

# Sustainability report

2022

# Yettel.



Hungary

# Welcome address by the CEO 2-22

I took over as head of Yettel Hungary in September 2023. I am excited to have a chance to lead one of the country's leading companies and I have a very strong determination to continue building our innovation-based brand and supporting the company as a leading customer-centric and sustainability-focused telco business in Hungary.

2022 was an extremely challenging year for our sector, our company and the global economy as well. The war in our neighborhood, the energy crisis, the inflation challenged us in so many ways. But despite all the difficulties, we delivered a very successful business year, mainly because we could adapt to the new world around us. We reached important milestones by successfully transforming ourselves into a full-fledged mobile service provider, rolling out one of the strongest 5G networks in Hungary, as well as launching home internet and a new TV service. All this was achieved while successfully rebranding the company to Yettel last year. We have also laid the foundations of our company's ESG strategy, and as the new CEO I'm committed to moving further and faster down this path.

Our sustainability efforts are in line with the strategy of our parent company, PPF Telecom Group, so we set our goals to respond to domestic challenges in line with global and European guidelines. One of the most important elements of this is that our company joined the Science Based Targets initiative (SBTi) to reduce our carbon emissions.

While stopping the warming of the Earth is undoubtedly one of our most urging tasks, I believe that we can make a real difference by building from the inside out. In this spirit, we prioritized the education of our own colleagues with targeted programs. I am also proud that our digital education program not only prepares tens of thousands of students for a safer life in the digital space, but also focuses on the student-parent-teacher triangle, helping them all to benefit from digitization. Going further, we launched e-waste collections programs for our clients to strengthen their environmental awareness and also to support circular economy efforts through the collection of used mobile devices.



We also took a major step forward in the field of cybersecurity in 2022, and today hundreds of thousands of our customers enjoy the benefits of our network software that protects them from the dangers lurking on the Internet.

I strongly believe that business and sustainability must go hand in hand. The latest technology used in the telco industry, 5G, is key to sustainability, not just because it significantly reduces the amount of energy needed to transmit one unit of data, but also because it makes education, working, banking, transportation and actually all fields of private and business life easier. Our network, which now provides one of the best 5G customer experiences in Hungary, plays a key role in the everyday life of Hungary's economy and society.

To conclude, I consider ESG as the guiding principle for our future success, along with ethics and integrity as our core assets. I also believe it is essential that, on top of financial results, the success and value of companies is measured by their sustainable performance, which will ensure the effectiveness of global sustainability efforts.

**Igor Prerovsky**

CEO of Yettel Hungary



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# Yettel Hungary 2-1, 2-6

Yettel Magyarország Zrt., - formerly known by several brand names - has been a significant participant in the Hungarian telecommunications sector since 1994. In line with our vision and mission, our goal is to provide our clients with the best quality and services available on the market and be a reliable, innovative, and long-term sustainable mobile communication provider for our partners.

## Yettel Hungary in Numbers

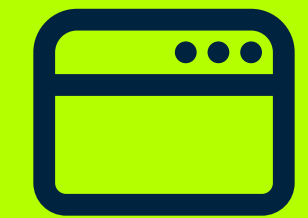
Yettel provides efficient, affordable and easy-to-use voice and data solutions, digitally accessible content, business solutions, and value-added services to more than 3 million customers. Through the ongoing development of our network and innovative solutions, we are a long-term investor in the local market, reaching 99.53% of the Hungarian population.



More than 130 Yettel shops nationwide



1 666 employees



2 109 680 residential, 696 008 business and 506 544 M2M SIM cards (3,3 Million customers)



99% of nationwide 4G coverage



5G coverage available to nearly 500 000 people



In 2022, Yettel Hungary had **133 company-owned shops** nationwide.

