have we done so far in this field. Our digital education programme, ProSuli (ProSchool), which currently includes 135 member schools, has been running to promote and develop digital education methodologies since 2015. We are constantly

searching for opportunities and spreading our activity to reach as many teachers, children and their parents as we can.

I would also mention that we have strong and deep connection with NGO's that could deliver real and long-term support for the people in need in Hungary. Last Christmas, together with the Hungarian Red Cross, we launched a HUF 50 million Digital Inclusion Fund to support the digital inclusion of socially deprived people. We are the main sponsor of KórházSuli (Hospital School), a programme helping children disadvantaged due to their health condition catch up with their studies, and we have also been a long-time partner of the Hungarian Reformed Church Aid with which we launched the Digital Springboard competition to promote digital inclusion two years ago.

Despite the serious challenges we expect to face in the current economic environment, I believe that the telecommunications sector can be one of the areas that can bring some stability into the life of our immediate and wider communities, as well.

**Peter Gažík**

**CEO of Yettel Hungary**





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# Yettel Hungary

102-1, 102-2, 102-6

Yettel Hungary<sup>1</sup> is one of Hungary's leading mobile operators present in the local market since 1994. Leveraging the potentials of mobile communications, Yettel wants to provide its residential consumers, large corporate clients and small and medium-sized business customers with products and services that allow them to stay connected, facilitate information and data transfer while contributing to sustainable development through their innovative nature.

## The Yettel Hungary in numbers

102-7

The company provides efficient, affordable and easy-to-use voice and data solutions, digitally accessible content, business solutions and value-added services to more than 3 million customers. With its continuously developing network - available to 99.53% of the Hungarian population - and offering innovative services, it is a long-term investor in the local market.



More than 130 Yettel shops nationwide



1,473 employees



1 million customers



99% of nationwide 4G coverage



5G coverage available to nearly 500,000 people

<sup>1</sup>Until 1 March 2022, our company operated under the name Telenor Magyarország Zrt.





In 2021, Yettel Hungary had  
**98**  
company-owned and  
**37**  
partner shops across the country.

102-3, 102-4, 102-7, 102-10

In February 2020, we launched a major organizational restructuring process, gradually phasing out our network of partner shops and transforming them into wholly-owned shops. The project continued in 2021, with 54 partner shops insourced this year. Our customers are served by a total of 1,473 colleagues including our shop staff as well as employees in our HQ building, the Yettel House in Törökbálint and our Call Center in Szeged.

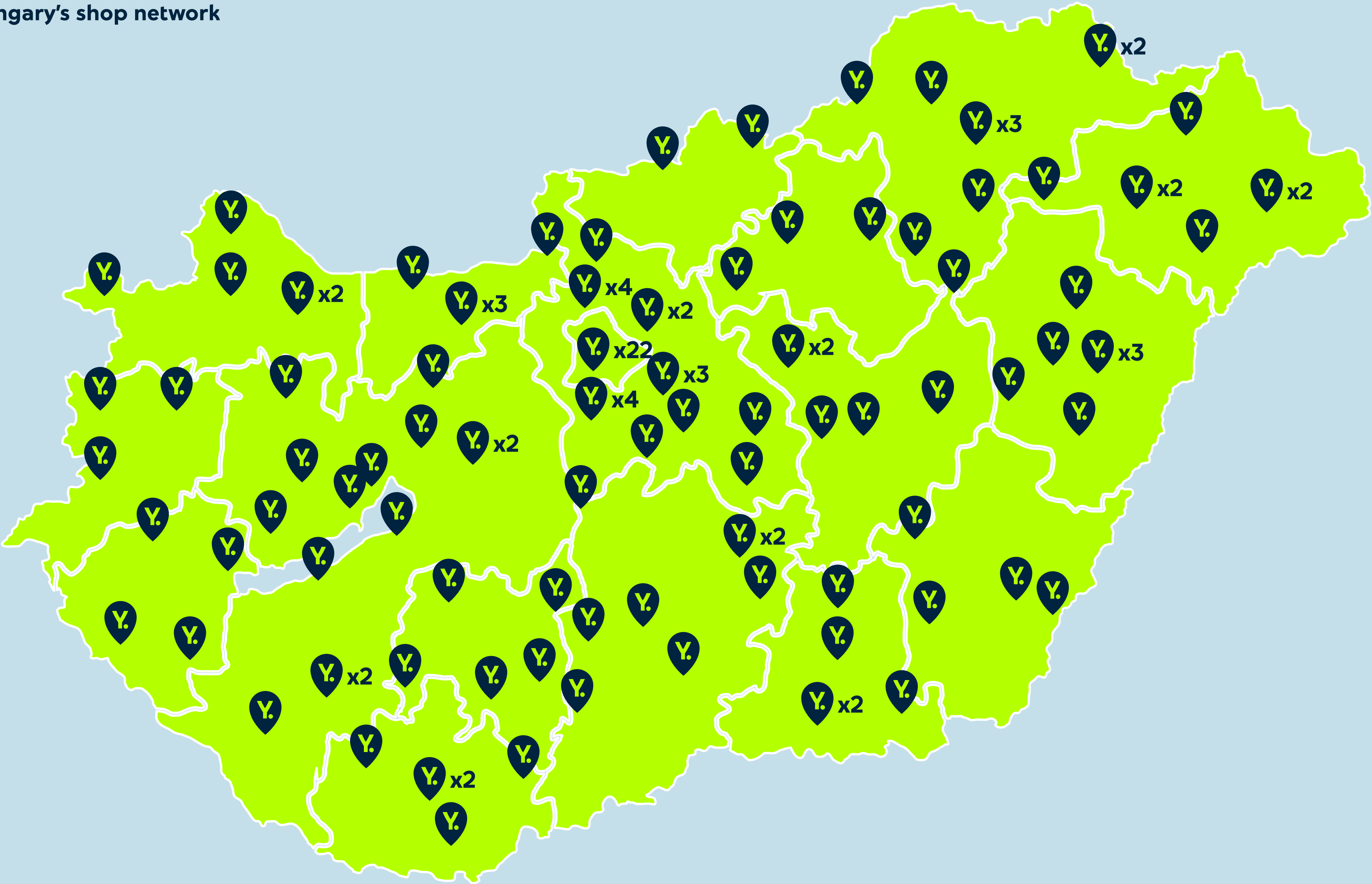


In summer 2021, more than 100 Yettel shops were made dog friendly across Hungary making the everyday life of dogs and their owners safer and more flexible. Water plates and mats were placed for pets in all shops. Dog-friendly shops are marked with a shopwindow sticker and customers can also check on Yettel's website which shops can be visited with a dog or a cat.



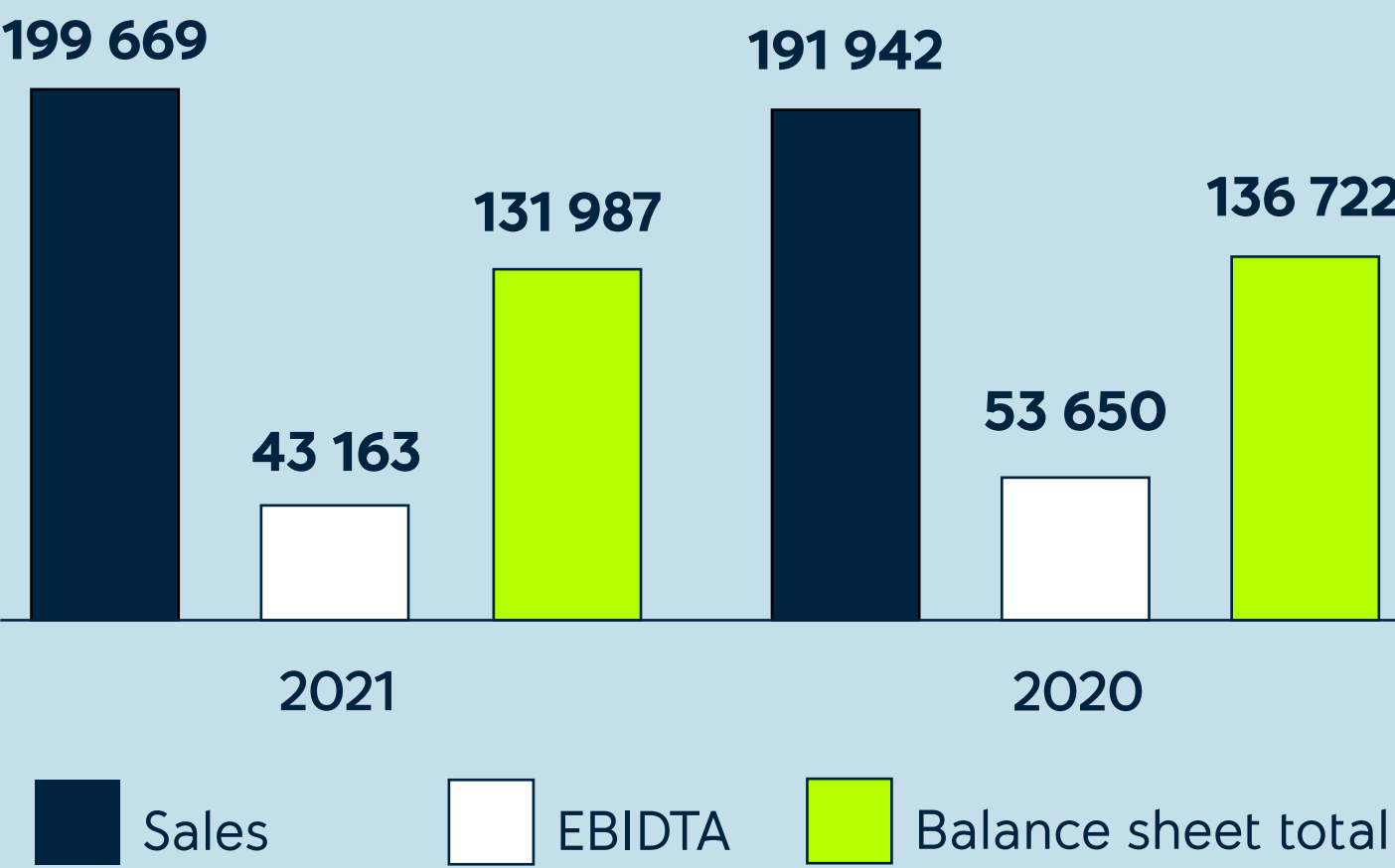


The map of Yettel Hungary's shop network



In July 2020, PPF Group became the first company in the Hungarian telecommunications market to introduce a new, innovative business model, separating the company into a network infrastructure provider and a mobile operator business unit. Accordingly, since July 2020, Yettel has focused primarily on its service offerings, serving residential and business customers. CETIN Hungary, the new company responsible for infrastructure development and networks, is now a subcontractor enabling us to offer high-quality voice, data and other telecommunications services through its IT infrastructure and internet security solutions.

Financial performance (HUF million) 102-7



Products and services 102-6

Mobile services mean more to us than just technology. We believe that the benefits of mobile communications, including mobile internet and mobility in general, should be made available to all. Mobile communications can be both a catalyst for economic growth and a key contributor to social development.

At Yettel, we believe that mobile communications, including mobile internet and the benefits of mobility, in general, should be made available to all through affordable and reliable services.

At Yettel, we offer both traditional mobile services and innovative technology solutions to meet the diverse needs of our customers. Our traditional services include mobile voice and data services. We offer smartphones, tablets and other accessories with our tariff plans, expanding the possibilities of mobile internet. At Yettel, we are committed to continuous innovation, which is why we are adding new, innovative financial and digital solutions to our service portfolio. These include TV streaming services and contactless payment. In 2020, the company launched its fixed-line internet service offering unlimited data to customers, and in 2021 it parted with its role as a traditional mobile operator by launching a 4G-based home internet service offering unlimited data in the consumer

market. In December 2021, Yettel introduced eSIM for medium-sized and large corporate customers in the first phase. In partnership with 4iG, a managed firewall service was launched for the same customer segment which is also outside the scope of traditional mobile services in Yettel's portfolio.

Our products and services provide access to one of the country's fastest networks relying on 4G and 5G technologies.

Number of SIM cards generating traffic for Yettel <sup>2</sup>	2021
Total number of SIM cards generating traffic (excluding M2M cards)	2 856 100
Of which consumer SIM cards in total	2 168 399
Of which business SIM cards in total	687 701
Number of M2M SIM cards generating traffic	433 426
Total	3 289 526

<sup>2</sup> Number of SIM cards generating traffic for Yettel.



## Background of the Yettel brand 102-5, 102-10

PPF Group acquired the mobile subsidiaries of Telenor Group in Central and Eastern Europe in 2018. In 2019, Antenna Hungária purchased a 25% stake in Telenor Hungary, and since then 75% of the company has been owned by the Czech PPF Group.

The company started working on the new brand replacing Telenor in the countries of the region in 2021. The launch of the Yettel brand and Yettel Hungary on 1 March 2022 was a key milestone in our company's history.

### PPF Telecom Group

PPF Telecom Group is a leading provider of telecommunications services in Central and South-eastern Europe, with companies operating in Czechia, Slovakia, Hungary, Bulgaria and Serbia. PPF Telecom Group is part of PPF Group, an international investment group founded in the Czech Republic in 1991.

### The Yettel brand

Yettel was officially launched in March 2022. The brand aims to be a modern telecommunications brand, embracing the latest trends and understanding the growing role of technology in people's lives. Along with the Yettel brand, our portfolio has also changed in order to offer real 21st century solutions to our customers. Our simple, yet high-quality services enable our customers to spend their time on what really matters to them, so they can successfully overcome challenges in their everyday lives.


### The history of Yettel Hungary



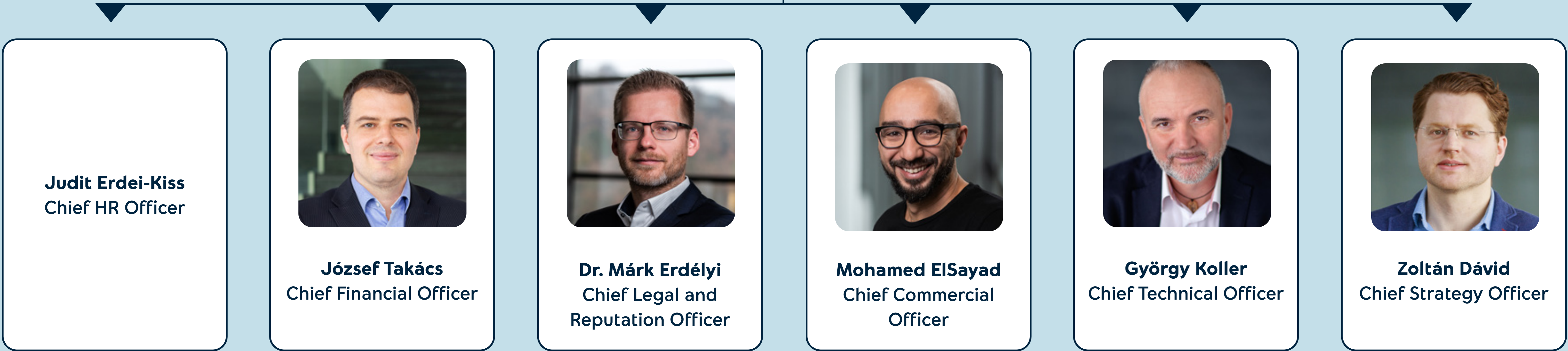


# Leadership Team of Yettel Hungary

The senior management of Yettel Hungary as of 31 December 2021



**Peter Gazik**  
Chief Executive Officer





# Sustainability at Yettel

102-11, 102-12

## PPF Telecom Group's sustainability strategy

In 2021, PPF Telecom Group started its journey to formalise its sustainability strategy. All its subsidiaries were closely involved in the process including Yettel Hungary's management, participating in the development of the strategic ambitions and targets setting.

## ESG strategy of Yettel Hungary

Yettel Hungary's sustainability strategy is in line with the sustainability strategy developed by PPF Telecom Group. To action the strategy here in Hungary we have adjusted the targets to reflect the local settings and expectations, as well as company's position and its practices.

**Yettel Hungary's first ESG strategy for the 2023-2028 period identifies the key focus areas of our sustainability efforts for the next 5 years. We will integrate sustainability as a comprehensive principle into our strategic thinking and daily business.**

We aim to deliver on our goals in the next five years (2023 - 2028). When developing our strategy, we tried to set realistic yet ambitious goals. To make our performance measurable and comparable, we set quantifiable and specific goals, taking 2021 as a baseline year. To deliver on our ambition, we will be further developing a detailed action plan in 2023.







At Yettel, we know that through our products and services, we have a big impact on our customers' everyday lives and the wider environment. At the company, we are working to bring the benefits of ICT to everyone, while acting responsibly, ethically and transparently in our business activities and decisions, while striving to minimise any adverse social and environmental side effects.



## Pillars and goals of Yettel's ESG strategy (2023-2028)





I



-  Reducing inequalities by providing reliable connections for all
-  Promoting digital education and awareness
-  Safeguarding information security and personal data
-  Digital technologies to accelerate the social integration of people with disabilities



II



-  Serving the communities and putting our values into action
-  Safeguarding the health, safety and wellbeing of the employees
-  Accelerating the integration of people with disabilities and creating inclusive workplace
-  Encouraging women in their careers



III



-  Reducing our CO<sub>2</sub> emissions in Scope 1, 2, 3
-  Supporting a circular economy

IV



-  Sourcing responsibly and sustainably
-  Promoting sustainability as an integral part of Yettel Hungary's strategy





## I. Pillar: Accelerating Technology for a Sustainable Future

### 1. Reducing inequalities by providing reliable connections for all

- We will continue to invest in 5G roll-out so that the energy efficiency and positive social effects of the new technology can be applied to the greatest extent possible.

### 2. Promoting digital education and awareness

- We aim to increase the number of children in our Digital education program on online safety and digital skills by 15 000 new children every year - Baseline: 60,000 in 2021

### 3. Safeguarding information security and personal data

- To deliver security solutions for data protection to at least 20% of the Yettel Hungary's contracted end-customers in the consumer segment by 2028.

- Improving internal security capabilities to support business goals - including security infrastructure capability improvements, improvements in technical architecture maturity, standardized security functions, information security governance and people dimension - staffing, awareness and training.

### 4. With digital technologies to accelerate the social integration of people with disabilities

- In order to ensure access to information for people with disabilities, we will make our website accessible until the end of June 2024.
- We will make the Yettel application and netshop accessible for disabled users until June 2025.



## II. Pillar: Reducing Yettel Hungary's impact on the Environment

### 1. Reducing our CO<sub>2</sub> emissions in Scope 1,2,3

- Reducing our CO<sub>2</sub> emission intensity in Scope 1,2,3\* \*PPF Telecom Group has publicly committed to setting GHG emission reduction targets aligned with the Science Based Targets initiative's target-setting criteria. The group will use the next 12-24 months to prepare a comprehensive programme to enable us to reduce GHG emissions.
- We will continuously increase the use of green electricity until 2028.

### 2. Supporting a circular economy

- We will collect 20,000 kg of e-waste (mobile phones, tablets and mobile routers) by 2028.
- We will continuously decrease our own paper usage related to our operation and commercial activity.





### III. Pillar: Putting People at the Center of our Business

#### 1. Serving the communities and putting our values into action

- We will launch a corporate volunteer program in 2023, by which employees will have the opportunity for dedicated time to volunteer regularly. (1 day/employee/year)

#### 2. Safeguarding the health, safety and wellbeing of the employees

- Number of injuries classified as severe, that might have been caused by negligence of the employer, should be zero.
- We aim to keep the participation in employee engagement surveys above 75%

#### 3. Accelerating the integration of people with disabilities and creating inclusive workplace

- Creation of employment program for people with disabilities by 2024. Over the next 12-24 months, we will be preparing a comprehensive programme to enable us to accelerating an inclusive workplace.

#### 4. Encouraging women in their careers

- Rate of women in the talent programs will exceed 40% every year (where applicable).
- Conduct re-integration programs for employees coming back from parental leave by 2023 (100% competition)



### 4. Pillar: Acting with Transparency and Integrity

#### 1. Sourcing responsibly and sustainably

- By the end of 2024, developing a supply chain engagement plan in line with the plan of PPF Telecom Group.

#### 2. Promoting sustainability as an integral part of Yettel Hungary's strategy

- Achieve 100% senior management participation and 75% employee participation in the following mandatory sustainability-related trainings every year:
  - ESG training
  - Health, Safety, Environment (HSSE)
  - Accessibility training
  - Cybersecurity
  - Data protection
  - Compliance and Ethics



## Management of sustainability topics 102-18

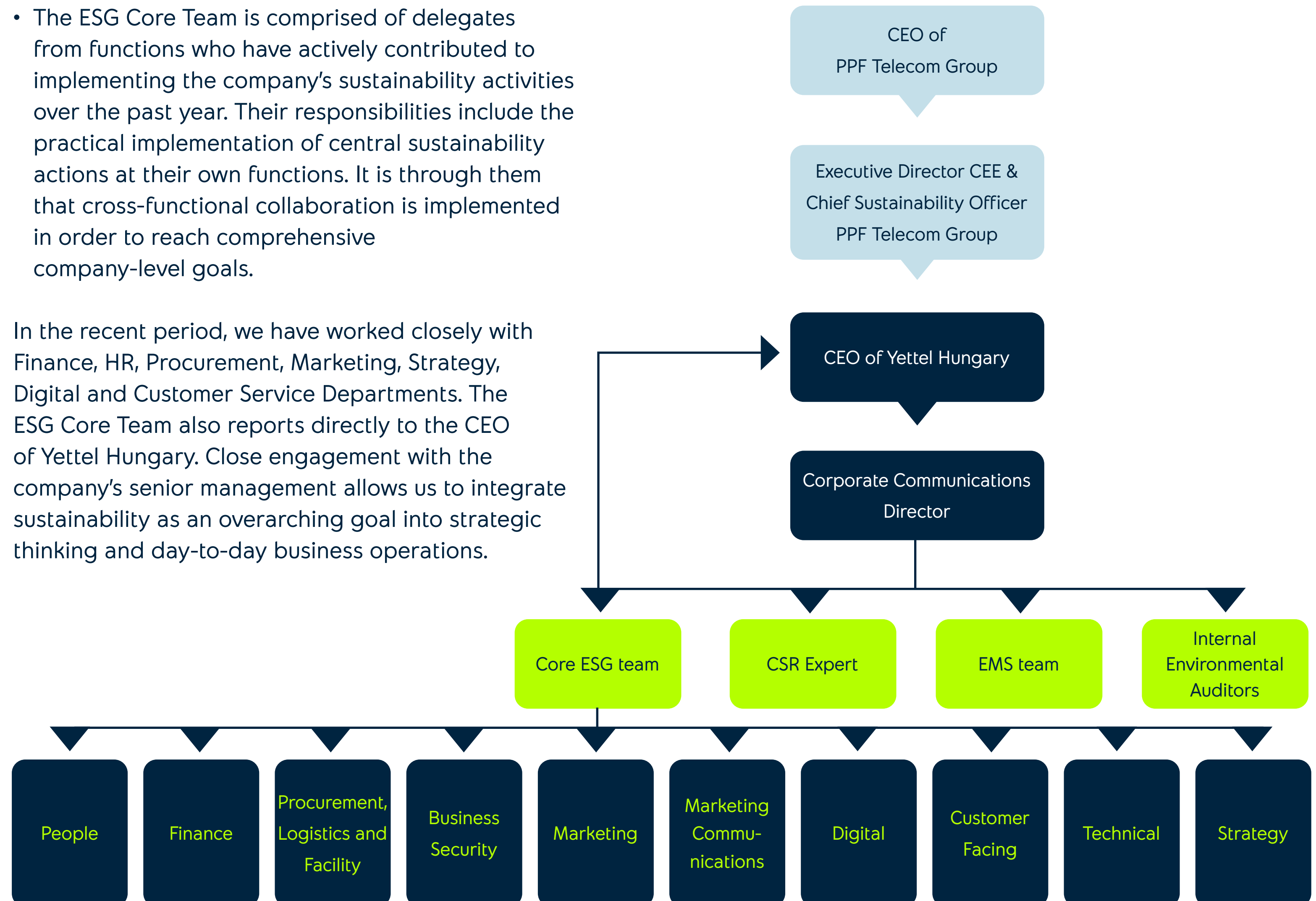
Sustainability challenges affect all functions. Therefore, we wanted to set up a comprehensive structure in our corporate governance system that would provide representation to all stakeholders.