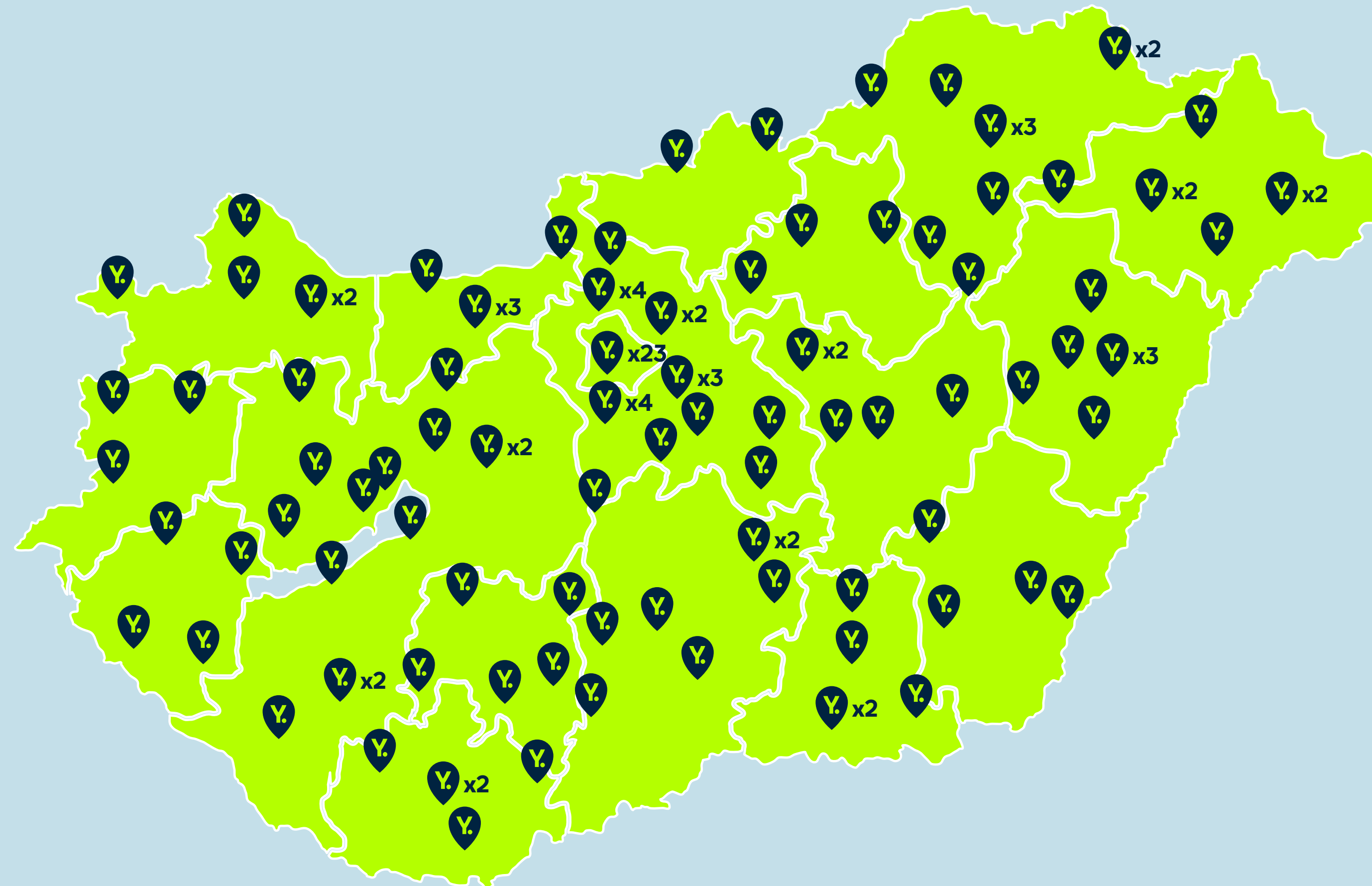


In February 2020, we launched a major organizational restructuring process, gradually phasing out our network of partner shops and transforming them into company-owned shops. By the end of 2022, all of our partnershops were insourced, which significantly contributed to creating a unified customer experience. **1 666 employees** are working for us to help our clients in 133 stores, in our central office building - the Yettel House in Törökbálint - and our Call Centre in Szeged.



### The map of Yettel Hungary's shop network

In February 2020, we launched a major organizational restructuring process, gradually phasing out our network of partner shops and transforming them into company-owned shops. By the end of 2022, all of our partnershops were insourced, which significantly contributed to creating a unified customer experience. 1 666 employees are working for us to help our clients in 133 stores, in our central office building - the Yettel House in Törökbálint - and our Call Centre in Szeged.



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, Yettel has primarily focused on residential and corporate customers, while CETIN Hungary is responsible for network and infrastructure development as a technological partner.

Today, Yettel serves customers at nearly **4 000** base stations.

## Products and Services 2-6

Mobile services mean more to us than just technology. We believe the benefits of mobile communications, including mobile internet and mobility, should be 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 mobility benefits, 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. We offer smartphones, tablets and other accessories with our tariff plans, expanding the possibilities of mobile internet. We are committed to continuous innovation and adding innovative financial and digital solutions to our service portfolio. These include at-home TV streaming services and contactless payment. In 2021, the company 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 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. By the end of 2022, nationwide more than 500 stations provide 5G coverage, which is safer, more efficient and uses less energy.

Number of SIM cards generating traffic for Yettel	2021	2022
Total number of SIM cards generating traffic (excluding M2M cards)	2 856 100	2 805 688
Of which consumer SIM cards in total	2 168 399	2 109 680
Of which business SIM cards in total	687 701	696 008
Number of M2M SIM cards generating traffic	433 426	506 544
<b>Total</b>	<b>3 289 526</b>	<b>3 312 232</b>



## Background of the Yettel Brand <sup>2-1</sup>

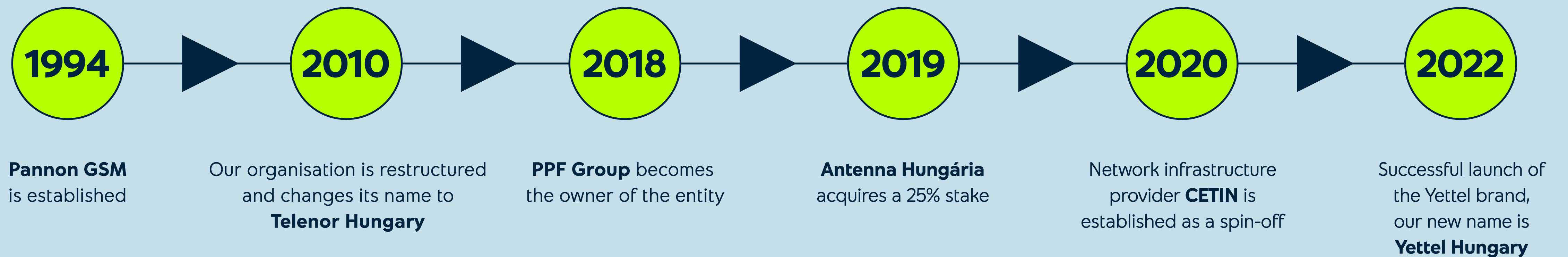
PPF Group acquired the mobile subsidiaries of Telenor Group in Central and Eastern Europe in 2018. In 2019, Antenna Hungária purchased a 25% stake in Telenor Hungary, and since then, 75% of the company has been owned by the Czech PPF Group. The company started working on the new brand replacing Telenor in the region's countries in 2021. The launch of the Yettel brand - and our new name Yettel Hungary - on 1 March 2022 was a key milestone in our company's history.

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 launched in March 2022. The brand aims to be a modern telecommunications brand, embracing the latest trends and understanding both the growing role of technology in people's lives and the importance of sustainable development. Therefore, along with the Yettel brand, our portfolio has also changed to offer real 21st-century solutions to our customers. Our simple yet high-quality services enable our customers so that they can spend their time on what matters to them. Additionally, we support our clients in their sustainable lifestyle choices by providing smart applications that allows them to save energy and dispose of their devices in an environmentally conscious way during our recycling campaigns.