Sustainability topics are primarily managed by our CSR Expert supported by the Corporate Communications Director. Their activities are complemented by the efforts of the EMS Team, internal environmental auditors and the Core ESG Team. They work on the implementation of sustainability activities under the guidance of the Corporate Communications Director.

- The EMS Team represents the functions relevant for the Environmental Management System.
- Internal environmental auditors are colleagues who have completed our internal auditor training course on a voluntary basis. As a result of this qualification, they perform the majority of the internal environmental audits at Yettel.

- The ESG Core Team is comprised of delegates from functions who have actively contributed to implementing the company's sustainability activities over the past year. Their responsibilities include the practical implementation of central sustainability actions at their own functions. It is through them that cross-functional collaboration is implemented in order to reach comprehensive company-level goals.

In the recent period, we have worked closely with Finance, HR, Procurement, Marketing, Strategy, Digital and Customer Service Departments. The ESG Core Team also reports directly to the CEO of Yettel Hungary. Close engagement with the company's senior management allows us to integrate sustainability as an overarching goal into strategic thinking and day-to-day business operations.





Sponsorship Committee

As a responsible company, Yettel manages its sponsorship and donation activities in accordance with business and sustainability goals and legal requirements. The Sponsorship Committee is responsible for approving sponsorships, donations and sustainability partnerships. The Sponsorship Committee evaluates sponsorship and donation requests submitted by the various functions and ensures compliance and control of the sponsorship process within the company.

Members of Yettel's Sponsorship Committee in 2021:



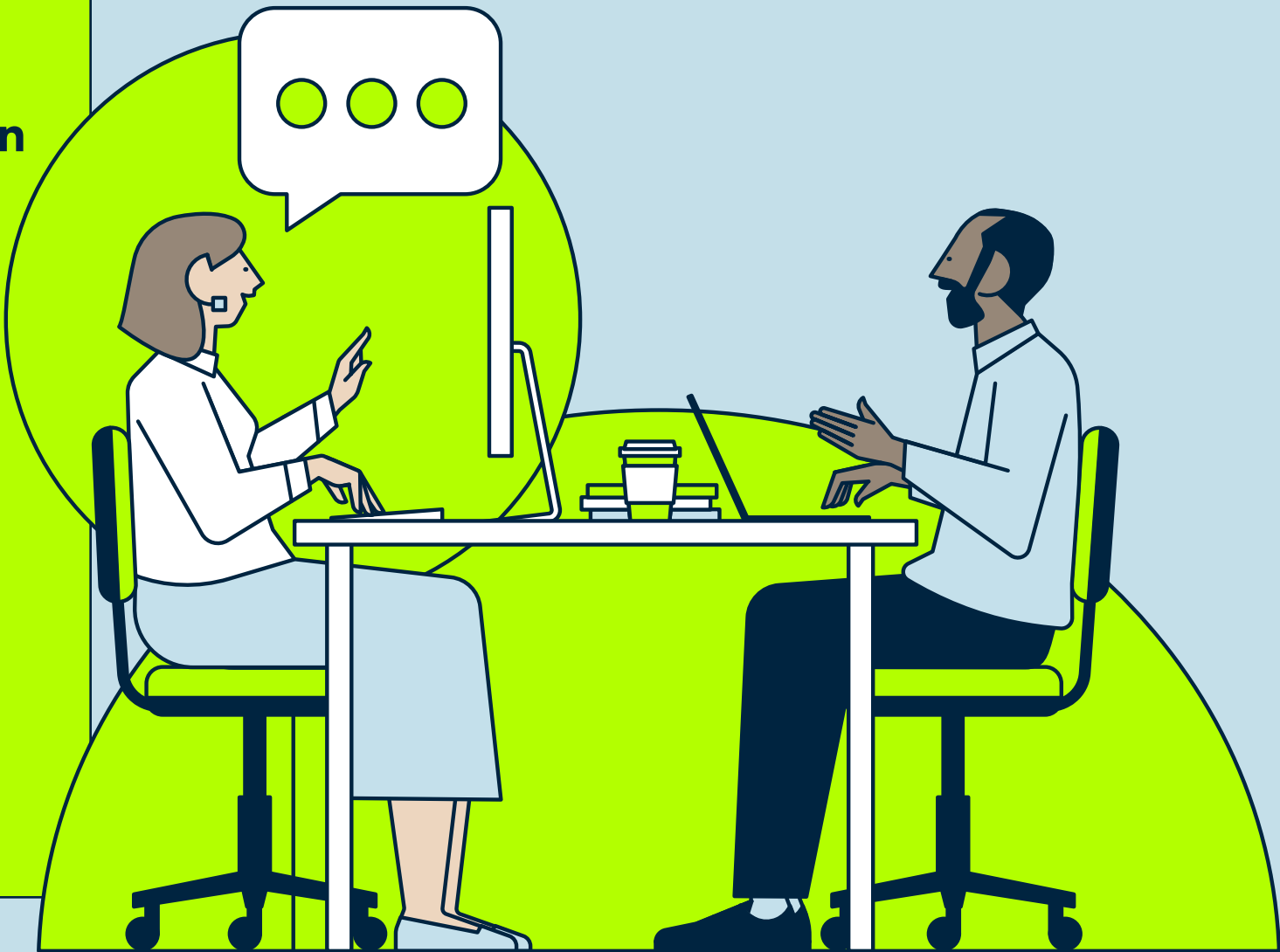


# Materiality analysis 102-47

In 2021, as a member of PPF Telecom Group, we participated in the group-wide materiality analysis where Yettel Hungary’s own material topics were also identified and assessed. The materiality questionnaire was completed by directors and senior managers. We evaluated the results of the questionnaire in an internal workshop and identified the most relevant topics. In addition to senior management, the workshop was also attended by business (B2B, B2C) and supplier managers, as well as CSR staff. Besides our own situation, the analysis also considered the relevant topics perceived by our external stakeholders. We ranked these topics according to their importance from our stakeholders’ perspective and according to the impact of our company on the environment and society. We identified eight of the sixteen global topics as material topics. These chosen topics are in line with the Group-level guidelines, but reflect our specificities and integrate the needs of our stakeholders.

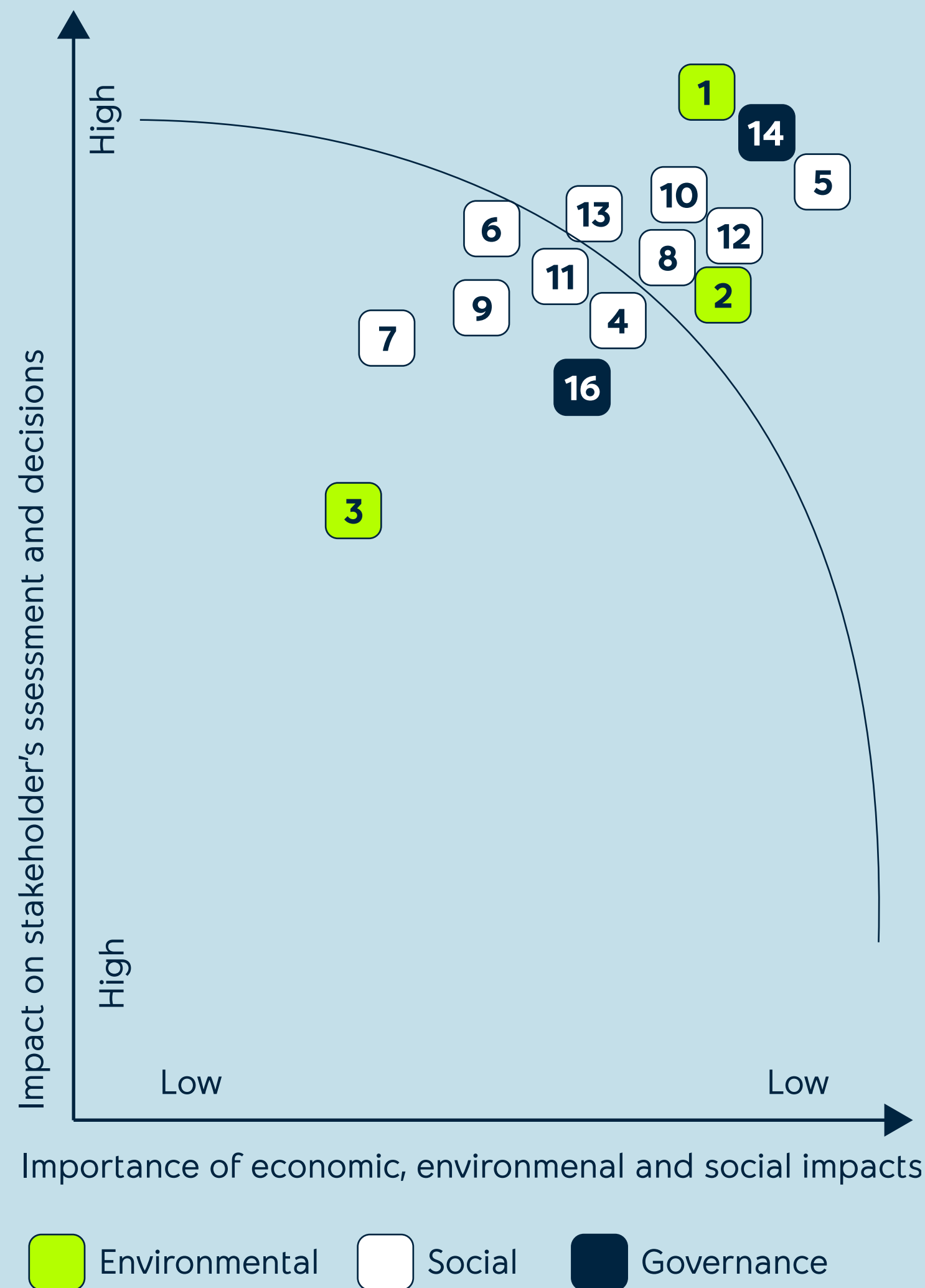
## Material topics of Yettel Hungary

- 1. Energy efficiency and climate change
- 2. Waste management and circular economy
- 3. Technology for a sustainable future
- 4. Responsible and transparent marketing communication
- 5. Talent management and career
- 6. Occupational health and safety
- 7. Human rights
- 8. Ethical and transparent governance





The result of Yettel Hungary's materiality analysis



**1. Energy use, greenhouse gas emissions and other air pollutants**

(e.g.: increasing the use of renewable energy, improving energy efficiency, reduction of GHG emissions, including air pollutants (e.g.: NOx, SOx, PM etc.))

**2. Raw materials and waste**

(e.g.: supporting the circular economy, recycling/repair of mobile devices and accessories etc.)

**3. Water use and water management**

(e.g.: reduction of water consumption, responsible water and wastewater management etc.)

**4. Direct and indirect economic impacts**

(e.g.: the direct and indirect economic value generated and distributed through wages and employee benefits, supplier payments, tax payments, GDP contribution etc.)

**5. „Technology for good”**

(e.g.: supporting the digital transformation; digital education; supporting society, customers and partners through innovative and new technologies, etc.)

**6. Cyber security, digital and personal data protection**

(e.g.: development of data protection systems, compliance with relevant regulations etc.)

**7. Network deployment**

(e.g.: responsible network development practices: addressing health issues related to electromagnetic fields (EMF), mitigating potential noise/visual disturbances and impacts, protecting biodiversity etc.)

**8. Responsible marketing communications**

(e.g.: measures aimed at responsible product use by minors, appropriate product labeling, responsible product/service descriptions, transparent pricing and contract terms, use of clear language etc.)

**9. Communities and social action**

(e.g.: CSR initiatives, programs supporting local communities, support for environmental protection initiatives (e.g.: tree planting, electronic waste recycling campaigns), support for local NGOs, etc.)

**10. Employment**

(e.g.: job creation, retaining and attracting employees, employee benefits etc.)

**11. Training and talent management**

(e.g.: learning and development programs, performance evaluation, talent programs etc.)

**12. Health and safety and well-being**

(e.g.: workplace occupational diseases, lost working days, prevention and/or management of absences, HSE training, health programs etc.)

**13. Human rights**

(e.g.: equal opportunities, diversity, integration etc.)

**14. Business conduct and ethics**

(e.g.: responsible governance practices, fight against corruption, compliance with relevant regulations, ethical business conduct etc.)

**15. Business continuity and emergency preparedness**

(e.g.: addressing physical risks related to climate change etc.)

**16. ESG assessment of business partners and suppliers**

(e.g.: evaluation of ESG aspects during supplier selection; human rights, responsible employer practices, environmental protection etc.)

# Stakeholder engagement 102-40, 102-43, 102-44

At Yettel, we pay particular attention to communication with our stakeholders. We incorporate the needs of our employees, customers, suppliers and local communities into our business operations, and we use feedback from our stakeholders to improve our operations, as well as our business and sustainability approaches.



Stakeholder group	Method of communication	Relevance of contact
 <b>Our employees</b>	Through our internal networks (internal policies, procedures, Code of Conduct, training materials, news, results, corporate tools), informal channels, training, community events, employee feedback	Our employees can only do their jobs to a high standard if they have all the tools to do so. Building a Yettel community creates synergies between functions, and a good working environment stimulates our joint performance. Engaging our employees helps organisational transformation and increases employee engagement to Yettel.
 <b>Customers</b>	Through our website, app, ads, newsletters, customer satisfaction surveys, personal contact in our stores, call center	To provide a high-quality business experience for our customers, it is important to get feedback from them. We want to get to know their preferences, needs and opinion on issues that are important to Yettel.
 <b>Suppliers</b>	Through our responsible procurement procedures	A sustainable supply chain is an essential part of our ethical and transparent operation. Through our procurement processes, we are building ethical and fair relationships with our partners.
 <b>Local communities</b>	Through our brand surveys, partnerships, advertising campaigns and volunteering activities	We use our market research and feedback to understand the widespread needs of the society. The information gained stimulates innovation in Yettel's service portfolio. By incorporating this information as a responsible company, we want to contribute to the collective well-being of the society.



# Accelerating Technology for a Sustainable Future

103-1, 103-2, 103-3

At Yettel, we want to enable all to benefit from digitisation. But as digital solutions have become embedded in every aspect of our lives, the role of responsible device and data use as well as that of digital education have increased significantly. We aim to help build a digital economy with inclusive and secure access for all.

With the launch of new and innovative technologies, we want to serve our customers at an increasingly high level. In 2021, we started rolling out our next generation 5G network, delivering faster and more secure access than ever before. We work with our customers' data every day, so privacy and cybersecurity are strategic priorities for us.

We believe that as a telecommunications operator, we have the responsibility to educate our users responsibly and develop their digital skills. We continued to be active in digital education in 2021 through our flagship initiatives (ProSuli/formerly named HiperSuli, TudatosNet, KórházSuli). We want to reach more and more people through our education programmes on sustainable digitisation.

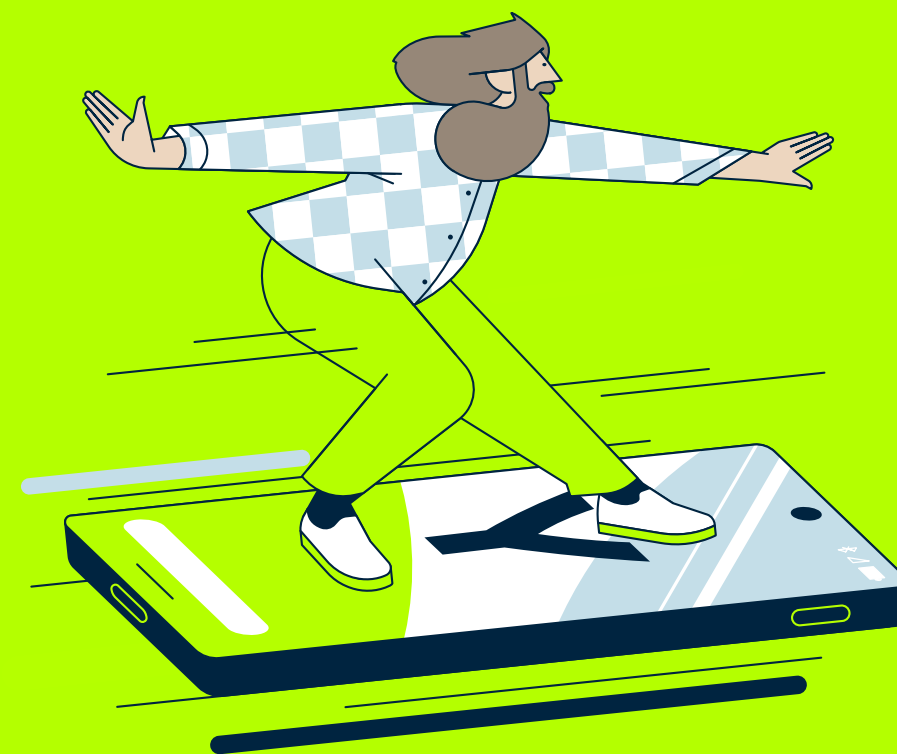




## Network development and 5G at Yettel: reliable access for all <sup>413-1</sup>

At Yettel, we strive to constantly innovate in order to deliver increasingly high-quality services. As we are surrounded by more and more mobile devices, data traffic on our networks is growing dynamically. We can only serve these at an improving quality through a new, modern network. In 2021, we launched full network modernization with CETIN Hungary including the renewal of both the radio and core networks. By the end of this multi-year process, not a single old component will remain in the renewed system. The modernization of the core network will not only support the adoption of the 5G technology, but it will also increase the capacity of the 4G network which is currently offering a 99% nationwide coverage by 2 or 3 times of its previous capacity level. Besides 5G, 4G development is important also because more than 90% of Yettel customers have an at least 4G-enabled handset which means they can enjoy the benefits of the higher capacity with a large nationwide coverage.

By the end of 2021, the benefits of the 5G network became available to 492,000 people, which equals to 5% of nationwide coverage. The network modernisation process is expected to end in 2024, but the number of 5G base stations will continue to grow after that, too.

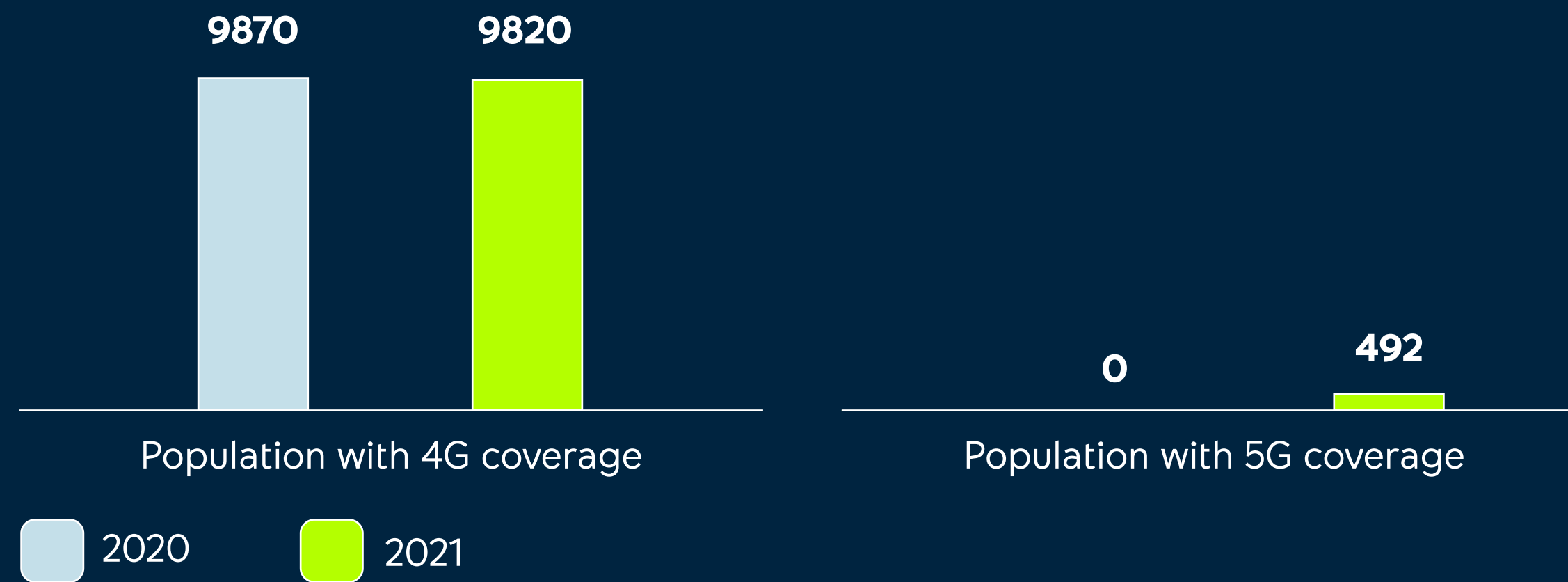


In the regions where it operates, PPF Telecom Group's goal is to **make 5G connectivity available to at least 50% of the population by 2024 and to 80% by 2027**. In urban areas, it aims to ensure 5G connectivity with more than 250 Mbps speed.





Total network coverage of Yettel Hungary (thousand people)



Total coverage of the 4G network (geographical coverage)



### 5G network benefits

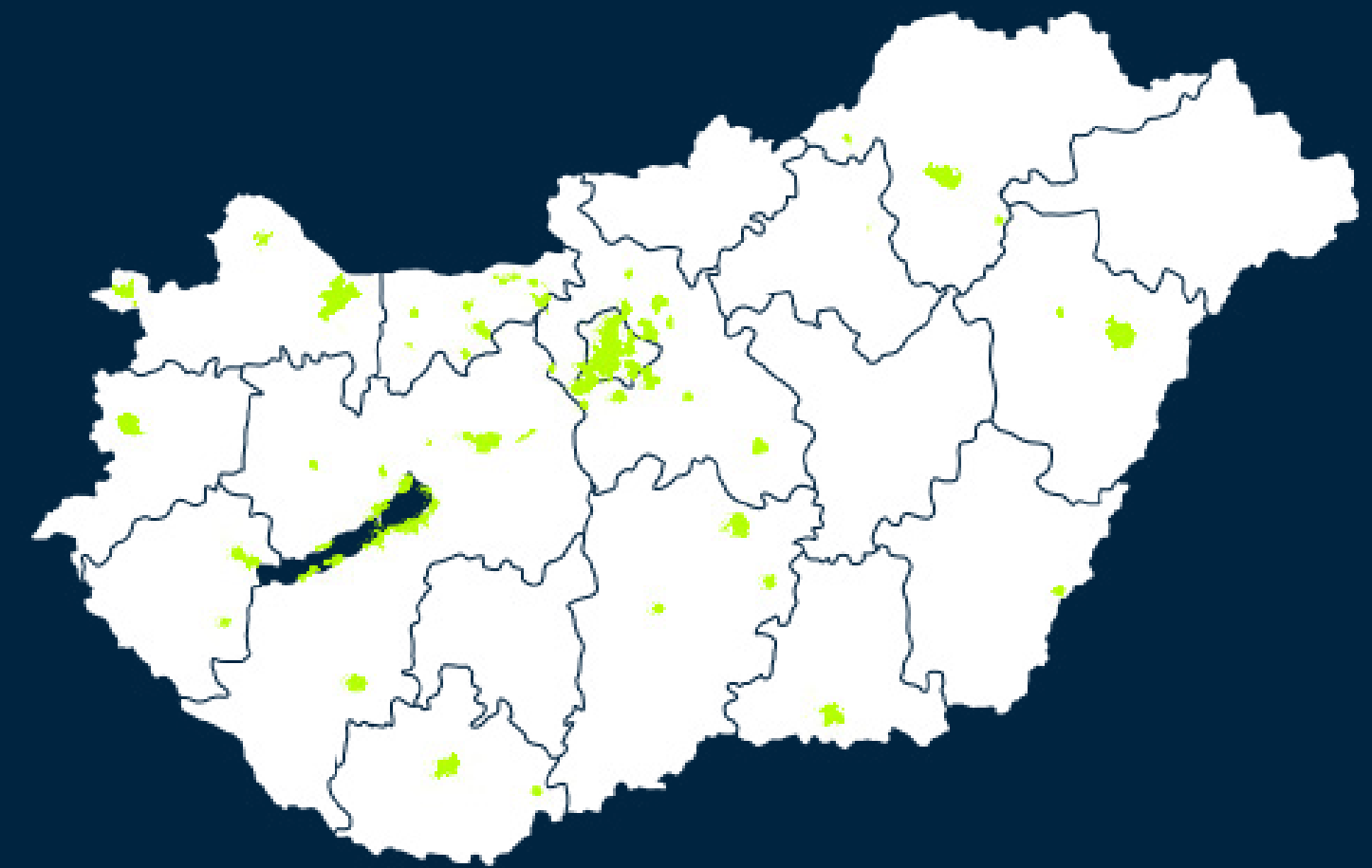
**Faster:** 5G technology is up to 10x faster than the current 4G network

**Lower latency:** Up to half the response time compared to 4G

**More efficient:** It can support 1 million devices per 1 km<sup>2</sup>



Total coverage of the 5G network (geographical)



## Promoting digital education and awareness

Our technology solutions help create equal opportunities for all. Our services support those who need them and contribute to improving their quality of life.

### Digital education in schools: the ProSuli (formerly known as HiperSuli) programme

Our ProSuli digital education program aims to introduce digital tools in schools and raise awareness. The project supports the work of teachers open to digital innovation by providing 30 hours of free accredited teaching materials, building teacher communities, organising professional programmes and, last but not least, supporting the digitisation of schools through mobile internet access. The programme is open and welcomes teachers and schools to join. In 2021, the number of schools participating in the programme increased from 46 at the beginning of the year to 101 by the end of it. 170 teachers started the accredited teacher training in 2021, of whom 50 have already completed it this year.

In 2020, driven by the desire to share the experience accumulated during lockdown education, Yettel's digital education programme announced a digital teaching material development competition for teachers. This initiative aimed to help teachers better navigate in digital education, expand their online opportunities in fields such as collaboration, testing and knowledge sharing. The teaching materials developed by the winners of the competitions were included in a freely accessible repository available to all. In response to the high demand for knowledge sharing from teachers and encouraged by the previous competition's success, the digital teaching material development competition was announced again in 2021. As a result, our online repository included already 30 videos by the end of 2021.



Since its launch and by the end of 2021, Yettel's digital education programme has been operating in **101 schools** across the country.





### LEGO robots conquer ProSuli schools

For the first time in 2021, Hungary hosted the local rounds of the FIRST LEGO League competition, a joint initiative by FIRST, one of the world's largest robotics communities, and leading global building toy manufacturer LEGO. Our company was the main sponsor of the Hungarian rounds of the robot-building and problem-solving competition, while its professional partner was Yettel's digital education programme. Six teams of four schools participating in the programme were enrolled in the competition. The "Breakthrough" special award of Yettel's digital education programme was granted to the team of the First Budensis German Language Teaching Minority Primary School of Budapest.

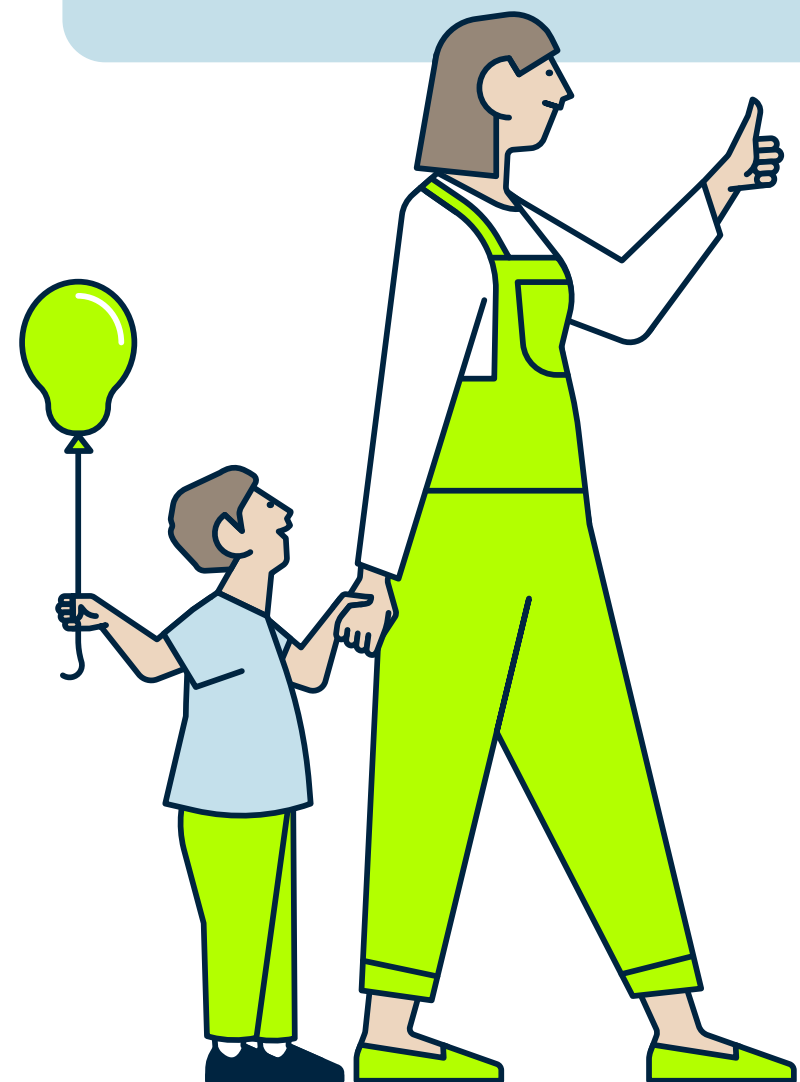


### KórházSuli programme

Since 2015, we have been supporting the KórházSuli programme, whose volunteers facilitate the learning and school reintegration of children who have been out of school for an extended period of time due to a medical condition treated at home or in a hospital. As part of this partnership, we provide unlimited internet access for teachers and students who participate in the programme. In 2021, Yettel supported the KórházSuli Foundation with a cash donation of HUF 8,000,000, 25 mobile Wi-fi routers, internet access, 2 mobile phones and voice services. In 2021, we gave our colleagues an opportunity to volunteer for the programme, and 6 colleagues have become active volunteers as a result.

### Digital Springboard programme

In the less developed regions of the country, some schools have no digital devices for teaching. In response to this need, we launched the Digital Springboard programme together with the Hungarian Reformed Church Aid in 2020. Thanks to the success of the programme, a new call for proposals was announced in 2021. Under the Digital Springboard programme, eight-grade primary schools received tablets and notebooks worth up to HUF 2 million per school. In addition to the ICT devices, the winner schools also received 30 hours of accredited ProSuli Digital Methodology Training. A total of 5 schools were selected in Baranya, Békés, Hajdú-Bihar, Somogy and Szabolcs-Szatmár-Bereg counties to receive a total of HUF 10,000,000 in 2021.





### Digital mentoring programmes (E-tanoda, Ózdi tanoda)

In addition to our own programmes, we are happy to support other social initiatives as well. These programmes aim to expand the opportunities of digital education and enhance its efficiency. By providing free internet access, we help online mentoring programmes in many parts of the country to make online education available in poorer, less developed regions. In 2021, we continued our collaboration with organizations such as the E-tanoda program of 21. Század Pedagógiája (21st Century Teaching) Foundation, and the Hungarian Reformed Church Aid in their Válaszút E-mentoring programme in Ózd.

**E-tanoda** is an online mentoring network. The programme involves students volunteering to help each other with online tutoring and personalised digital learning materials. In the 2020/2021 academic year, we provided internet access to 33 active study groups.

Yettel also supported the Digital Crossroads programme of **Ózdi tanoda**, which aims to provide participating students with digital tools and professional assistance with learning, future career choices and family care. Specifically, Yettel Hungary provided 120 students with free internet access.

### Hungarian-language AVAZ app for children and adults with communication disorders

One in 200 people have complex communication needs – that is, they are not able to make themselves understood verbally or in writing. The AVAZ app was designed to enable their accessible communication. The Hungarian version of the app was developed with Yettel's support at the end of 2020. In 2021, new features were added to the app. The adaptation of the app initially developed in India to Hungarian has been initiated and coordinated by the family of ten-year-old Vince Németh. They developed the Hungarian version of the app together with the experts of ELTE Bárczi Gusztáv Faculty of Special Needs Education including linguists, psychologists and AAC experts, as well as the Little Heroes Foundation (**Kis Hőseink Alapítvány**). The project was supported by Yettel as a sponsor.

The app includes 45,000 pictures that can be used by individuals to create their own active vocabulary and compile sentences uttered in Hungarian. The app provides users with a personalized core vocabulary of up to 4,500 words that can be complemented using the pictures available in the app and own photos. Brand new individual glossaries can also be created. The Hungarian version also includes the vocabulary of textbooks from the lower grades of primary school. This helps those children – who are unable to verbally communicate – join integrated classroom education. Due to further development supported by Yettel in 2021, the app now offers a larger

customizable glossary and words can now be inflected when selecting pictures. In addition, users can decide whether they want to use a female or a male voice to express their thoughts. Yettel granted 50 users free access to the for-pay app.

**AVAZ** is the first Hungarian-language alternative and augmentative communication (AAC) application that allows the user to conjugate words when selecting images, and thus create more understandable messages without the use of letters.

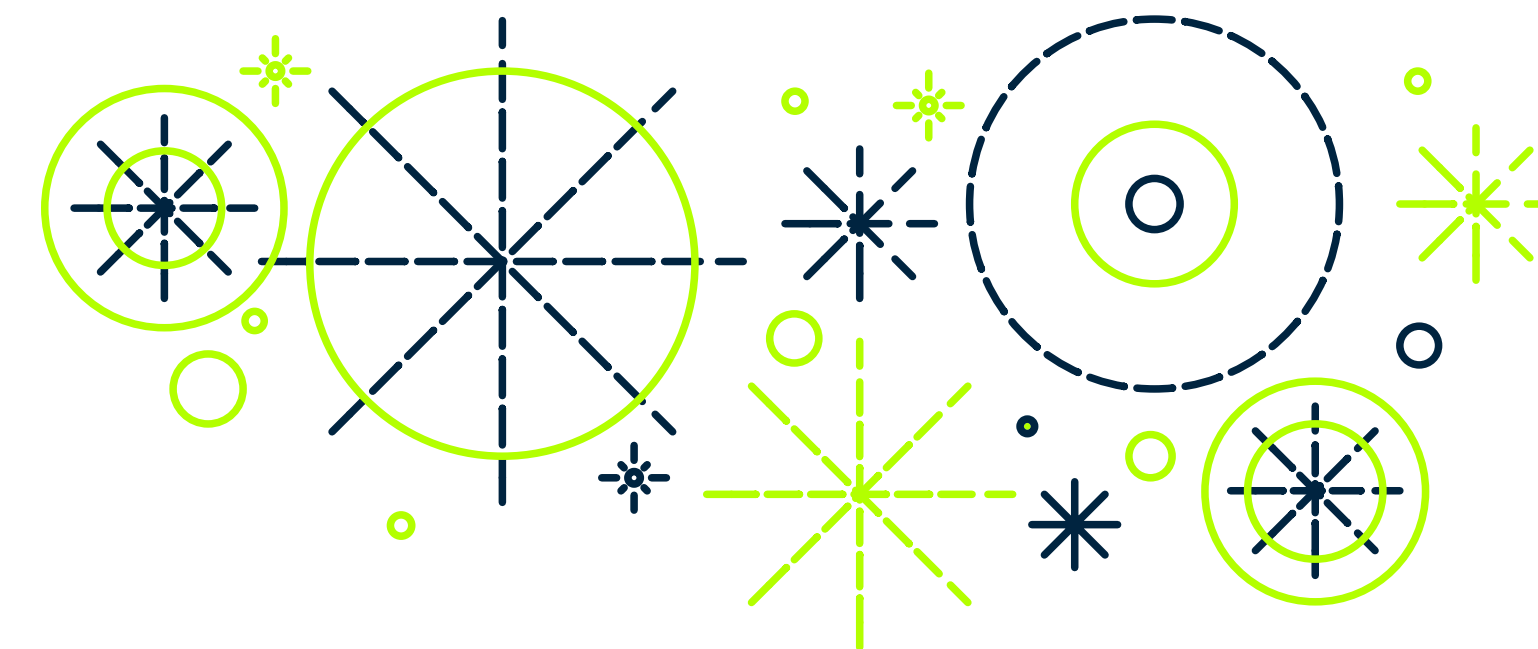




### Christmas campaign for children living in children's homes

In our dedicated marketing campaigns, we always want to support important social causes. In our 2021 Christmas campaign, we chose a cause that allowed us to give practical support. The beneficiaries of the campaign were children's homes we had been working with for years. Hungary has about 25,000 children and young people in state care. A bit of attention and support in their everyday lives, be it mentoring, financial contribution or an awareness programme, can be a life-changing experience for them. Yettel highlighted the importance of this issue in its Christmas campaign using the moving story of The Little Match Girl. György Dragomán, József Attila award-winning author, created a new ending for the story. We published the original story in a paper story book. The story with its alternative ending was retold by Móni Balsai, Jászai Mari award-winning actress to those who dialled Yettel's toll-free number. The story supported a good cause: Yettel donated the total revenue

from the books and HUF 500 after each call made to Gyermekhíd Foundation which provides complex mentoring support to children living in children's homes. Having matched the funds raised by the 3,579 phone calls made during the campaign, we donated a total HUF 8 million to the Foundation. In addition, we donated 150 mobile phones with 6-months subscriptions to children older than 10 living in children's homes that are supported by Gyermekhíd Foundation to help them keep in touch with their mentors. To facilitate the responsible use of these handsets and subscriptions, we held a TudatosNet training sessions for children and their guardians. In addition to raising awareness of the needs of children living in children's homes and Gyermekhíd's activities, the campaign also encouraged 63 volunteers to join the Foundation as mentors in 3 weeks.



### Digital Inclusion Fund

Due to the pandemic, at the end of 2021, we did not organise the usual corporate Christmas and Santa events at Yettel. We used the money for a good cause instead. Together with the Hungarian Red Cross, we launched the Digital Inclusion Fund with an initial amount of HUF 50 million. The aim of the Fund is to support the digital inclusion of socially deprived people and to improve their participation in digitalisation. It supports the purchasing of devices - such as mobile phones, tablets, laptops - or softwares for keeping in touch, learning and browsing the internet. The Fund is always open for applications on an ongoing basis. It continues to welcome businesses and private individuals wishing to donate, as well as socially disadvantaged private individuals and institutions in need of funding. Applications are accepted from

healthcare, social, child protection and child welfare institutions (hospitals, nursing homes for the elderly, family transition homes and children's homes) and socially deprived persons (in particular students, elderly people, large families, care-dependent persons, children of single-parent families and clients of the social and child protection/welfare system). In its first year, the Fund will focus primarily and especially on children in living childcare and in the Transition Home for Families. Yettel's key ambition is to help disadvantaged and vulnerable groups of the society by exploiting the potential of mobile technology. As a responsible corporate citizen, the focus of our CSR activities is on reducing inequalities, which is also an objective of the Digital Inclusion Fund.

## Education on safe and responsible internet use 413-1

We believe in the positive impact of digitisation, but we know that it has many risks and threats. Free access to the internet has many benefits, but it can also open the way to harmful and abusive content. Young people are a particularly vulnerable group, therefore it is essential that they hear about what it means to be responsible while being online: how they can make the most of the internet at different ages, what threats they face, and how they can strike a healthy balance between their online and offline lives. That is why we encourage our own community to use the internet safely and responsibly through educational and awareness-raising content.



Yettel's volunteers and partners have reached more than **50,000 young people** with their program promoting responsible internet use.

The ProSuli programme has a strong focus on digital technology awareness. In addition to this, ProSuli is also building on the insights of the teachers who participate in the programme. We recognised that, in addition to children, both teachers and parents need useful help on the topic of responsible internet use. Therefore we have developed our TudatosNet programme, where we provide educational content to help teachers, parents and children. In 2021, we added 13 new TudatosNet videos to our program, making 25 videos available for download alongside our TudatosNet quiz. We emphasise the importance of responsible internet use on all available forums. Besides our online platform's educational content, we have also participated in live events and conferences with our programme, where we reached 443 children, 50 families and 200 teachers in 2021.

<sup>3</sup>The offer was valid until termination.

### Special offer for the start of the school year

In 2021, our company has continued its efforts to help families set up the digital infrastructure necessary for learning at home. Our special HiperSuli offer<sup>3</sup> was also linked to the important social objective of spreading digital awareness. The HiperSuli offer included tablets and portable internet subscriptions specifically designed for digital education. In addition to the data allowance included in the tariff plan, parents could activate an extra 1 GB of domestic Hipernet every 31 days for a total of 12 times. The extra data allowance was valid for 30 days after activation domestically and was free to use, for example, to watch the extended TudatosNet video series. This way, parents who bought the offer could not only increase the amount of data available for learning, but also improve the digital awareness and security of the family.



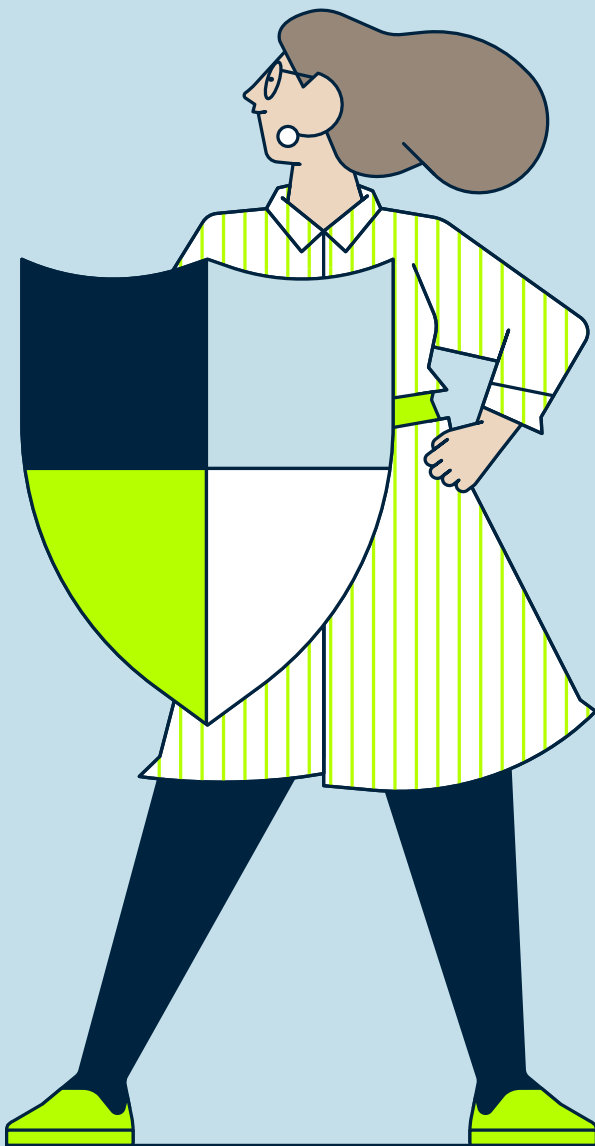
# Privacy and cybersecurity

## Privacy

The enforcement of and strict compliance with privacy regulations and information security standards is a top priority at Yettel. The Privacy Team of the Legal Department is responsible for the secure management of customer data, while our Cybersecurity Team elaborates the measures necessary to ensure the confidential management of information processed during the use of our services.

All Yettel employees are aware of the importance of privacy. Our Privacy Team holds regular training courses on privacy and data protection issues for employees. Our company keeps record of its data processing activities and manages and reports potential privacy incidents as required by law. Our information security guidelines include a data processing policy. Our Privacy Team performs regular privacy audits at the company.

In 2021, a total of 1,387 privacy complaints were received via our reporting line, of which 1,106 were substantiated. No substantiated complaints were received from the authorities. In the same year, we received 5 reports on data theft and one on data leakage. There were no data loss incidents in 2020 or 2021.



## Privacy reports and confirmed cases

	2021	2020
Total number of privacy complaints received	1387	1222
Substantiated complaints	1106	827
Substantiated complaints received from third parties	1106	827
Substantiated complaints received from the regulatory authority	0	0

Number of privacy incidents	2021	2020
Data leakage	1	3
Data theft	5	1
Data loss	0	0

# Cybersecurity

Together with our development and operating partners, we are committed to enhancing cybersecurity to remain a trusted partner for our customers. Our cybersecurity team works to ensure the confidentiality of all information processed across all services. Information security is integrated into network, system and service design, implementation and operational practices and principles. As part of our commitment, we passed all relevant regulatory audits and verified our compliance with the ISO 27001 standard, ensuring the privacy of our customers and the protection of their personal data.

Our cybersecurity framework satisfies all relevant international and industry standards. All of our business functions, employees and partners are required to report any detected information security incident.

Three types of incidents are distinguished: critical, serious and manageable. Critical and serious incidents can cause a crisis situation and require immediate intervention, while less serious cases are mostly handled with automated measures. We need to report to local authorities the extent of the problem, the number of customers affected, the critical assets and other relevant factors, as well as the actions taken to resolve the problem, depending on the specific case and local regulations. In 2021, our network had 26 relevant incidents of which 3 fell into the serious category, and the other 23 were handled by automated mechanisms.

	2021	2020
Number of cybersecurity incidents (reported on own network)	26	31
Critical incidents	0	0
Serious incidents	3	2
Manageable incidents	23	29



## Supporting law enforcement

In line with our legal obligations, we help law enforcement agencies by supplying data to their inquiries in line with our data supply obligations specified in the relevant legal regulations. We have a dedicated organisation, the Law Enforcement Relations Team which supplies data on a 24/7 basis in compliance with strict legal regulations. The number of requests from law enforcement has increased significantly in recent years. In urgent cases requiring immediate intervention, our colleagues may be called upon to assist the authorities after working hours, especially in cases involving loss of life and acts of terrorism.



# Reducing our environmental impact 103-1, 103-2, 103-3

Respect for the environment is our important core value, so at Yettel, we seek to minimise or use innovative environmental solutions to offset the environmental impact of our enterprise operations, thus help ensure that natural resources and a healthy environment remain available for present and future generations.