### History of Yettel Hungary



# Leadership Team of Yettel Hungary

The senior management of Yettel Hungary as of 31 December 2022<sup>1</sup>

**Peter Gazik**  
Chief Executive Officer

**Mohamed ElSayed**  
Chief Commercial  
Officer

**Zoltán Dávid**  
Chief Strategy Officer

**György Koller**  
Chief Technical Officer

**József Takács**  
Chief Financial Officer

**Dr. Márk Erdélyi**  
Chief Legal and  
Reputation Officer

**Enikő Szalai**  
Chief People Officer



<sup>1</sup>On 1st September 2023, Igor Prerovsky followed Peter Gažik in the CEO position. On 25th of August 2023, the Legal and Business Security Division was deactivated. The business security division was transferred to the technical team, and dr Péter Galambos was named Head of Legal Division.

# Sustainability at Yettel 2-23

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

## PPF Telecom Group's Sustainability Strategy

In 2021, PPF Telecom Group formalised its sustainability strategy. It involved all subsidiaries, including Yettel Hungary's management board. In 2022, PPF Telecom Group has publicly committed to setting its emission reduction targets aligned with the Science Based Targets initiative's (SBTi) criteria by 2024 at the latest.

Joining the SBTi initiative is a process, which started with signing a commitment document in 2022. Simultaneously, the development of emission targets and the finalisation of the underpinning decarbonisation strategy began.

As a sign of commitment to transparency and environmental sustainability, PPF Telecom Group completed the CDP (Carbon Disclosure Project) questionnaire for the first time in 2022. At the group level, it achieved a B- rating, confirming that it has taken the necessary steps to reduce its carbon dioxide emissions and negative environmental impact.