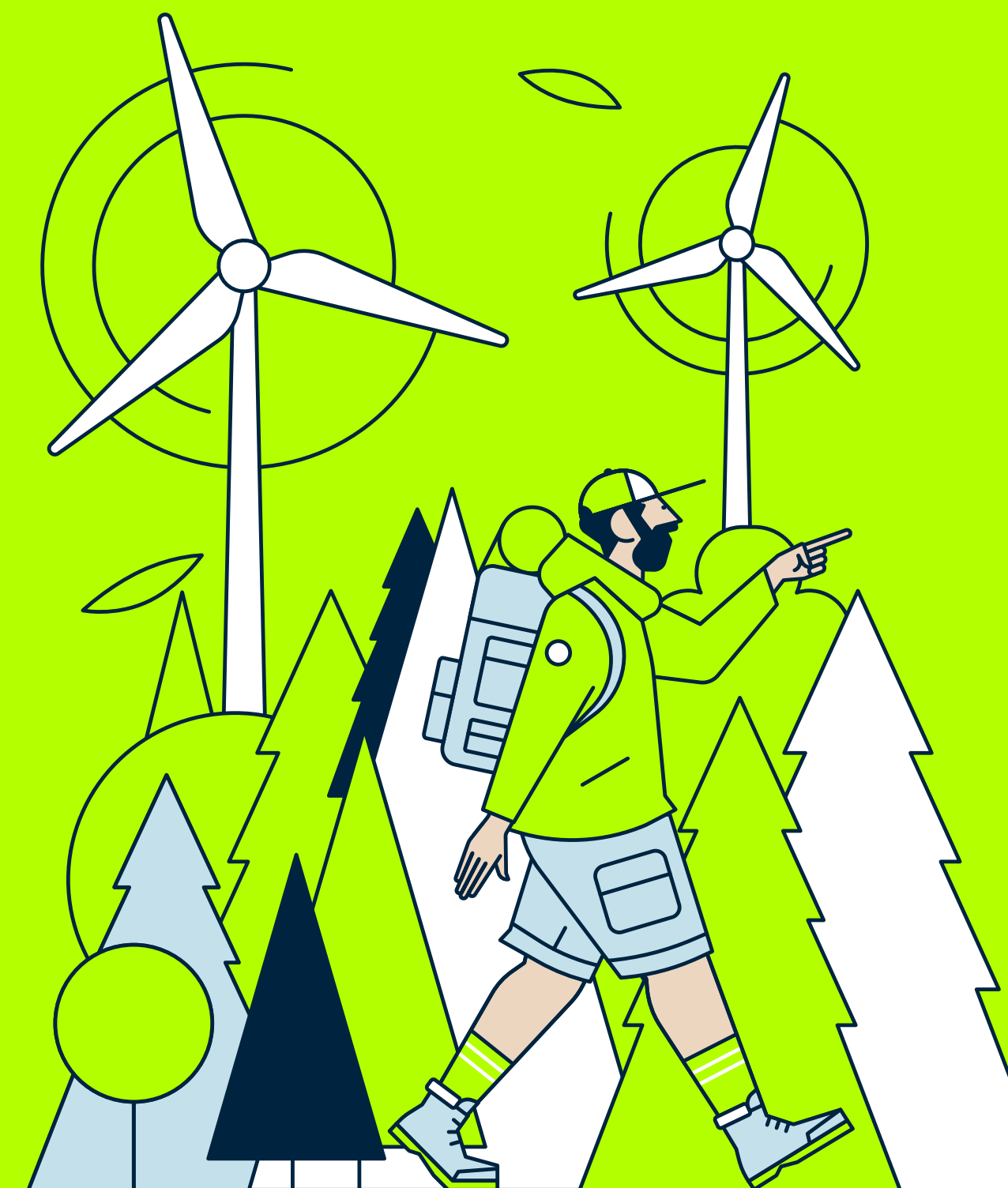
Climate change poses a wide range of challenges for businesses. As member of PPF Telecom Group, our long-term objective is to help keep global warming below 1.5°C, in line with the Paris Agreement. To this end, in line with PPF Telecom Group's environmental goals, we are continuously reducing greenhouse gas emissions in our operations, mainly through modernising our buildings and increasing their energy efficiency.

We also aim to promote circular economy activities and reduce our own emissions through responsible waste management. Besides meeting our environmental compliance obligations, we also aim to contribute to the society's environmental awareness through our products, services and communication, while also improving our own environmental performance.

Our environmental strategy builds on promoting energy efficiency, the use of renewable energy

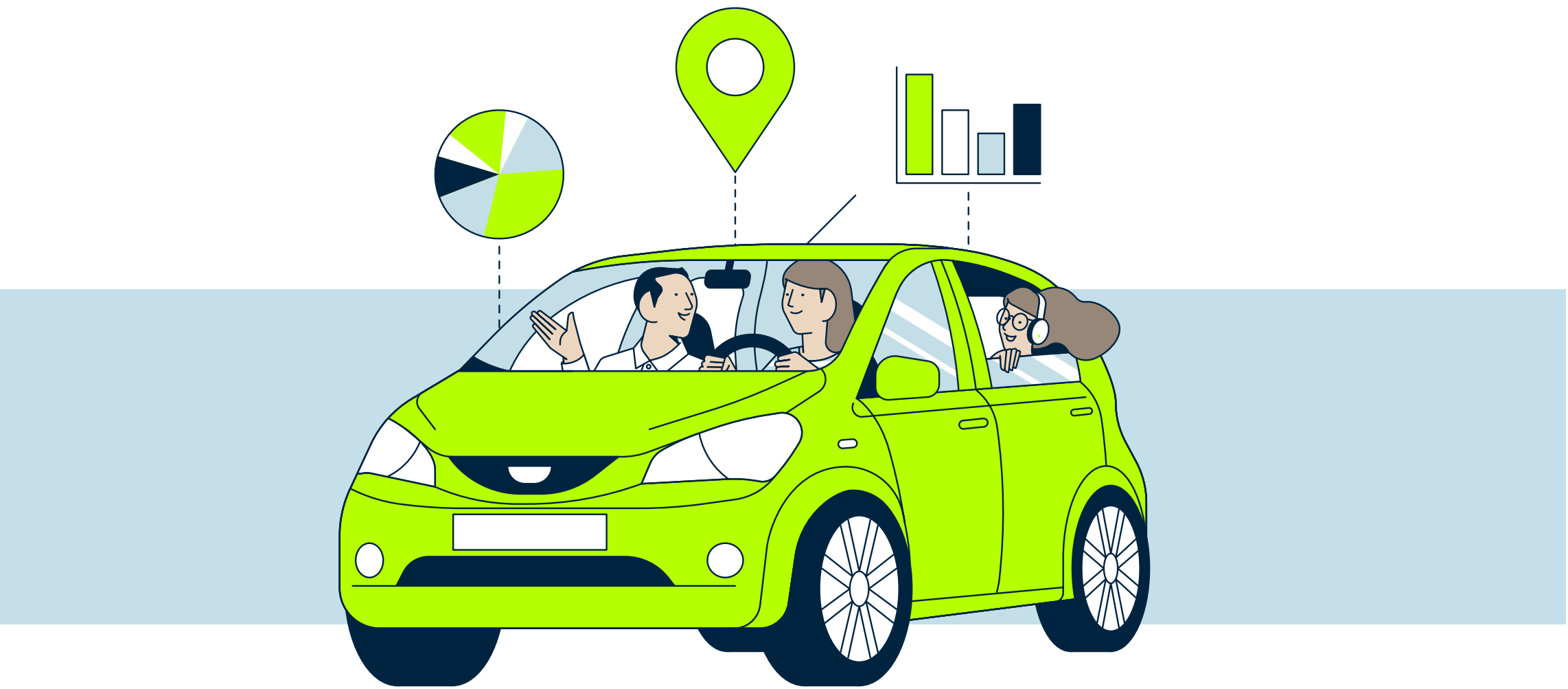
sources, the utilisation of the potentials of mobile telecommunications and the involvement of our employees.

Our environmental ambitions are supported by Yettel's environmental policy, with the Facilities Management function, the EMS Manager and the CSR Coordinator being responsible for implementing operational targets and collecting data. In order to continuously improve our environmental performance, we have been certified according to the ISO 14001 standard since 2010 and our Environmental Management System (EMS) is regularly renewed after verification by an independent auditor. Under the leadership of the EMS Manager and coordination of the CSR expert, our qualified environmental auditor colleagues regularly carry out internal audits to verify that our processes are in compliance with the standard and ensure that they are operating in a compliant way at all times. The measures to improve our environmental performance have been integrated into the manuals available to employees and thus into our day-to-day operating mechanisms. Through our awareness raising programs, we help our colleagues develop sustainable habits. Through training and internal communication, the CSR Team raises awareness of the ethical approach to the issue.

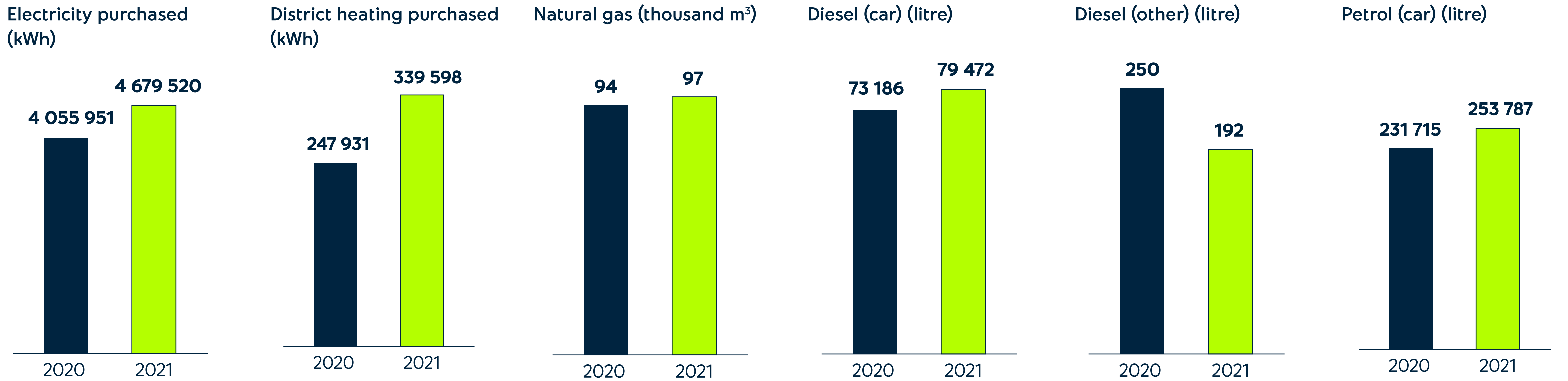


# Energy consumption and energy efficiency

The largest part of our energy consumption is electricity consumed by operating our buildings. Our future goal is to green the energy mix we use. We consider energy a strategic issue because of volatile market energy prices. Therefore, it is in our business, environmental and social interest to optimize our energy consumption.



Distribution of Yettel's energy consumption 302-1





### Yettel House

Upon its inauguration in 2009, our corporate headquarters was one of the largest environmentally conscious development projects in Central Europe, and it is still one of the most state-of-the-art and environmentally friendly corporate headquarters in Hungary. The building based on a new concept in the Hungarian office market still offers a number of unique solutions. It has been granted several prestigious national and international architectural awards.

Constructed with sustainability in mind, the building occupies only 7.55% of the 8-hectare plot owned by Yettel. The HQ is deliberately not separated from its environment with a fence that makes it organically embedded in its green surroundings lying right next to a Natura 2000 special nature conservation area. The complex has highly environmentally friendly building control solutions, including a geothermal heating and cooling system which is still one of Hungary's largest such systems using renewable energy. 60% of the hot water consumed in the office building is supplied by a solar water heating system with a total surface of 168 square meters. Thanks to its energy efficient design, the building can save the CO<sub>2</sub> emission and power consumption of 500 households per year.

Over the past year, we have completed several modernisation projects across our shop network. LED light bulbs were installed at our sites as part of lighting modernisation. We have refurbished our shops by replacing obsolete business equipment with highly energy-efficient systems and introducing heating modernisation solutions. In the year of the report, we replaced 7% of our existing air conditioning systems with more energy-efficient equipment that has a lower environmental impact. Designing our 5 shops that opened in 2021, we chose modern and environmentally friendly solutions. These shops use mostly LED lighting, and energy-saving equipment and electrical appliances.

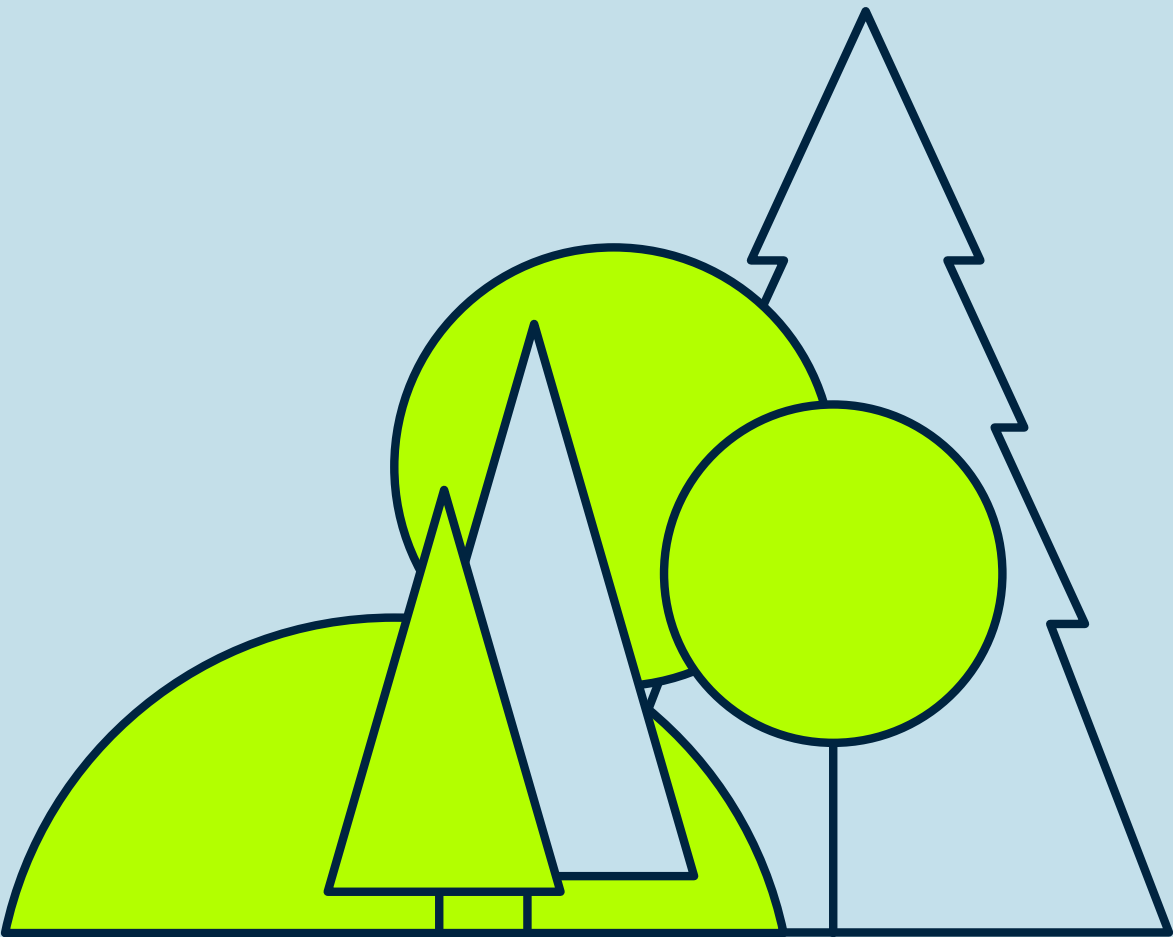




# Reducing our CO<sub>2</sub> emissions 305-1, 305-2, 305-3, 305-4

Within PPF Telecom Group, a comprehensive survey was conducted between 2019 and 2021 to calculate the greenhouse gas emissions of the Group’s members for both their own operations (Scope 1 and 2) and indirect emissions in the value chain (Scope 3).<sup>4</sup> Our own operating emissions increased by 13% in 2021 compared to 2020, mainly due to the reduced impact of the COVID-19 pandemic and the expansion of our shop network. In the reporting year, the largest part of our carbon footprint, 95%, came from Scope 3 emissions in our value chain. In 2021, 97% of our Scope 3 emissions originated from greenhouse gases emitted through purchased goods and services.

CO <sub>2</sub> emissions from own operations (tCO <sub>2</sub> e) <sup>5,6</sup>	2020	2021
Scope 1	907	987
Scope 2 (location-based)	989	1156
Scope 2 (market-based)	1227	1431
<b>Total own emissions</b> (Scope 1 + Scope 2 - location-based)	<b>1896</b>	<b>2143</b>



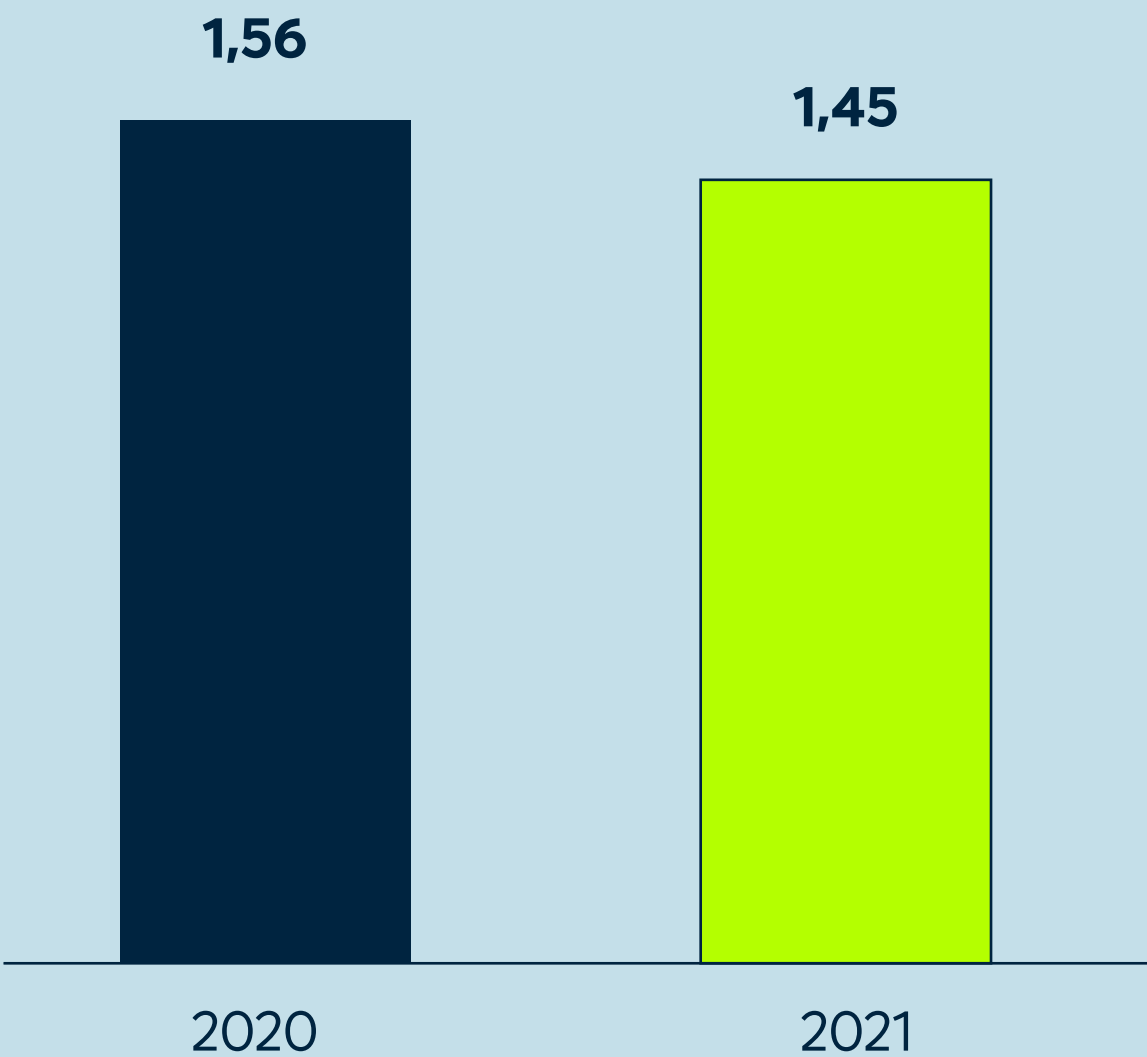
<sup>4</sup>The spin-off of CETIN in July 2020 had an impact on our calculations of energy consumption and GHG emissions. Until 1 July 2020, CETIN’s consumption and emissions were included in Yettel’s own emissions, but not thereafter. In this report, CETIN emissions have been removed and presented purely as Scope 3 emissions in order to make our data comparable.

<sup>5</sup> The calculation of greenhouse gas emissions was based on the GHG Protocol methodology. Our methodological approach considers the IEA’s (International Energy Agency) Corporate Standard, its cross-sectoral and mobile tools and Scope 2 Guidance, as well as the requirements of the Corporate Value Chain (Scope 3) Standard. In calculating our Scope 2 emissions, we used both the market-based and location-based approaches. We have done the same calculations in all our business units. We accounted for all emissions related to our business. For our retail services, this includes all owned or leased assets, regardless of operational control (e.g. rented buildings). Emissions related to our network activity are reported as Scope 3 emissions.

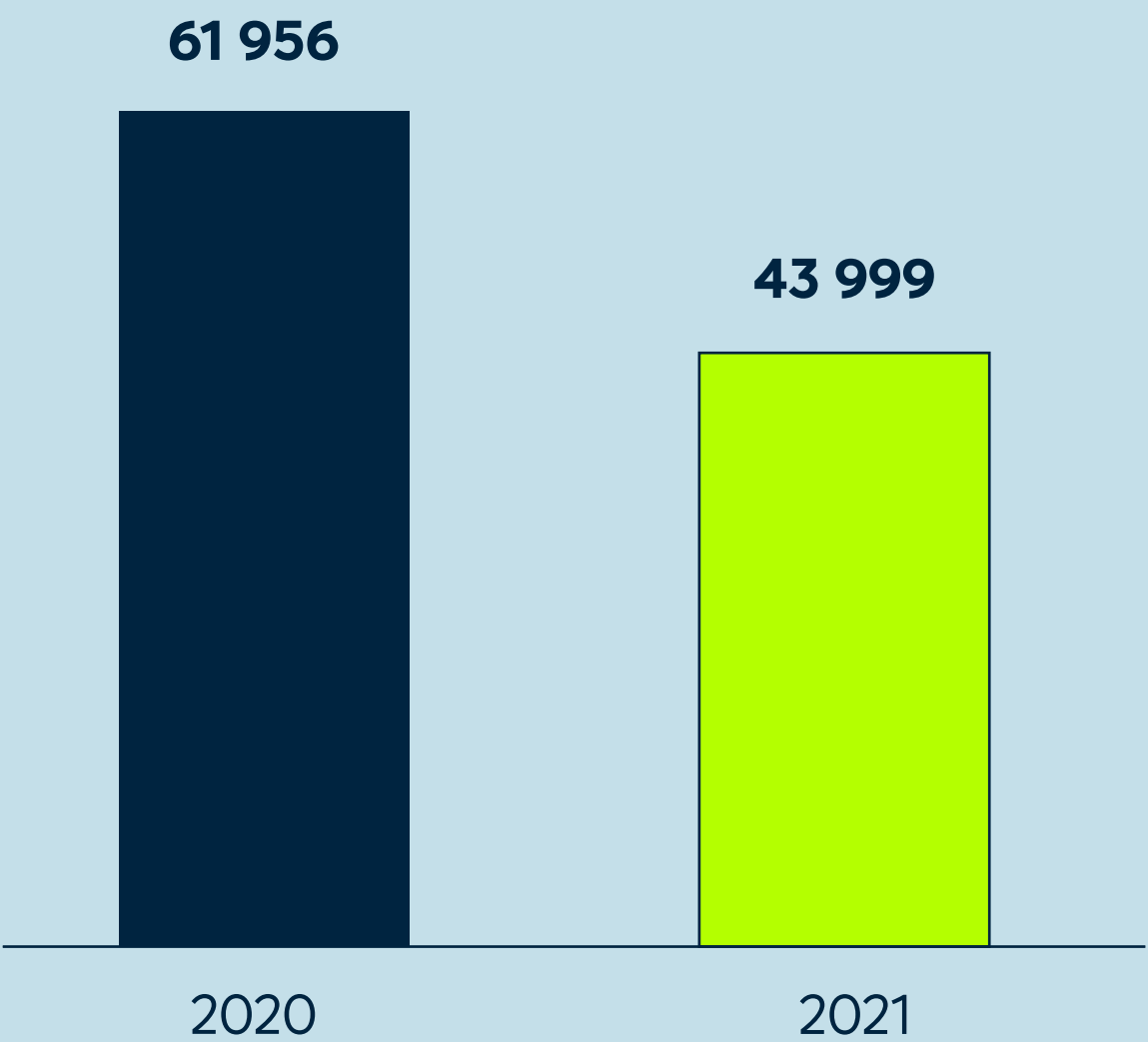
<sup>6</sup> Scope 1 emissions include fuel used by Yettel’s own and leased fleet of cars; emissions related to natural gas used to heat our buildings and produce hot water; and refrigerant leaks. Scope 2 includes emissions from purchased electricity and heat. Scope 3 includes all other GHG emissions that occur indirectly in our operations, somewhere along the value chain. Emissions related to the operation of our network infrastructure are also included here since the separation from CETIN.