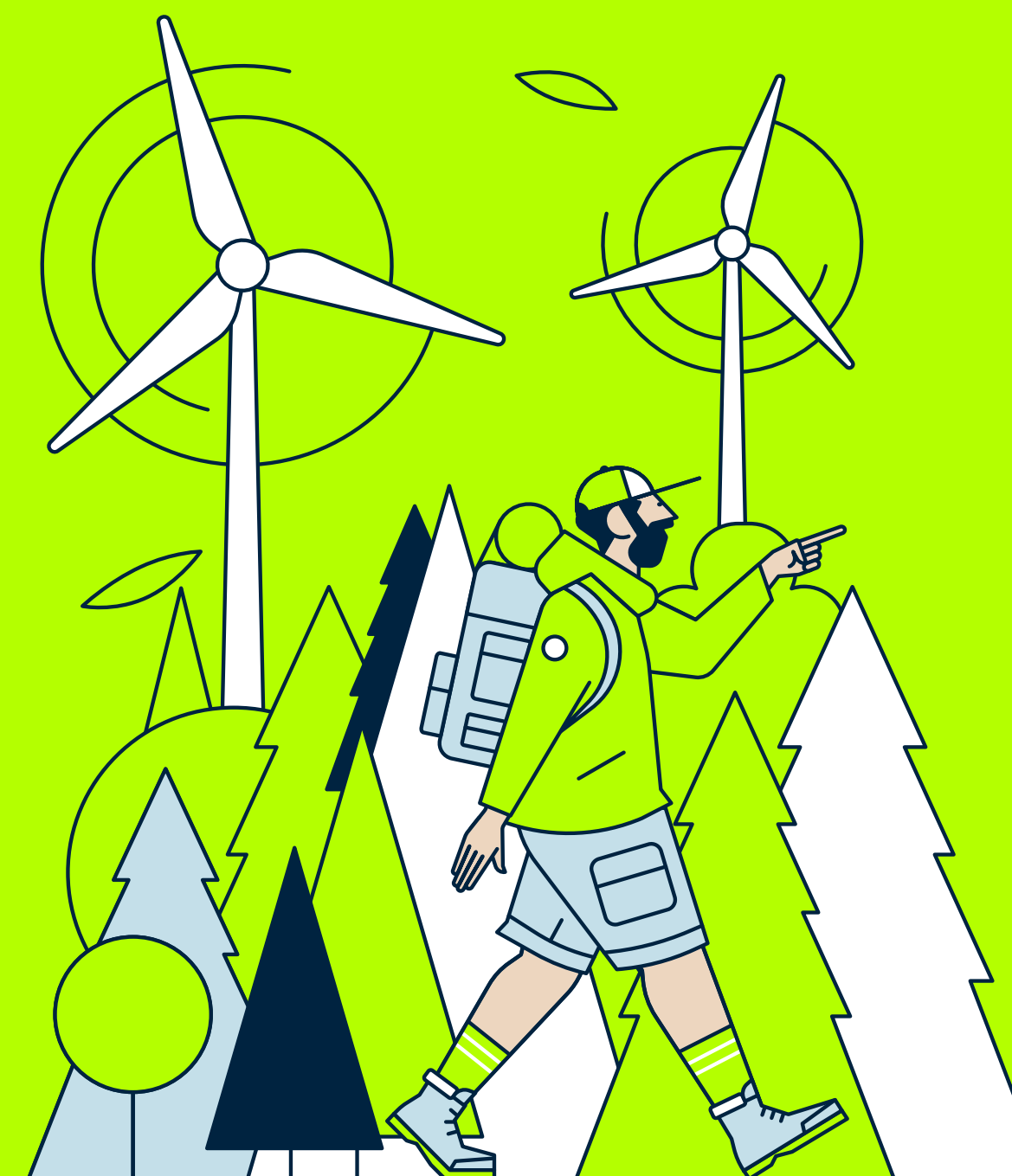


## ESG Strategy of Yettel Hungary<sup>2</sup>

Yettel Hungary's sustainability strategy aligns with the sustainability strategy developed by PPF Telecom Group. We have adjusted the targets to reflect the local settings, expectations and the company's position and practices to action the strategy here in Hungary.

Yettel Hungary's first ESG strategy for the 2023-2028 period identifies the critical focus areas of our sustainability efforts for the next five years. We are working on integrating sustainability as a comprehensive principle into our strategic thinking and daily business.

We aim to deliver on our strategic goals in the next five years (2023 - 2028). When developing our strategy, we strived to ensure that our objectives are both realistic and ambitious. We set quantifiable, specific goals, taking 2021 as a baseline year. To deliver on our ambition, we are developing a detailed action plan in 2023.



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<sup>2</sup>In this report, the terms ESG and sustainability strategy are used interchangeably.

# 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

III



- 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

II



- 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



## Pillar I: Accelerating Technology for a Sustainable Future

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

- We will continue to invest in the 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 annually.

### 3. Safeguarding information security and personal data

- To deliver security solutions for data protection to at least 20% of 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, standardised 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

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



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

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

- Our goal is to reduce the intensity of our carbon emissions in the Scope 1, 2 and 3 categories<sup>3</sup>
- 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 paper usage related to our operation and commercial activity.

<sup>3</sup> 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 program to enable us to reduce GHG emissions.



## Pillar III: 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 can dedicate time to volunteer regularly (1 day / employee / year)

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

- The 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 an employment program for people with disabilities by 2024. We are developing a comprehensive program to accelerate the creation of an inclusive workplace