Emission intensity  
(Scope 1+2 (tCO2e / number of employees))



Scope 3 indirect emissions in the value chain (tCO2e)



PPF Telecom Group is committed to developing a comprehensive action plan over the next 12-24 months, in line with the Science Based Targets Initiative, that will enable us to meet the Paris Agreement and the 1.5°C climate pathway. PPF Telecom Group is in the process of disclosing its group-level environmental data based on the CDP reporting standard, further strengthening our commitment to the transparency of non-financial reporting.

Purchased goods and services	60349
Other Scope 3 emissions	1607
Use of sold products	1160
Fuel- and energy-related activities	209
Franchise networks	138
Downstream transportation	82
Business travel	5
Waste produced	5
Employees' transport	4
End of life treatment of products sold	4



# Waste management and support for the circular economy 306-1, 306-2, 306-3

Most of Yettel Hungary's waste comes from commercial activities and from the operation of our offices and shops. Due to the separation of Yettel and CETIN in July 2020, the amount of waste generated at Yettel declined by 60%. The most common types of waste are office waste (paper and plastic), but small amounts of other electronic waste are also generated. We are working to reduce office waste through the use of recycling bins and the digitisation of our processes. In our stores, we use only folders, paper bags and flyers made from responsibly and sustainably sourced paper.

We consider recycling a priority and plan to further increase it in the future. In 2021, a total of 26 tonnes of waste was recycled, accounting for 44% of the total waste.

<sup>7</sup> With the separation of CETIN Hungary and Yettel Hungary in July 2020, batteries related to the network infrastructure were put under the management and waste inventory of Cetin Hungary.

<sup>8</sup> Since the separation of Cetin Hungary and Yettel Hungary in July 2020, the amount of waste in our shared office building has been allocated between the two organisations using a fixed ratio. The ratio is based on the rented floor space.

Composition and quantity of waste (tonnes)

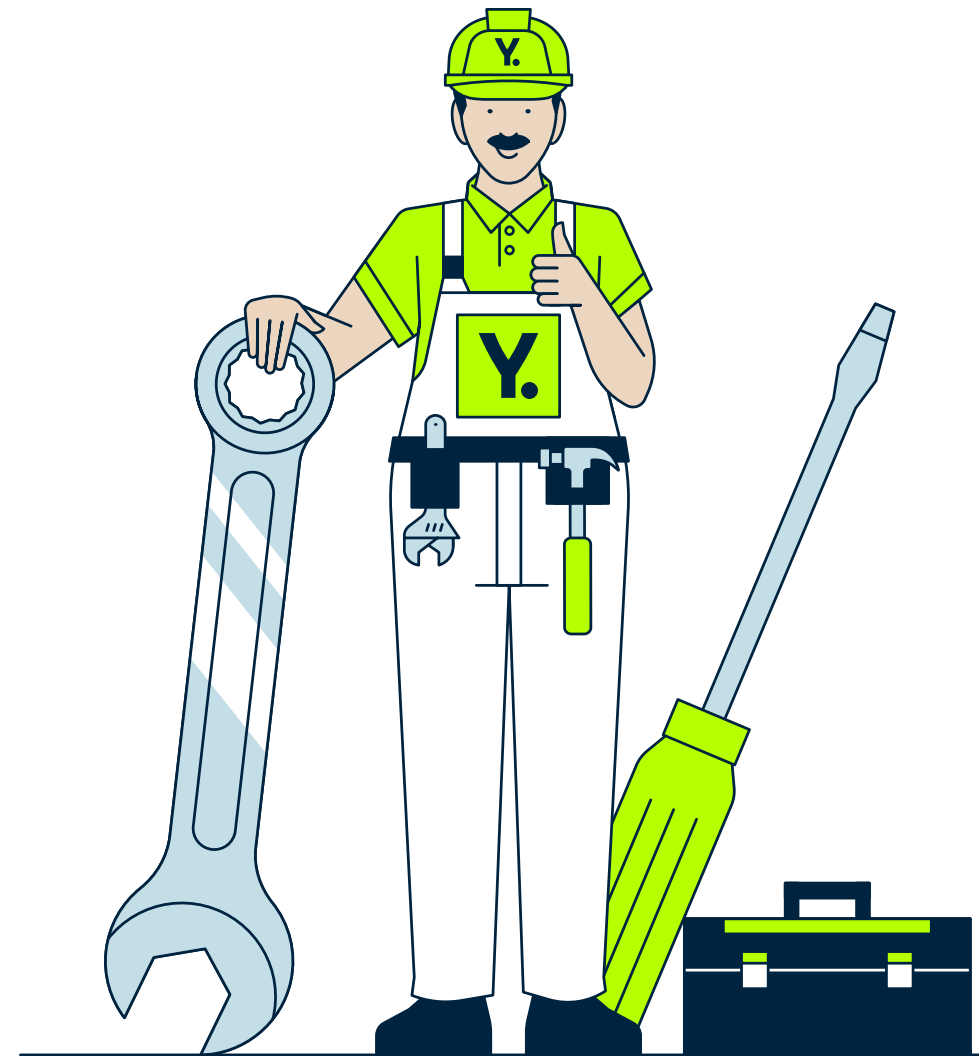
Total waste (tons)	2020	2021
Hazardous waste (batteries)	118,22	- <sup>7</sup>
Batteries	118,22	
Non-hazardous waste	76,52	59,18
Sorted waste	18,55	26,10
Paper (office, packaging and cardboard)	8,59	19,56
Plastic waste (packaging)	-	0,99
Yettel's share of the waste jointly sorted by CETIN and Yettel <sup>8</sup>	9,96	5,56
Organic waste	-	0,16
Mixed municipal waste	56,53	30,97
Other non-hazardous electronic waste	1,45	1,94
Electronic waste	0,39	1,94
Scrapped equipment	1,06	-
Total waste	194,74	59,18



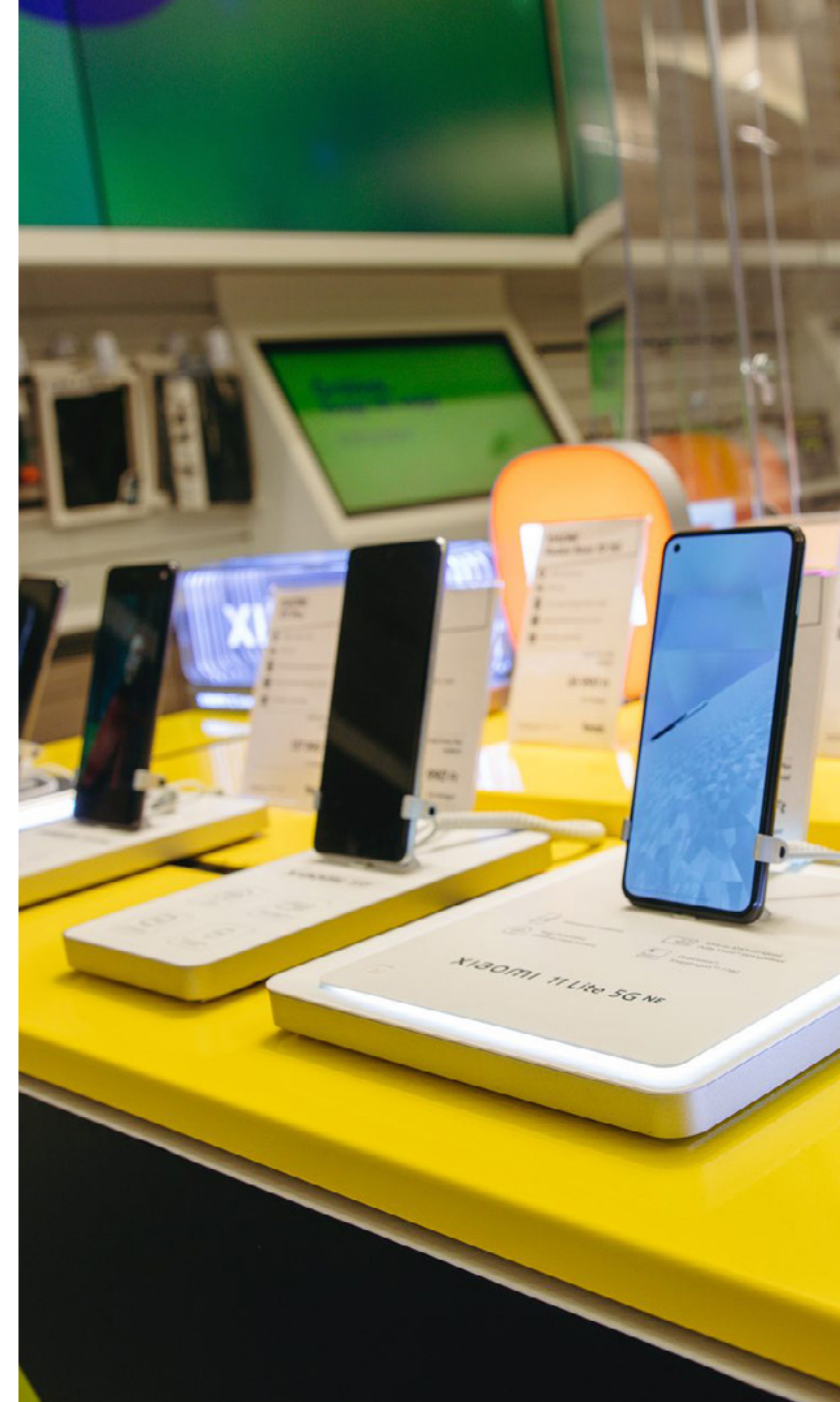
## The new life of mobile handsets at Yettel

In 2021, we launched several activities to promote the circular economy. As part of the annual handset trade-in option offered to our Hiper tariff customers and the **Húzasz Mobilcsere** handset trade-in campaign, customers returning their old handsets to our shops were offered a new one at a discounted price.

In the spring, together with the Ministry of Human Resources (EMMI) and the Ministry of Innovation and Technology (ITM), we were the main sponsor of the national **GYŰJTŐVELEM** competition for the collection of used mobile handsets, e-gadgets and batteries. The aim of the program was to raise awareness of the importance of recycling and to encourage primary and secondary school students to collect waste. During the competition, students had to collect as many old phones, electronic devices and batteries as possible. 183 schools participated in the initiative, with students collecting more than 9,000 phones and digital devices and almost 23,000 kg of batteries for recycling. The most active student collected more than 1,000 mobile phones and e-gadgets alone, while the title of 'most active school' was won by a school in Békéscsaba. The winning schools and students received valuable prizes.



The future of devices collected in such programs and initiatives depended on their technical conditions. Functioning and repairable devices were given a new life. With the help of our specialist partners, we had them repaired and refurbished so that they could continue to function as ready-to-use devices. Devices that were no longer functional and beyond repair have been permanently disposed (and were permanently removed from the material cycle) with the help of specialised and licensed partners, and parts, such as metal recovered from components, have been recycled after processing.





### Degrading phone cases to protect the environment

At Yettel Hungary, we actively seek to identify the most common types of waste associated with our activities. Today, plastic phone cases are the most common accessories to mobile phones, but they have a high environmental impact due to their short life cycle. On 10 May 2021, to celebrate the Day of Birds and Trees, we launched a limited edition of 100% biodegradable and compostable plant-based phone cases in partnership with the Hungarian Ornithological and Nature Conservation Society (MME), and Collect. The phone cases featured the Bird of the Year: European stonechat (*Saxicola rubicola*). HUF 500 from the sale of each product was donated to the Association's Bird of the Year program. The aim of this cooperation was to reach an even wider audience, including those less familiar with conservation issues, with practical products to encourage more informed behaviour.

Encouraged by the success of the Bird of the Year collection in spring, we have launched a new awareness campaign with our partner organisations to protect endangered birds in summer 2021. This time, the new campaign focused on protecting the nests of barn swallows (*Hirundo rustica*) and house martins (*Delichon urbicum*), with a special emphasis on raising public awareness. As part of the awareness campaign, a public competition was launched for graphic designs related

to the protected animals. The winning designs were displayed on 100% biodegradable, environmentally friendly phone cases, promoting the conservation of the species. Once again, HUF 500 from the sales supported MME's bird conservation program.



### eSIM and half-size SIM

Yettel launched eSIM in December 2021. These virtual SIM cards were first made available to SMB and large enterprise customers. eSIM is a software-based solution enabling smart devices to connect to the mobile network. In terms of functionality, they surpass traditional SIM cards. eSIM is also an environmentally friendly alternative. Its broad adoption will significantly reduce plastic consumption and the volume of electronic waste generated. As part of an earlier initiative to implement environmentally friendly SIM solutions, in June 2021 Yettel launched half-size physical SIM cards cutting the amount of plastic needed for the manufacturing and packaging of cards to half. Smaller SIMs have more favourable manufacturing, transportation, warehousing and recycling parameters than their larger-size predecessors. In terms of environmental impact, however, eSIM provides the best long-term solution.



# Putting People at the Center of our business

103-1, 103-2, 103-3

At Yettel, we believe that a balanced life is a better life – and we want to make it possible for our employees. Serving our customers to a high standard is only possible if our employees can fulfil their potential through the opportunities we provide. Through our talent management programs, we support the personal growth of our colleagues and recognise outstanding performance. We want to make our employees feel valued through competitive salaries and a responsible remuneration policy. At Yettel, the maintenance of mental and physical health is an essential part of employees' well-being. From the creation of our work environment to our health promotion

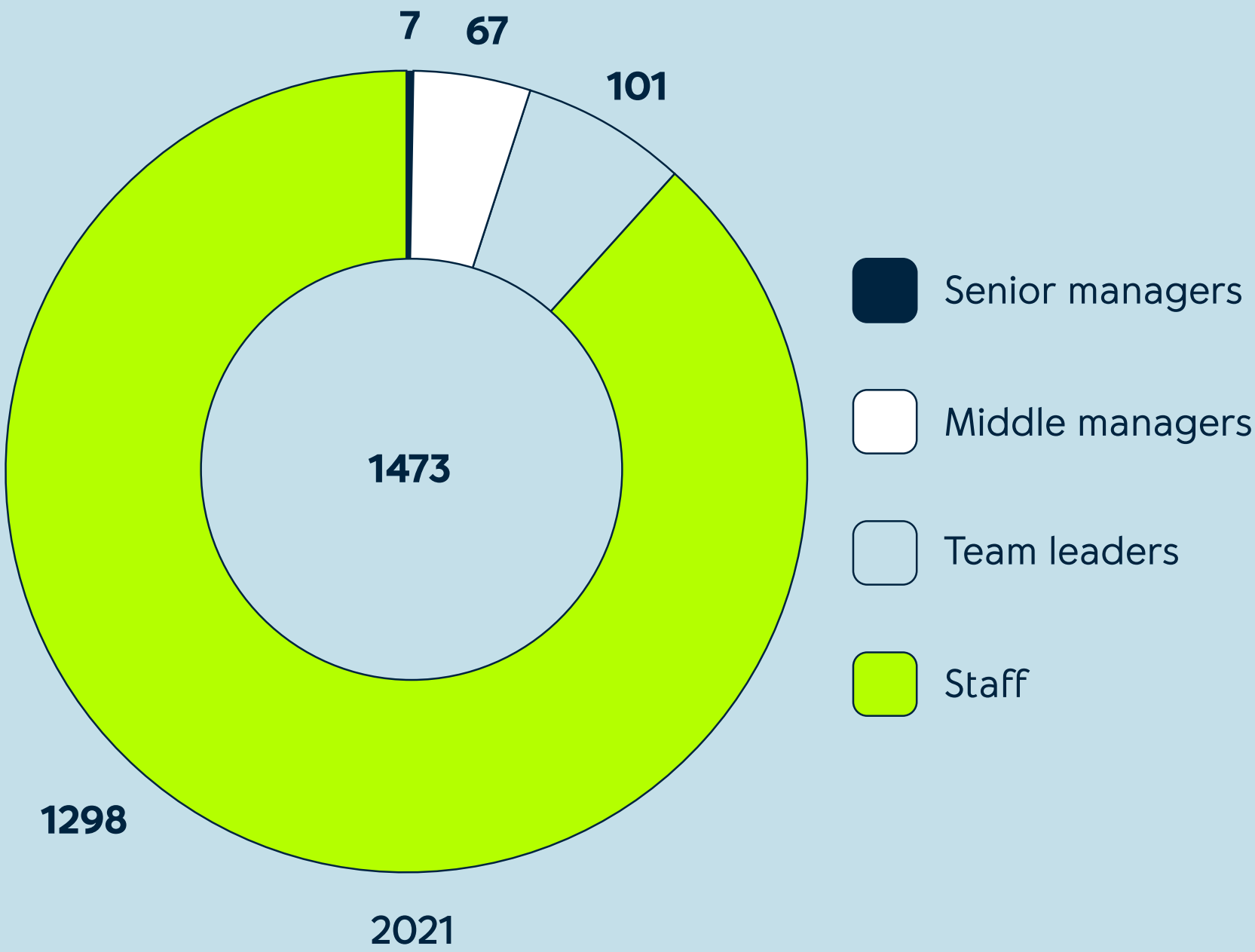
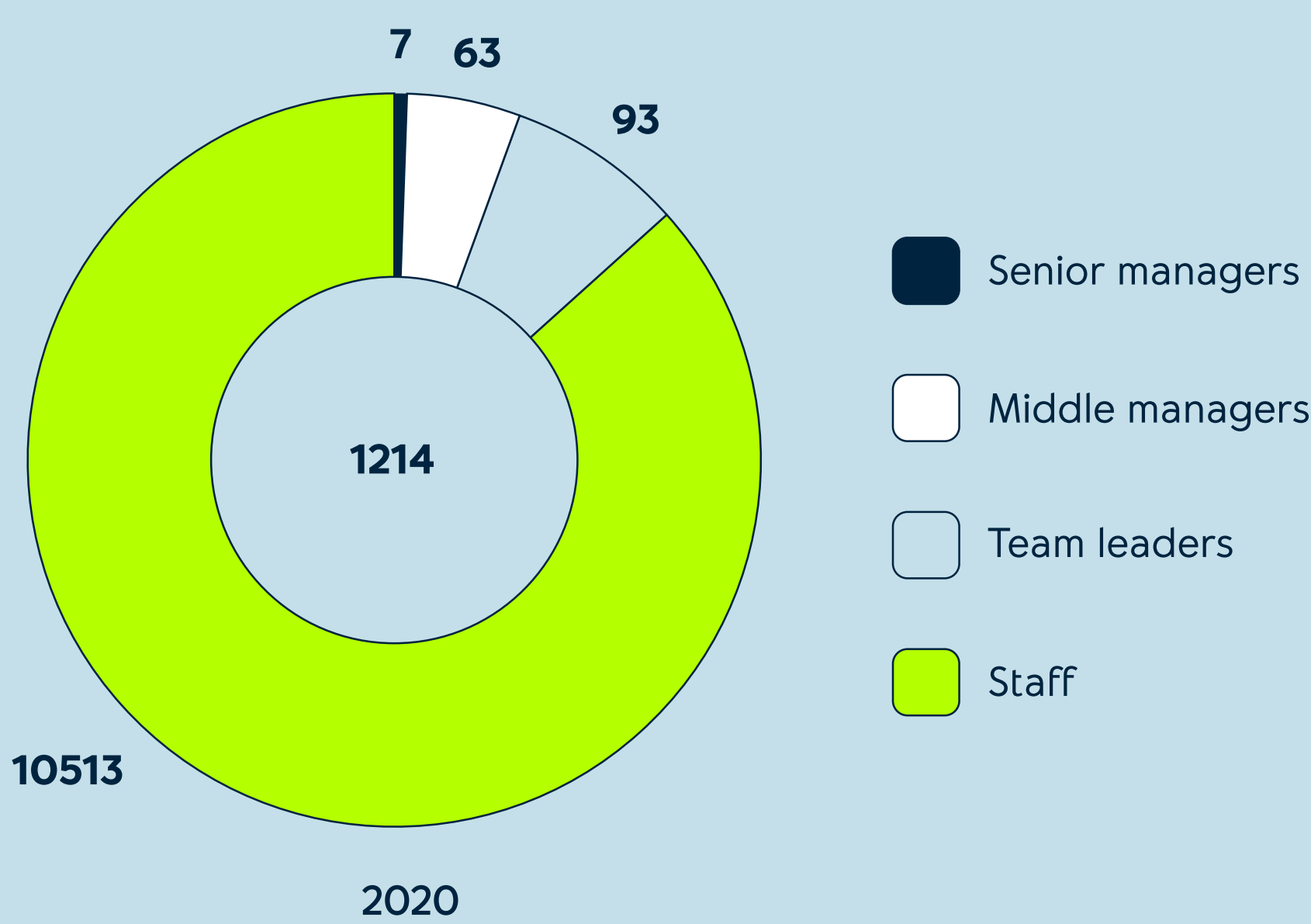
and mental hygiene awareness programs, we take several measures to establish a balanced atmosphere. At Yettel, our relationship with employees is based on mutual respect and dialogue. Our HR policy sets out the high ethical principles for the treatment of our employees. Yettel's employee representation body provides a channel between employees and management to ensure that everyone's voice is heard in the organisation. The People Department is responsible for implementing our HR policy and initiatives.





# Yettel employees in numbers

Distribution of employees by job level<sup>9</sup> 102-8

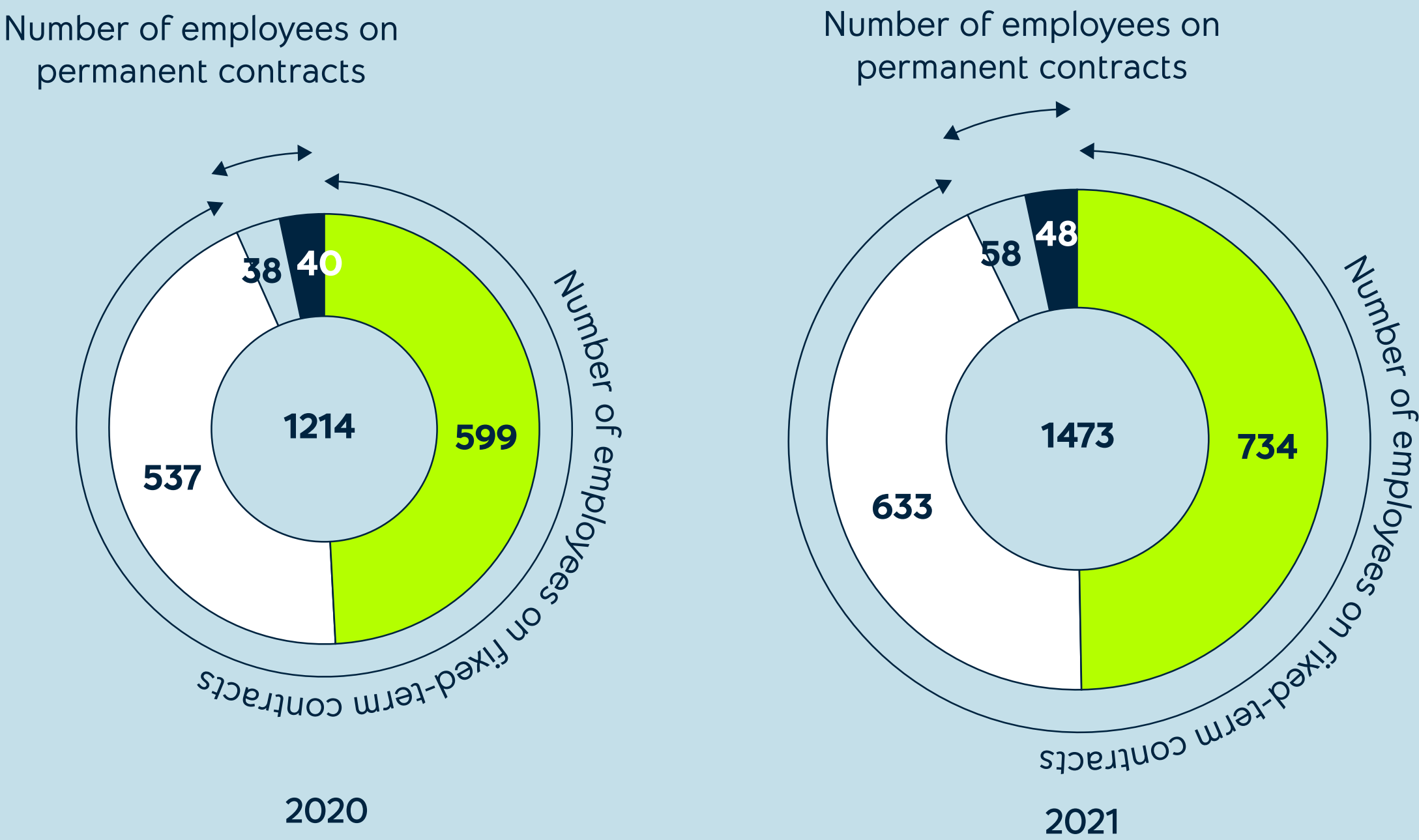


<sup>9</sup>Total headcount at the end of the year (31 December)



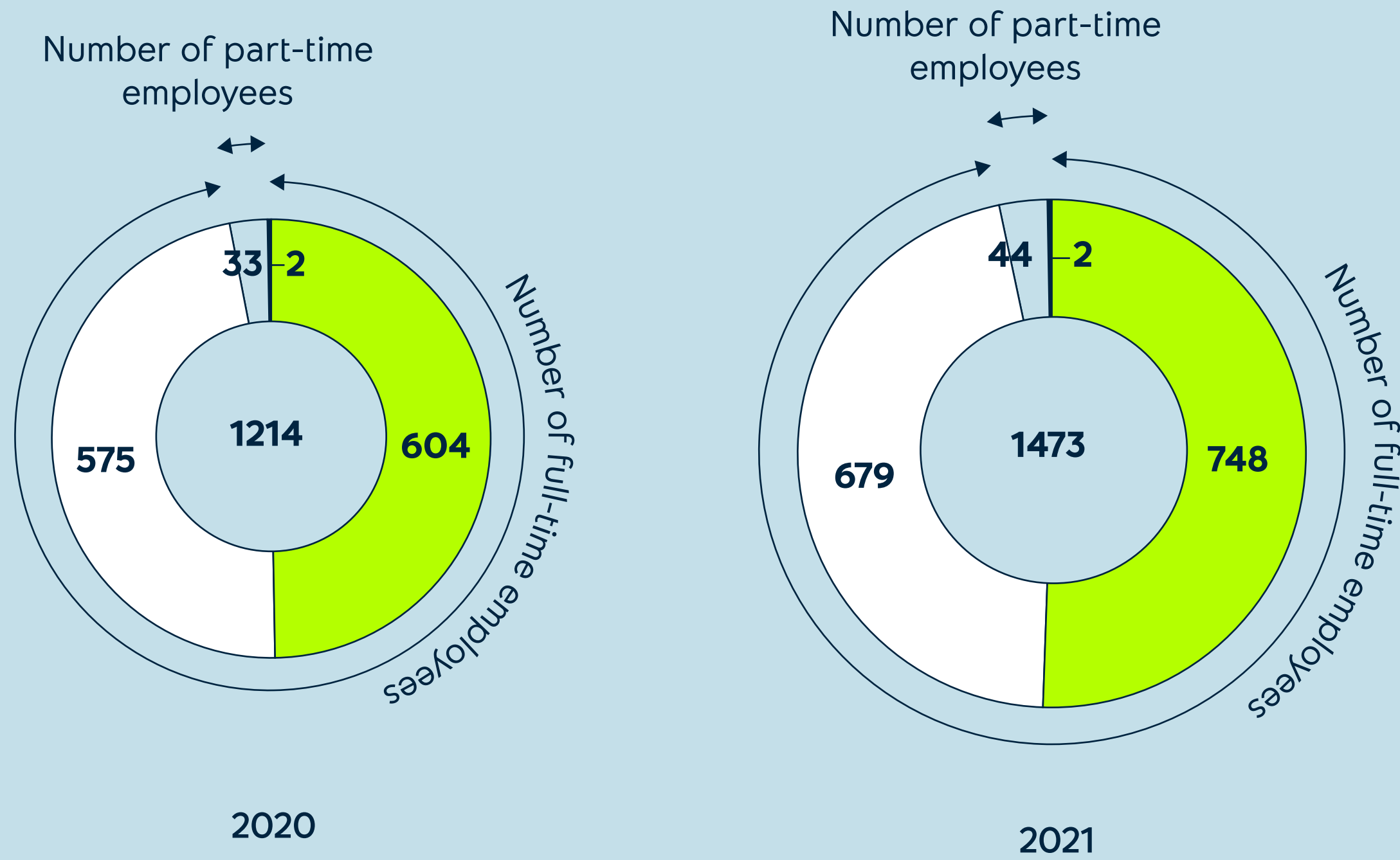


**Distribution of employees by employment contract (person) 102-8**



- Female employees on permanent contracts
- Male employees on permanent contracts
- Female employees on fixed-term contracts
- Male employees on fixed-term contracts

**Distribution of employees by employment type (person) 102-8**



- Full-time female employees
- Full-time male employees
- Part-time female employees
- Part-time male employees



## Yettel as a responsible employer

As a responsible employer, we want to look after our employees from the first day to the last. At Yettel, we have developed a remuneration system that attracts and retains people with the right level of expertise, motivation and commitment. Their base salary is supplemented by a wide range of cafeteria benefits.

We also want to offer our employees the opportunity to benefit from digitisation, so as part of their cafeteria allowance, they can claim private IT devices. Our mobile internet and mobile phone services are available to our employees, also in a family package.



In our approach to performance appraisal and remuneration, we keep gender equality in mind. Our policy is to recognise similar work with similar pay, but reward outstanding performance with a performance-related bonus. Every year, we reward our colleagues who have made a significant contribution to the strategic goals of our company. The winners are nominated by colleagues and are usually chosen for their work and

attitude, which exemplifies the values of our corporate culture.

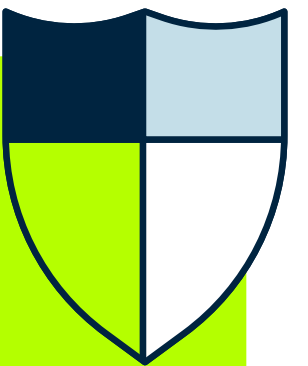
To get continuous feedback from our colleagues, we launched our **Monthly16** questionnaire. Every month, our employees can anonymously complete a 16-question questionnaire measuring employee satisfaction. In 2021, 77% of our colleagues participated in the survey. The results, and hot issues in particular, were discussed by managers with their colleagues at regular team meetings. The survey showed that stress management was a priority at a company level in 2021 - we dedicated a series of presentations to the topic under the title "Well-being Minutes".

We are proud that the **Monthly 16 and NPS<sup>11</sup>** survey results confirm that our employees feel strongly engaged to Yettel and are happy to recommend our company to others.



Our employees are represented by a single platform of representation. Our MyVoice panel is made up of elected employee representatives who act as mediators to discuss work-related issues, ideas and management decisions that affect employees as a group. MyVoice representatives elected in 2021 will represent their colleagues for the next 2 years and act as a two-way channel for company information and employee input.

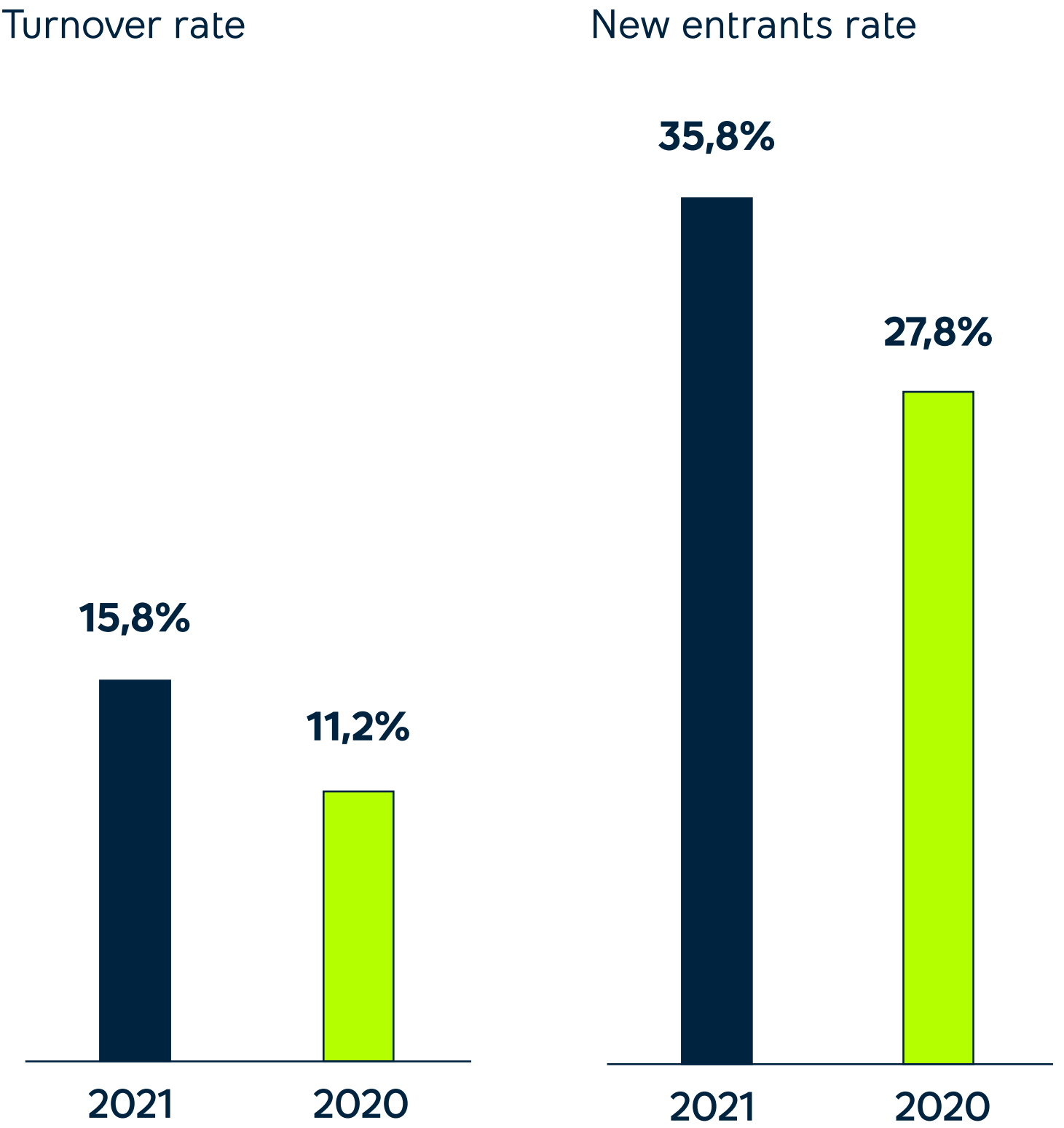
We know that anyone can face unexpected and difficult financial challenges in life. That's why we created the **Yettel Solidarity Fund** in 2020 and have been running it ever since. The aim of the Fund is to join forces and help our colleagues who are facing unexpected and difficult circumstances and are in desperate need of help. The scheme is particularly valuable for us, as our employees can volunteer to donate funds to support the applications of our colleagues in need. Yettel matches the value of gathered funds.



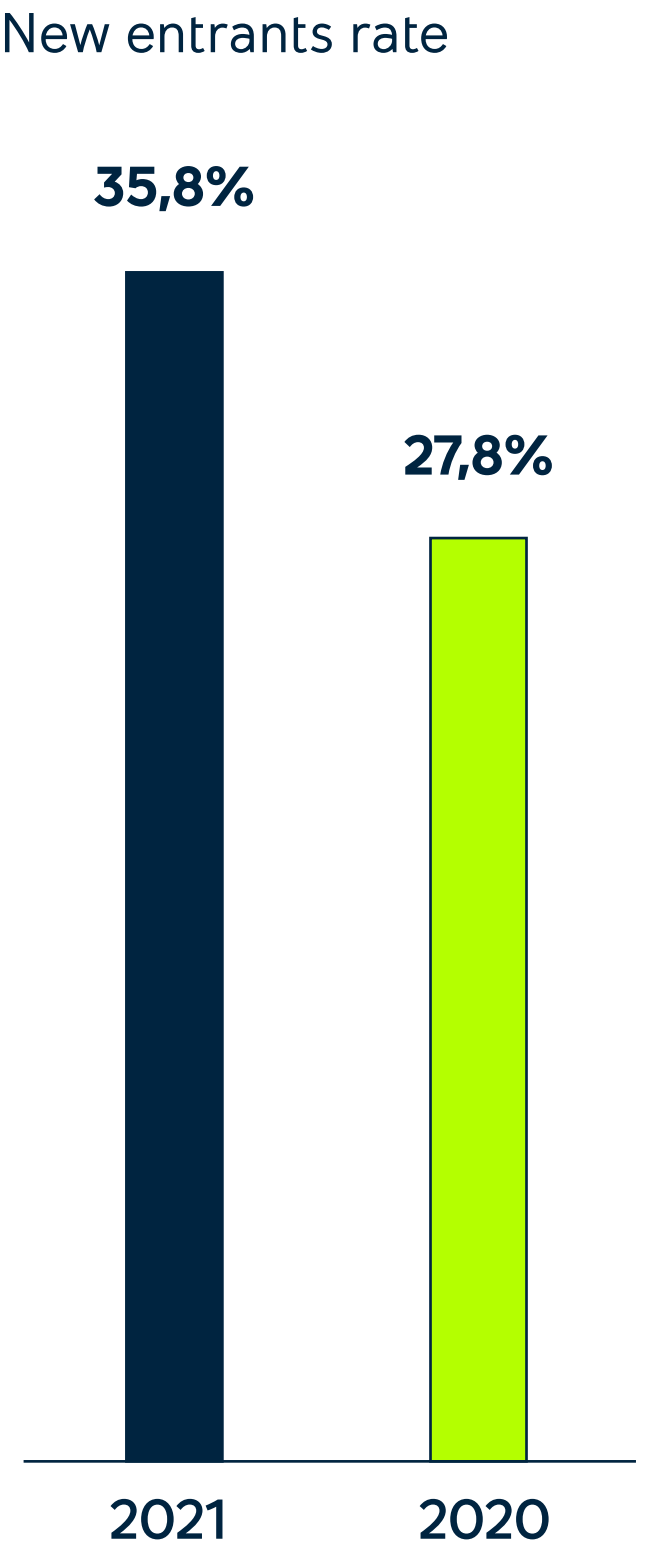
<sup>11</sup> Net Promoter Score: Satisfaction index, which measures the strength of engagement to the company in terms of how willing employees are to recommend the company to others.

Number and ratio of new entrants and staff turnover<sup>12</sup>  
401-1

Turnover rate



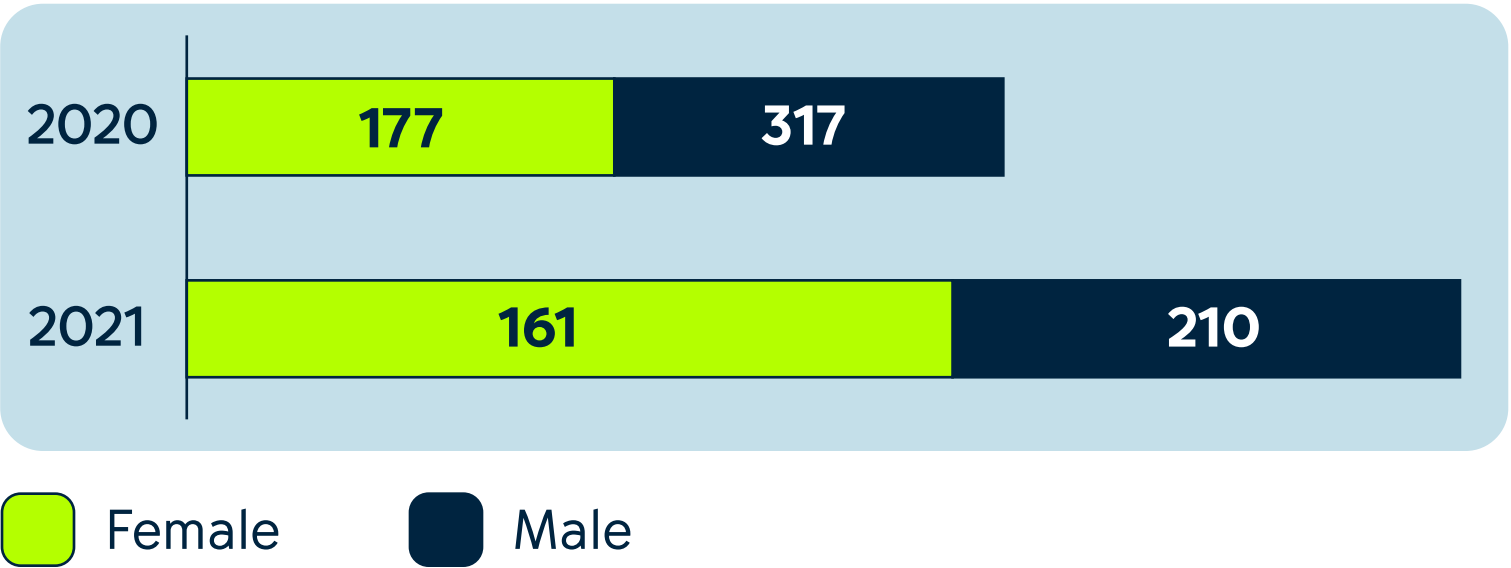
New entrants rate



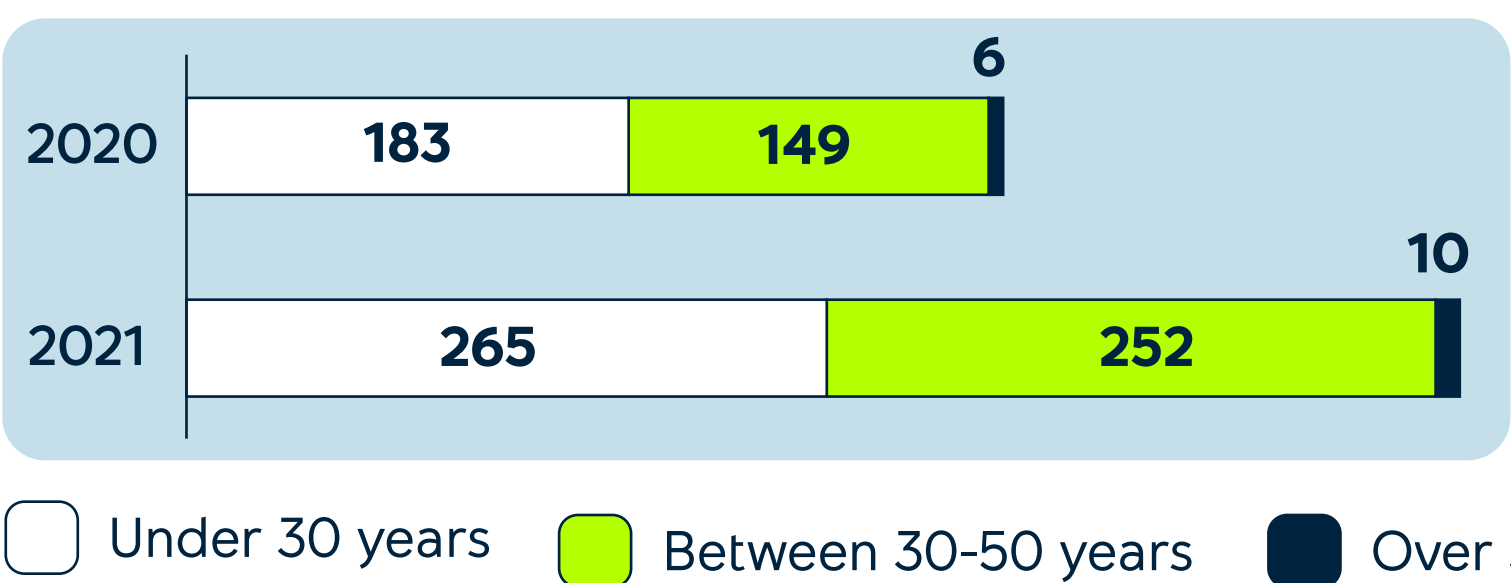
<sup>12</sup> The ratio of new entrants is the number of employees entering the company during the year divided by the total number of employees at the end of the year (31 December). The staff turnover rate is the number of employees leaving the company during the year divided by the total number of employees at the end of the year (31 December).

New entrants

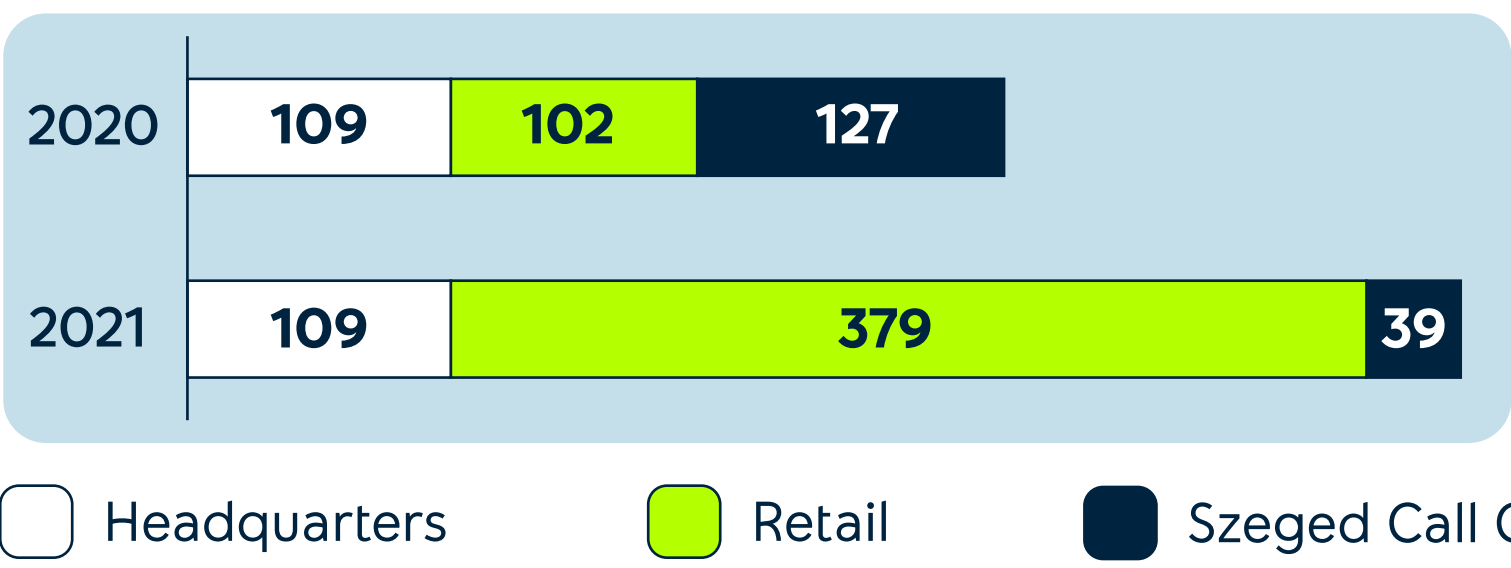
Number of employees by gender



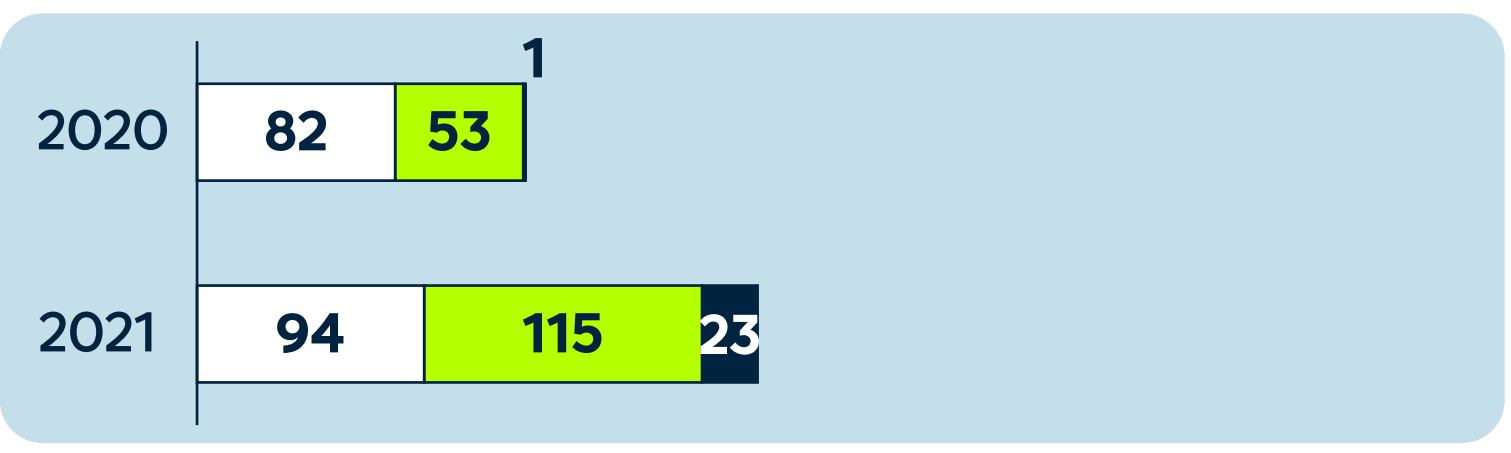
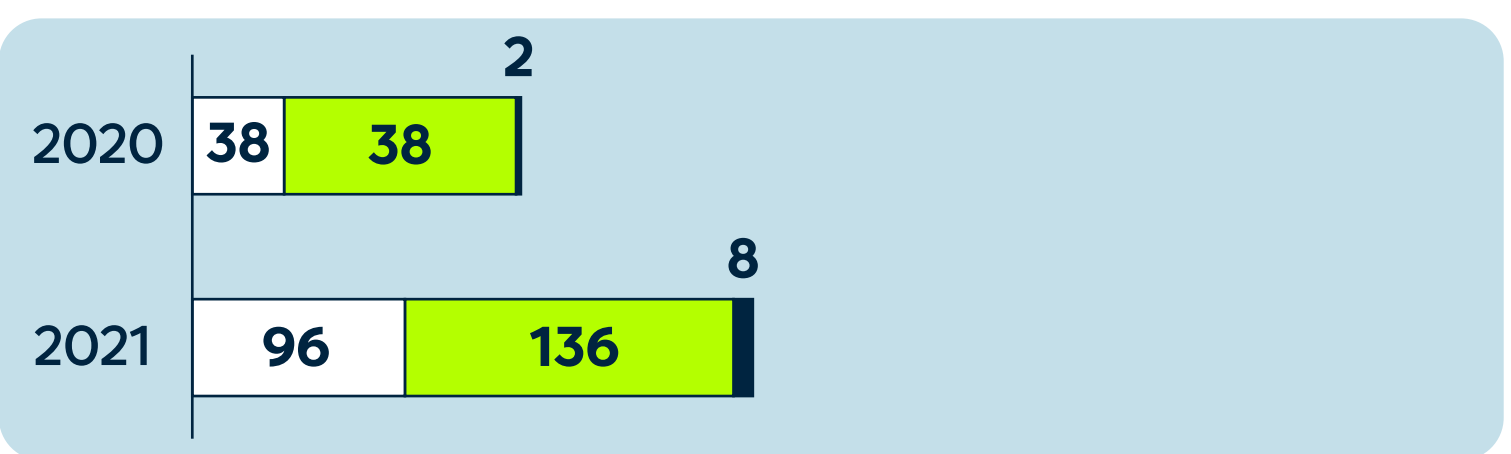
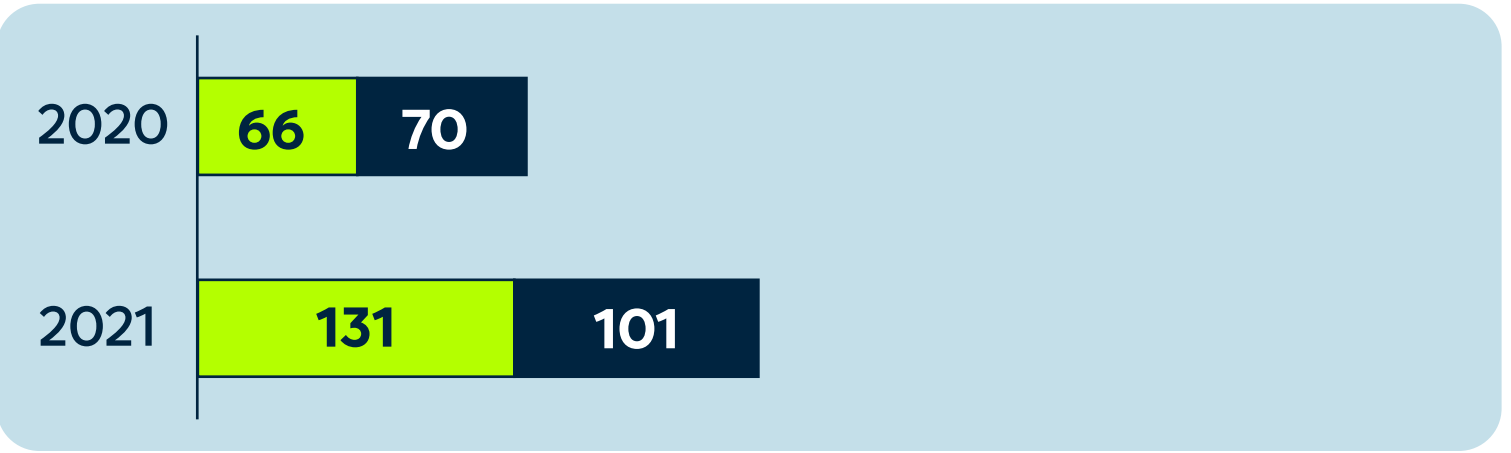
Number of employees by age group



Number of employees by region



Staff turnover





## Supporting mental and physical health

At Yettel, it is important for us to provide a working environment that is adapted to the psychological and physiological needs of our employees. The occupational health and safety function is responsible for the physical, mental and social well-being of employees and wants to prevent potential health hazards arising from working conditions. This is supported by the Health And Safety Representative elected by our colleagues for 5 years in 2021. The proper identification, reporting and management of workplace risks is our common duty, which is why our employees undergo mandatory HSSE training. In the reporting year and the year before, we had no serious or fatal work-related accidents.

We believe in the importance of preserving health at work, with a pleasant working environment as its cornerstone. The Yettel House in Törökbálint is one of the most modern office buildings in the country, with a panorama terrace, an outdoor sports field, a gym and a sauna. Our Garden Office is available to all colleagues, whether for coffee, mentoring or formal meetings.

All Yettel employees are covered by group life and accident insurance. It covers accidents, hospitalisation and surgery, and provides financial support to the employee in the event of childbirth, permanent incapacity for work, disability or to the employee's family in case of the employee's death. Our enhanced private healthcare service can also be extended to family members on an individual basis.





### Employee well-being programmes at Yettel

Our **well-being program** focused on stress management, mindful presence and resilience in 2021. We held a series of weekly morning kick-off sessions online to educate our colleagues on various well-being exercises (e.g. relaxation or stress relief techniques).

In July 2021, we launched our employee assistance programme **"You Can Count On Us"**. The program provides free counselling on personal, legal, financial and health issues for employees and their families. In 2021, we were able to provide relevant expert help to more than 100 colleagues' problems, so after a six-month trial period, we decided to continue the program.





# Talent management and career path 404-1

We are committed to lifelong learning and professional development. To ensure ongoing development, we have established performance appraisal systems under which our employees can receive ongoing feedback on their individual performance. The Impact Dialogue process supports multi-directional feedback, through peer feedback to manager feedback. We set individual targets for our employees in our performance appraisal system, which we monitor throughout the year. This process helps identify a possible career path for employees and measures their actual performance.

### Growth Zone talent program

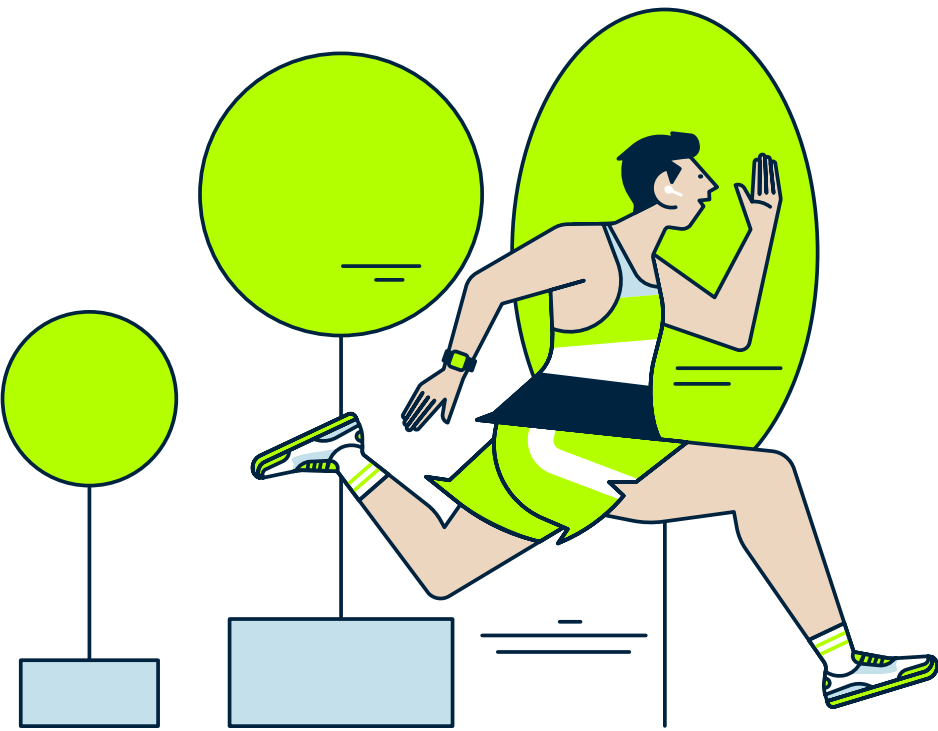
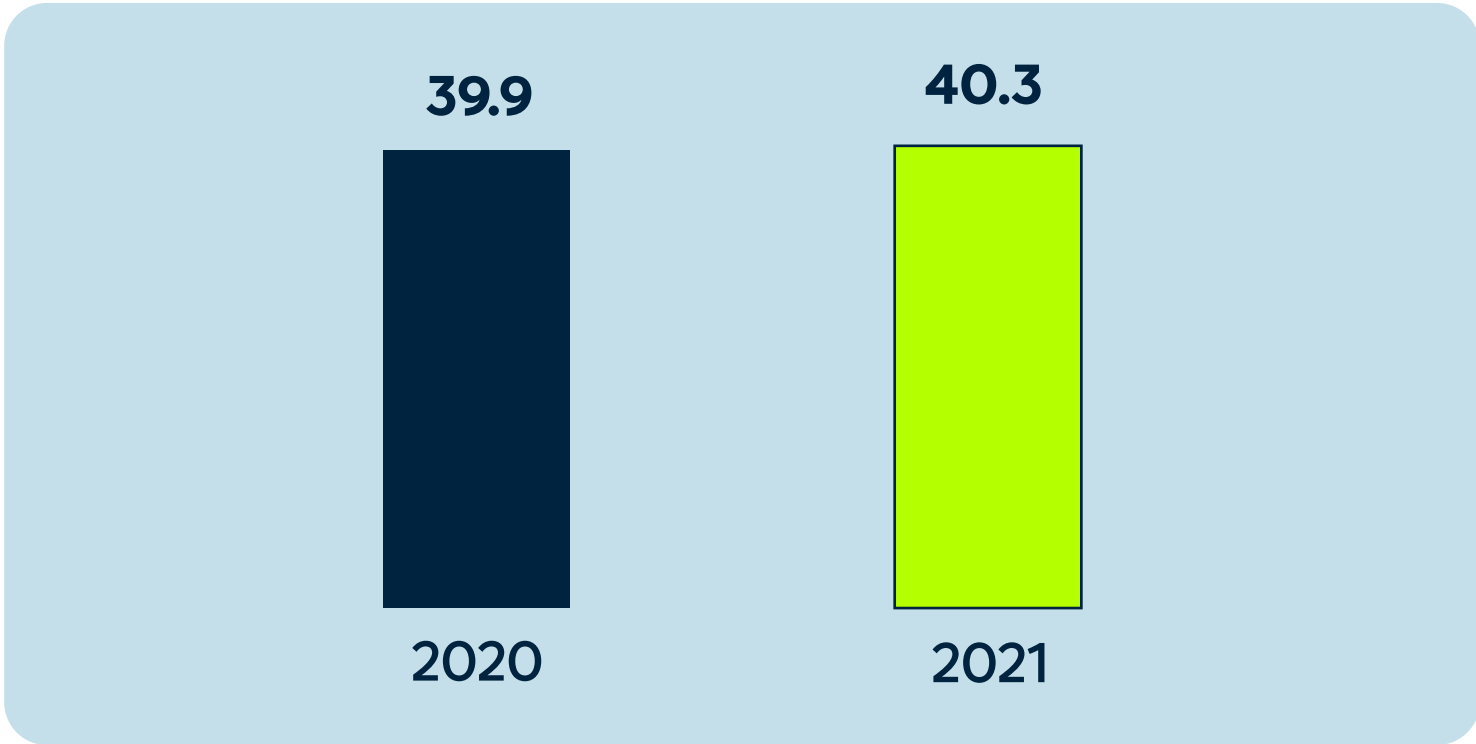
In 2021, supporting and developing talent was a special focus area for us. Our **Growth Zone** program was designed to improve the soft skills of our experts and managers, as well as to support networking and career paths. In addition to traditional training, the program included a 6-week innovation project and interactive mentoring sessions for our colleagues to connect with our senior managers. At the end of the program, participants were able to present their ideas to members of the Leadership Team.

At Yettel, we provide our employees with regular training opportunities, as well as various programs to support retraining. We offer mandatory and optional courses for colleagues, and our classroom and online courses are available to everyone. Our employees also have the opportunity to participate in professional conferences, knowledge-sharing forums and training courses. Digital technology is a strong focus at our courses.

Every year, we organise a “Learning Day” to promote learning and self-improvement and motivate colleagues and give them fresh energy. In 2021, the program was structured around four themes: Customer-centricity, Innovation, Brand Messaging and Employee Well-being. Our colleagues learnt about our business strategy, received relevant, practical guidance on the external and internal challenges we face, and were inspired by presentations from our own staff and external speakers. The Learning Day featured 22 speakers and was attended by around 400 colleagues.

With the increasing importance of environmental protection, we also launched an **internal environmental auditor training** course in the reporting year, which was attended by 22 employees. The annual environmental protection training course was completed by nearly 1,500 colleagues.

Number of training hours per employee<sup>13</sup>



<sup>14</sup> Based on the total number of training hours for the year divided by the total headcount at the end of the year (31 December).



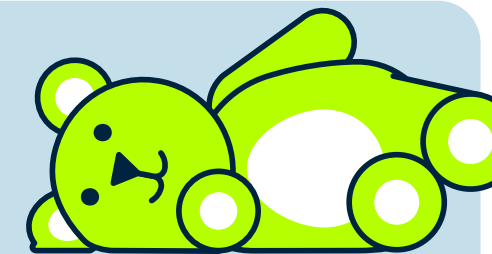
## Diversity, equal opportunities and human rights at work 102-8, 102-41, 406-1

Our HR policy sets out the principles of conduct that we consider to be the basis for cooperation in the workplace. At Yettel, we do not tolerate any form of harassment or discrimination. Our values and policies oppose any form of direct or indirect discrimination based on race, colour, nationality, gender or any other characteristic. In 2021, Yettel's Integrity function received one report where unwanted discriminatory behaviour was substantiated. The incident happened in our retail network and led to the dismissal of the employee concerned following a thorough investigation in line with our five relevant principles (right to a fair proceeding, presumption of innocence, principle of independence, right to privacy, fair and proportionate disciplinary measures).



Attention is paid to groups of employees whose working conditions differ from the average employment model or who require particular flexibility. We want to create a more family-friendly workplace, which is strongly supported by our hybrid working model.

For the first time in 2021, Yettel was granted the Family-friendly Company award created by the Three Princes, Three Princesses Foundation. The award considers the integral development of family-friendly measures, rewards new and innovative ideas and analyses the relationship between management concepts and the real needs and life situations of colleagues.



a maternity/paternity leave to have a child can claim an additional 4 weeks of paid leave within 1 year of the birth or adoption of the child, on top of the 5 days provided by law.



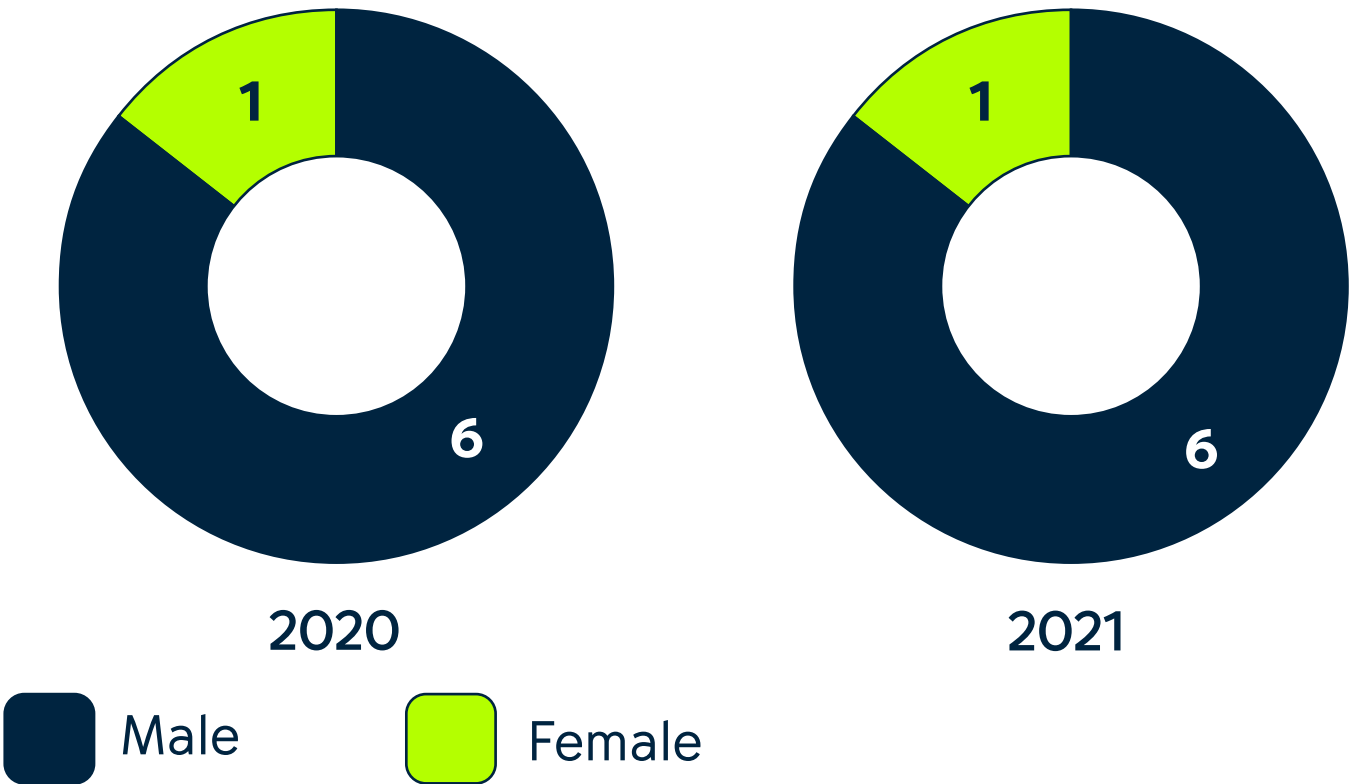
From 2021, all fathers working with us are entitled to a paternity leave of 4 weeks.

We respect the active role of mothers and fathers in the family, and we always keep the needs of parents and gender equality in mind in our decisions and operations. In 2021, for example, we had a shortened working day at all functions before Mother's Day, to give everyone a little more time to spend with their loved ones. In 2021, we reached an important milestone on Father's Day. Every employee working for us whose partner goes on

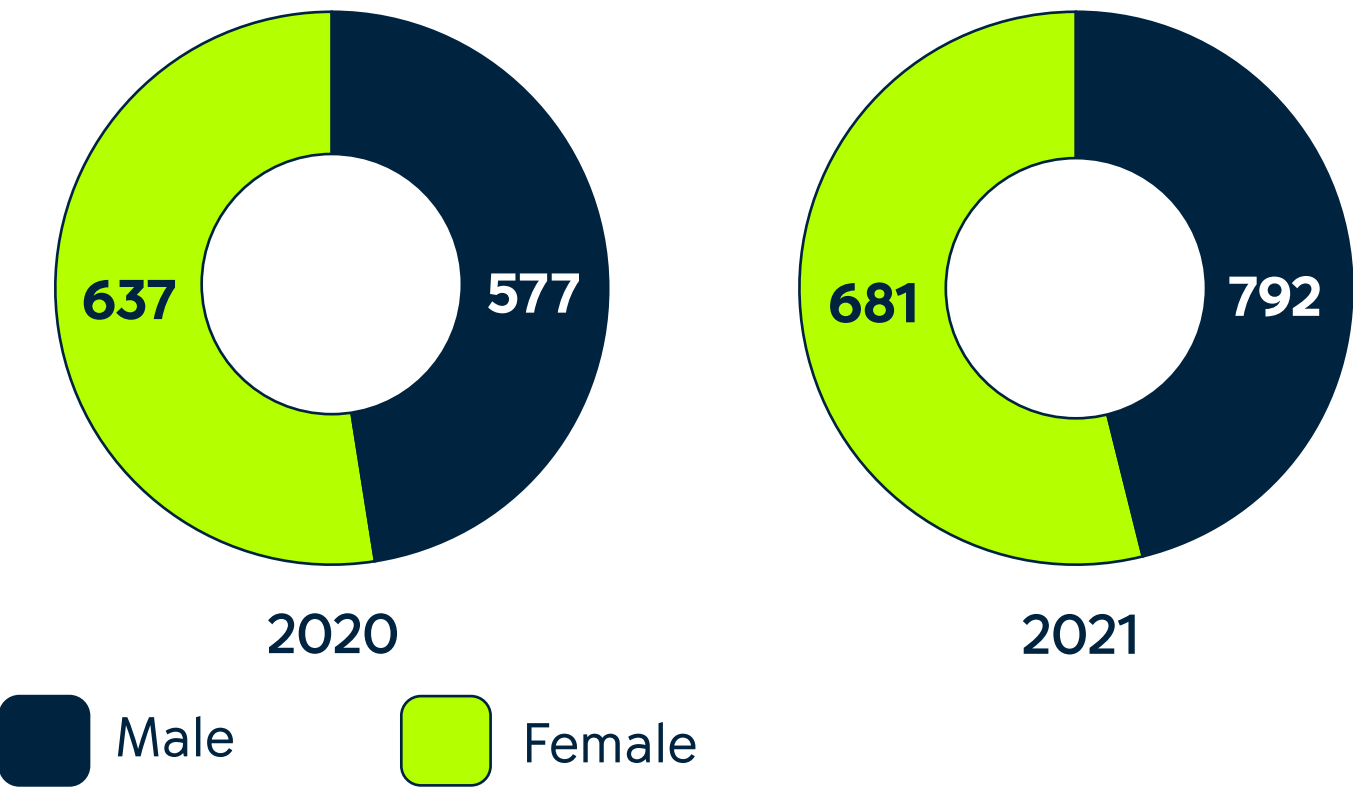
Every summer, we offer several camp opportunities for our employees' children. In summer 2021, the youngest children could join the Törpitábor and the Summer Sports Camp at the Sports Centre in Törökbálint. For IT enthusiasts, we have continued our nationwide cooperation with Logiscool. This year's innovation was the Kids English Club, where children could improve their English skills with the help of native English teachers.



Distribution of senior managers by gender



Distribution of employees by gender



The Yettel community

At Yettel, we are proud of our diversity and the strength of our community. Our colleagues enjoy spending time together, as shown by grassroots initiatives such as the Ultrabalaton running race regularly entered by our employee teams.

We also have a number of team building programs throughout the year to build our community so that our staff can get involved and gain new experiences outside working hours. The Party Committee, made up of volunteer colleagues, is the main organiser of self-organised events including hikes and bike rides in the summer, an Advent trip to Vienna in the winter, and regular after-hours social events for colleagues, such as theatre performances and wine tasting.

Dog lovers can also enjoy a Dog Day at our headquarters every Thursday, when everyone can bring their pet into the office.





## Employee initiatives for good causes

Grassroots fundraising campaigns have a long history at Yettel. At the start of the school year, we launched a schoolbag collection campaign, in which we collected school supplies and schoolbags with the help of our colleagues. The donations collected were given to our long-term partner, the Hungarian Reformed Church Aid, who delivered them to needy families in Pest county before the start of the school year.

Christmas donations are also a long tradition among our colleagues. To help ease the impact of COVID-19 and to make the festive season easier, we launched a collection campaign for non-perishable food in cooperation with the Hungarian Food Bank. Thanks to the generosity of our colleagues, we delivered 214.5 kg of food to children's homes and nursing homes in Budapest. Our traditional festive Cake Fair focuses on a different good cause each year, raising funds by selling cakes made by our colleagues. In 2021, the amount raised from the Cake Fair (HUF 200,000) was transferred to Gyermekhíd Foundation.

Under Yettel's traditional Kicsi Pakk initiative, employees buy personal gifts for children who live in Budapest children's homes. A special feature of the project is that we grant children their own Christmas wishes. In 2021, 187 Christmas gifts were delivered to children.





# Acting with Transparency and Integrity

103-1, 103-2, 103-3, 102-16

Yettel's operation is based on lawful, fair and ethical conduct. In addition to legal compliance, conformity to various international regulations, ethical standards and business practices is of paramount importance to us. Our internal policies and processes are based on the procedures and codes of conduct developed by PPF Group, the principles of which are summarised and defined in our Manual of Conduct and our Integrity Policy. These documents apply to all our employees and third parties acting on behalf of Yettel. Yettel Hungary stands firmly against corruption and bribery and rejects any form of discrimination.

We reach large audiences through our marketing communications, so the quality and accuracy of the information we provide is of critical importance. Our Legal Team is responsible for regulatory compliance, while our Integrity Team oversees compliance with our internal policies.

**Legal compliance is the expected business norm at Yettel. In 2021, our activities did not violate any environmental or marketing communications regulations.**





## Code of Conduct and principles 102-16

Our corporate principles on legal and ethical compliance are summarised in PPF's Code of Conduct and Yettel's Manual of Conduct. Yettel's core values and policies are set by PPF Group through the Code of Conduct and are approved by the Leadership Team. The Manual of Conduct also approved by the Leadership Team focuses on the practical side of principles and aims to enhance responsible behaviour. We expect our managers to incorporate Yettel's ethical principles into their business decisions and to understand their own responsibility in creating an ethical organisational climate.

The Code of Conduct and the Manual of Conduct are available to all employees. Employees have an obligation to read and comply with the Code of Conduct as part of their employment contract. These documents help our employees to deal with the challenges they face in a consistent way, understand what is expected of them in terms of conduct, represent Yettel's values, ensure fair business practices, as well as integrity and transparency at our company.

### Integrity Hotline 307-1

We want to create an atmosphere where any ethical concern can be discussed openly without fear of negative consequences. At Yettel, we maintain an Integrity Hotline through which our employees and anyone in contact with our company can report ethical concerns and violations. We believe that reporting a suspected offence is in the best interest of all.

All reports received are investigated objectively and impartially by the Integrity Team. All notifications and reports are strictly confidential to avoid discrimination. In the case of major incidents, PPF's Chief Compliance Officer decides on the next steps related to the report.

### Anti-corruption 205-3

At Yettel, we firmly oppose corruption during our business activities. Our ethics documents and the Integrity Policy set out clear procedures and criteria for Yettel to follow in the event of suspected corruption. Examples of corruption include bribery, the provision of facilitation payments and the abuse of power. Each year, we assess internal and external corruption risks and use the results to improve the relevant processes.

We accept financial contributions only from transparent and traceable sources, in accordance with the accounting rules in effect. In addition, our Code of Conduct and Manual of Conduct include detailed rules for ethical business gifts.

We are proud that there were no suspected cases of corruption requiring investigation at Yettel in the year of the report.



For more details about our ethics documents, please visit our website.  
**Corporate Governance – Code of Conduct – Yettel**



### Avoiding conflicts of interest

Detailed rules on conflicts of interest and declaration of interests are set out in our Integrity Policy. To ensure transparency, protect our reputation and promote unbiased decision making, all employees are required to declare their interests annually and also confirm if they have no interests. Regardless of the annual declaration, our employees are required to report any potential conflicts of interest promptly through the appropriate channels. The submitted declarations are evaluated and related decisions are made by the Interests Committee after detailed consideration.



### Responsible and transparent marketing communications 417-3

In order to provide our customers with fair, balanced and transparent information about our products and services and Yettel's value proposition, our marketing communications must comply with high legal and ethical standards. Yettel has established a dedicated legal committee responsible for checking the compliance of all marketing communications prior to publication. As a result of our responsible approach, we had no cases of non-compliance or infringement in relation to Yettel's marketing communications in 2021.



### Sustainable, ethical supply chain 402-42

Our clear, transparent and fair business principles cover not only our internal operations, but also define our supplier relationships. We want to establish a supply chain adhering to the requirements of business ethics in a sustainable way. Requirements for our business suppliers are outlined in the General Terms of Procurement and the ethical clauses of our contracts. Contracts include provisions on sanction lists and corruption whose violation is in conflict with Yettel's values.

Our General Terms of Procurement provide a transparent and secure framework for contracting parties. These terms set out the basic cornerstones of the contractual relationship and include detailed rules on business confidentiality and ethical behaviour.

For more details about our sustainable, ethical supply chain, please visit our website.

**Responsible business – Sustainable ethical suppliers – Yettel**



# Professional partnerships <sup>102-13</sup>

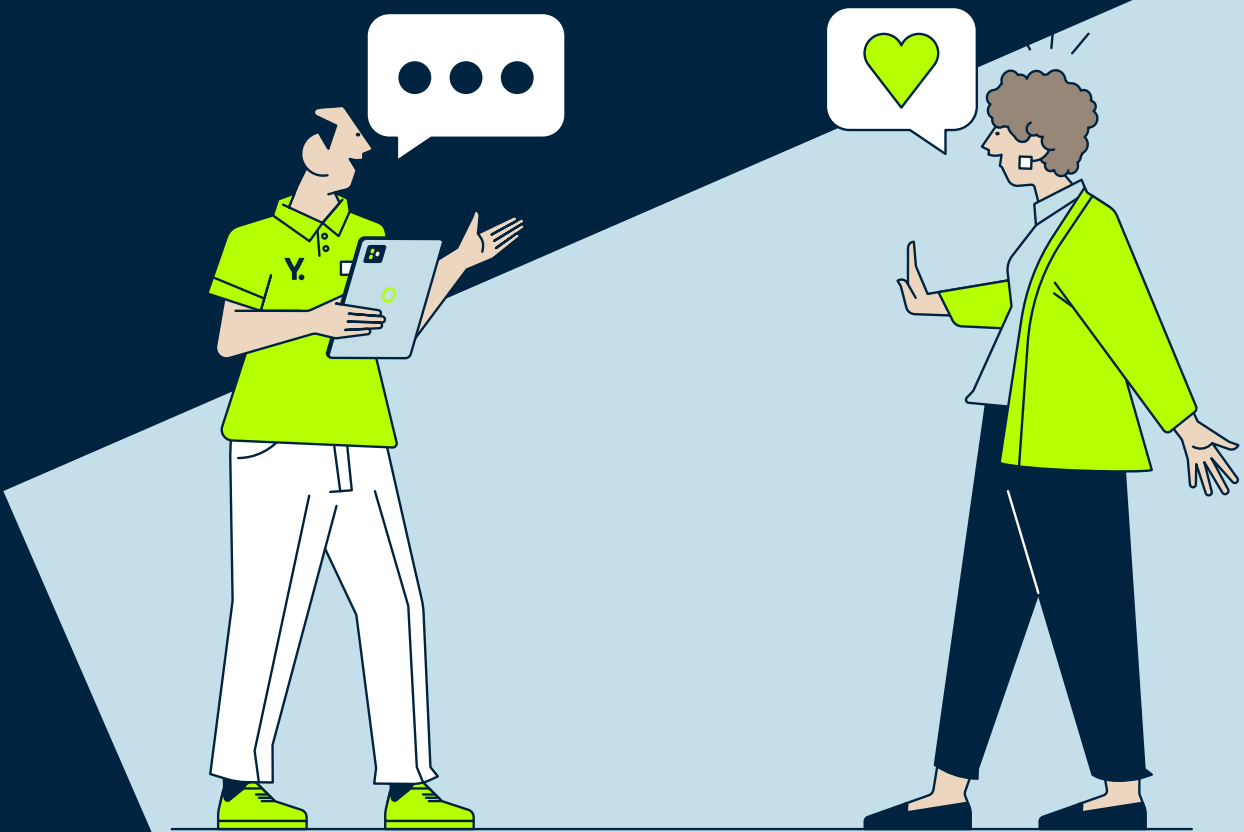
As a member of trade organisations, Yettel has been involved in developing the legal and regulatory framework of communications and commented on new and amended legal regulations as part of the industry.

Membership in trade and representative organisations:

GSM Association	Communications Reconciliation Council (HÉT)	Scientific Association of Infocommunications (HTE)	ICT Association of Hungary (IVSZ)	Hungarian Mobile Wallet Association
NMHH Technical Support System	Advertising Self-regulatory Board	American Chamber of Commerce (AmCham)	Hungarian Business Leaders Forum (HBLF)	Business Council for Sustainable Development in Hungary (BCSDH)

Endorsed initiatives

Nonprofit Information and Education Centre (NIOK) – ADHAT donation line





# Awards and recognitions

2021
<b>Doing Good CSR Award winner</b> Integrated CSR solution category - Telenor HiperSuli offer - FIRST PLACE
<b>SozialMarie 2021 award winner</b> A project facilitating collaboration in support of education during the COVID epidemic, in which Telenor presented the "I Teach Online" program launched with KórházSuli in March 2020
<b>UNICEO Best CSR Integrated Event Award 2021</b> "Telenor - Distance Learning Lifeline instant conference" event held under Telenor's HiperSuli digital education program



2020
<b>DoingGood CSR Award 2020</b> In the category of collaborative non-profit projects: A project facilitating collaboration in support of education during the COVID epidemic, "I Teach Online" program launched with KórházSuli - Finalist's Certificate Social affairs - Empowerment and community development, learning processes: Telenor's digital education program Telenor HiperSuli - category winner
<b>HRBEST,„Future Generation” category 2020 – silver award</b> A project facilitating collaboration in support of education under the title "I Teach At Home" in which Telenor presented the "I Teach Online" program launched with KórházSuli
<b>Effekt 2030 - Community Investment Award</b> "Most Exemplary Employer" category winner
<b>HRKOMM Award</b> Four Telenor entries won awards in the competition, organised in cooperation between hrpwr.hu, Üzlet & Pszichológia and Kreatív magazin, including the "Most Original CSR Program" category: Telenor digital education program HiperSuli won a gold medal



# About the report

102-45, 102-50, 102-51, 102-52, 102-53, 102-54

At Yettel, we believe that business operation is only sustainable if it incorporates all three pillars of sustainable development, that is, environmental and social considerations in addition to economic ones. To showcase our commitment and achievements, we are pleased to publish Yettel Hungary's first Sustainability Report of 2021. In our report, we give account of Yettel Hungary's sustainability performance in the calendar year 2021, along our material topics.

For questions related to our Sustainability Report, please contact our Corporate Communications Department at [fenntarthatosag@yettel.hu](mailto:fenntarthatosag@yettel.hu).

Reporting period	Fiscal year 2021 (1 January 2021 to 31 December 2021)
Reporting cycle	Annual
Content of the report	In our report, we report on sustainability topics relevant to Yettel Hungary, covering a total of 12 GRI topics. The scope of entities covered in this report is the same as those covered in the consolidated financial statements.
Reporting standard applied	The report has been prepared in accordance with the GRI Standards (2016): Core Compliance Level.
Third-party verification	The report was not verified by a third party.
Date of publishing the previous report	Yettel Hungary has not previously published Sustainability Reports. Our legal predecessor, Telenor Hungary, published its last Sustainability Report for the calendar year 2015.





# GRI Content Index 102-55

GRI Disclosure	Description	Page	Comments
I. GRI 102 General Disclosures 2016			
Organizational profile			
102-1	Name of the organization	5	
102-2	Activities, brands, products, and services	5	
102-3	Location of headquarters	6	
102-4	Location of operations	6	
102-5	Ownership and legal form	9	
102-6	Markets served	5, 8	
102-7	Scale of the organization	5 - 6, 8	
102-8	Information on employees and other workers	39 - 40, 46	

GRI Disclosure	Description	Page	Comments
102-9	Supply chain	-	Yettel's value chain is simple due to the nature of its activities as a service provider. We are in direct contact with CETIN Hungary network infrastructure service provider and with our real estate property management company (that operates Yettel's office building). We work with our device suppliers and other service suppliers. Our end user costumers (residential, SMEs and corporate) are at the end of our value chain.
102-10	Significant changes to the organization and its supply chain	6, 9	
102-11	Precautionary Principle or approach	11	
102-12	External initiatives	11	
102-13	Membership of associations	52	



GRI Disclosure	Description	Page	Comments
Strategy			
102-14	Statement from senior decision-maker	2	
Ethics and integrity			
102-16	Values, principles, standards, and norms of behavior	49, 50	
Governance			
102-18	Governance structure	15	
Stakeholder engagement			
102-40	List of stakeholder groups	19	
102-41	Collective bargaining agreements	46	We do not employ workers covered by a collective bargaining agreement.
102-42	Identifying and selecting stakeholders	51	
102-43	Approach to stakeholder engagement	19	
102-44	Key topics and concerns raised	19	

GRI Disclosure	Description	Page	Comments
Reporting practice			
102-45	Entities included in the consolidated financial statements	54	
102-46	Defining report content and topic Boundaries	17	
102-47	List of material topics	17	
102-48	Restatements of information	-	Yettel Hungary has not published Sustainability Reports previously.
102-49	Changes in reporting	-	Yettel Hungary has not published Sustainability Reports previously.
102-50	Reporting period	54	
102-51	Date of most recent report	54	
102-52	Reporting cycle	54	
102-53	Contact point for questions regarding the report	54	
102-54	Claims of reporting in accordance with the GRI Standards	54	
102-55	GRI content index	55 - 59	
102-56	External assurance	54	



GRI Disclosure	Description	Page	Comments
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GRI 103: Management approach 2016	Management Approach (GRI 103-1, 103-2, 103-3)	49, 50	
205-3	Confirmed incidents of corruption and actions taken	50	
GRI 302 Energy 2016			
GRI 103: Management approach 2016	Management Approach (GRI 103-1, 103-2, 103-3)	30	
302-1	Energy consumption within the organization	31	During this disclosure, our data were not available in such a breakdown which compiles with the GRI standard, therefore we have deviated from the standard.

GRI Disclosure	Description	Page	Comments
GRI 305 Emissions 2016			
GRI 103: Management approach 2016	Management Approach (GRI 103-1, 103-2, 103-3)	30	
305-1	Direct (Scope 1) GHG emissions	33	
305-2	Energy indirect (Scope 2) GHG emissions	33	
305-3	Other indirect (Scope 3) GHG emissions	33	
305-4	GHG emissions intensity	33	
GRI 306 Waste 2020			
GRI 103: Management approach 2016	Management Approach (GRI 103-1, 103-2, 103-3)	30	
306-1	Waste generation and significant waste-related impacts	35	
306-2	Management of significant waste-related impacts	35	



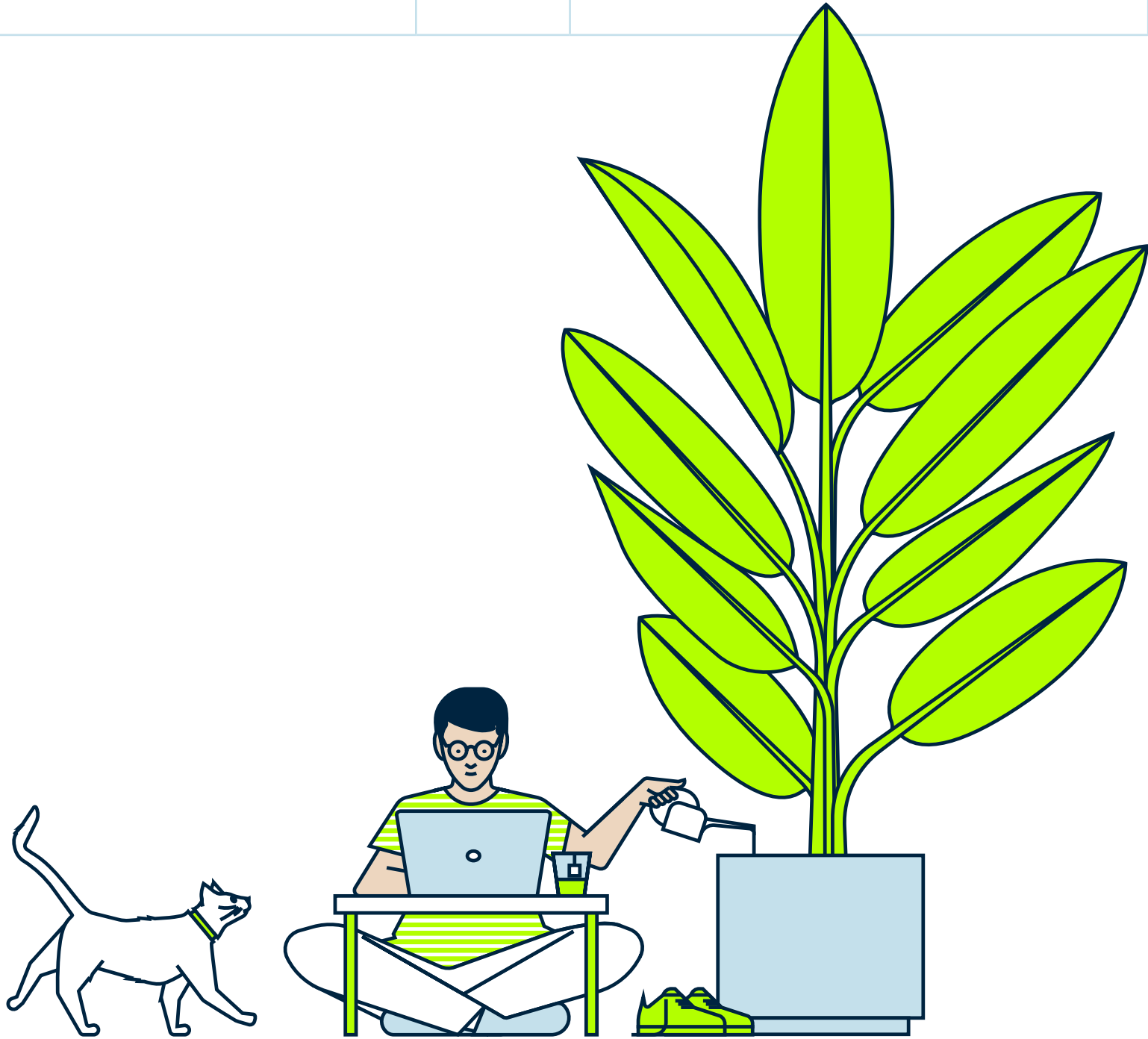
GRI Disclosure	Description	Page	Comments
306-3	Waste generated	35	
306-4	Waste diverted from disposal	35	
GRI 307 Environmental Compliance 2016			
GRI 103: Management approach 2016	Management Approach (GRI 103-1, 103-2, 103-3)	49	
307-1	Non-compliance with environmental laws and regulations	49	
GRI 401 Employment 2016			
103	Management Approach (GRI 103-1, 103-2, 103-3)	38, 40	
401-1	New employee hires and employee turnover	42	
GRI 404 Training and Education 2016			
GRI 103: Management approach 2016	Management Approach (GRI 103-1, 103-2, 103-3)	38, 45	

GRI Disclosure	Description	Page	Comments
404-1	Average hours of training per year per employee	45	During this disclosure, our data were not available in such a breakdown which compiles with the GRI standard, therefore we have deviated from the standard.
GRI 405 Diversity and Equal Opportunity 2016			
GRI 103: Management approach 2016	Management Approach (GRI 103-1, 103-2, 103-3)	38, 46	
405-1	Diversity of governance bodies and employees	47	During this disclosure, our data were not available in such a breakdown which compiles with the GRI Standards, therefore we have deviated from the standard.
GRI 406 Non-discrimination 2016			
GRI 103: Management approach 2016	Management Approach (GRI 103-1, 103-2, 103-3)	38, 46	



GRI Disclosure	Description	Page	Comments
406-1	Incidents of discrimination and corrective actions taken	46	
GRI 413 Local Communities 2016			
GRI 103: Management approach 2016	Management Approach (GRI 103-1, 103-2, 103-3)	20	
413-1	Operations with local community engagement, impact assessments and development programs	21, 27	The information disclosed in this report does not fully follow the GRI disclosure structure.
GRI 417 Marketing and Labeling 2016			
GRI 103: Management approach 2016	Management Approach (GRI 103-1, 103-2, 103-3)	49	
417-3	Incidents of non-compliance concerning marketing communications	49, 51	

GRI Disclosure	Description	Page	Comments
GRI 418 Customer Privacy 2016			
GRI 103: Management approach 2016	Management Approach (GRI 103-1, 103-2, 103-3)	20, 28	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	28	







# Imprint

Published by the Corporate Communications Department of Yettel Hungary.

(Törökbálint, 2022)

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