### 4. Encouraging women in their careers

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

## Pillar IV: 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

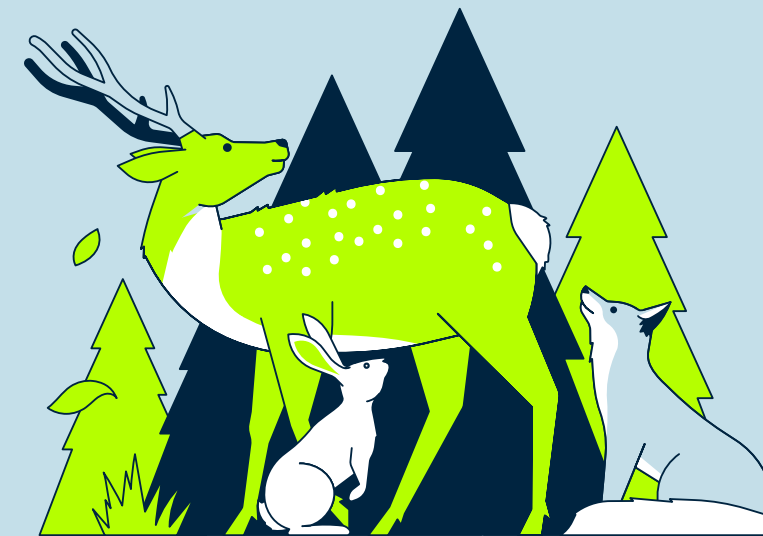
## Our Results in 2022

We started the implementation of our sustainability strategy in 2022 building on our strengths and existing aspirations. The soundness of our commitments is shown by the fact that even in the first year of implementation we managed to achieve results related to our ESG targets and goals. We aim to successfully align with the targets set in the coming years and to contribute to our group- and entity-level objectives.



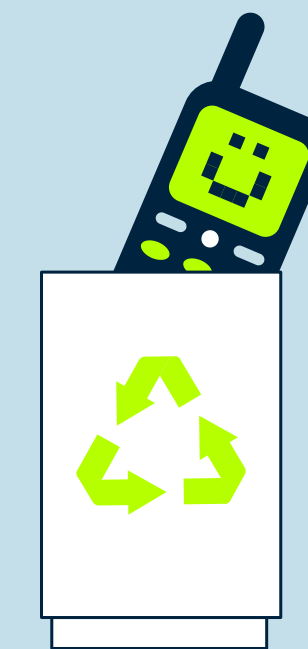
### Customer satisfaction

- By the end of 2022, all of our partnerships were insourced, which significantly contributed to creating a unified customer experience.
- We are constantly improving our network services: by the end of 2022, nationwide more than 500 stations provide 5G coverage, which is safer, more efficient and uses less energy.



### ESG strategy

- In 2022, we started working on the development of our emission targets and continued the finalization of the decarbonization strategy.
- We are working on shortening our value chain: by 2022, 93% of our suppliers were domestic, local partners.



### Recycling and waste management

- During our sustainability-focused program series and our mobile phone collection campaign, we collected a total of more than 3 000 kilograms - 26 486 units - of used mobile phones.
- We continued to encourage customers to recycle their used devices through a number of successful recycling campaigns.



## Corporate Governance of Sustainability Topics 2-9, 2-10, 2-11



We believe efficient corporate governance is essential for business success and achieving our sustainability goals. At Yettel, we know that appropriate business practices, reliable financial reporting, integrity, and creating a regulated environment throughout the company are the foundations of responsible and sustainable corporate governance.

Yettel Hungary's strategic planning and implementation, risk management, and management of responsible business practices and human resources are overseen by our Board of Directors and the Leadership Team as key corporate governance entities. The Board of Directors, a formal unit comprised of top executives, is primarily in charge of developing the company's long-term strategy.

The Chairman of the Board of Directors is also the organisation's Chief Executive Officer. The Board comprises the CEO, the Deputy CEOs and the PPF Area Managers. Members are elected by a resolution of shareholders, are appointed indefinitely, and meet three times annually.

In addition to the Board of Directors, the Leadership Team, which meets weekly, is responsible for the operational implementation of the strategy and is also the forum for decisions. When there is a cross-cutting specific issue that requires further discussion, the leaders of each area can discuss the topics in depth in subcommittees (e.g., People Forum).

## Management of Sustainability Topics 2-9, 2-12, 2-13, 2-14, 2-17, 2-18

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

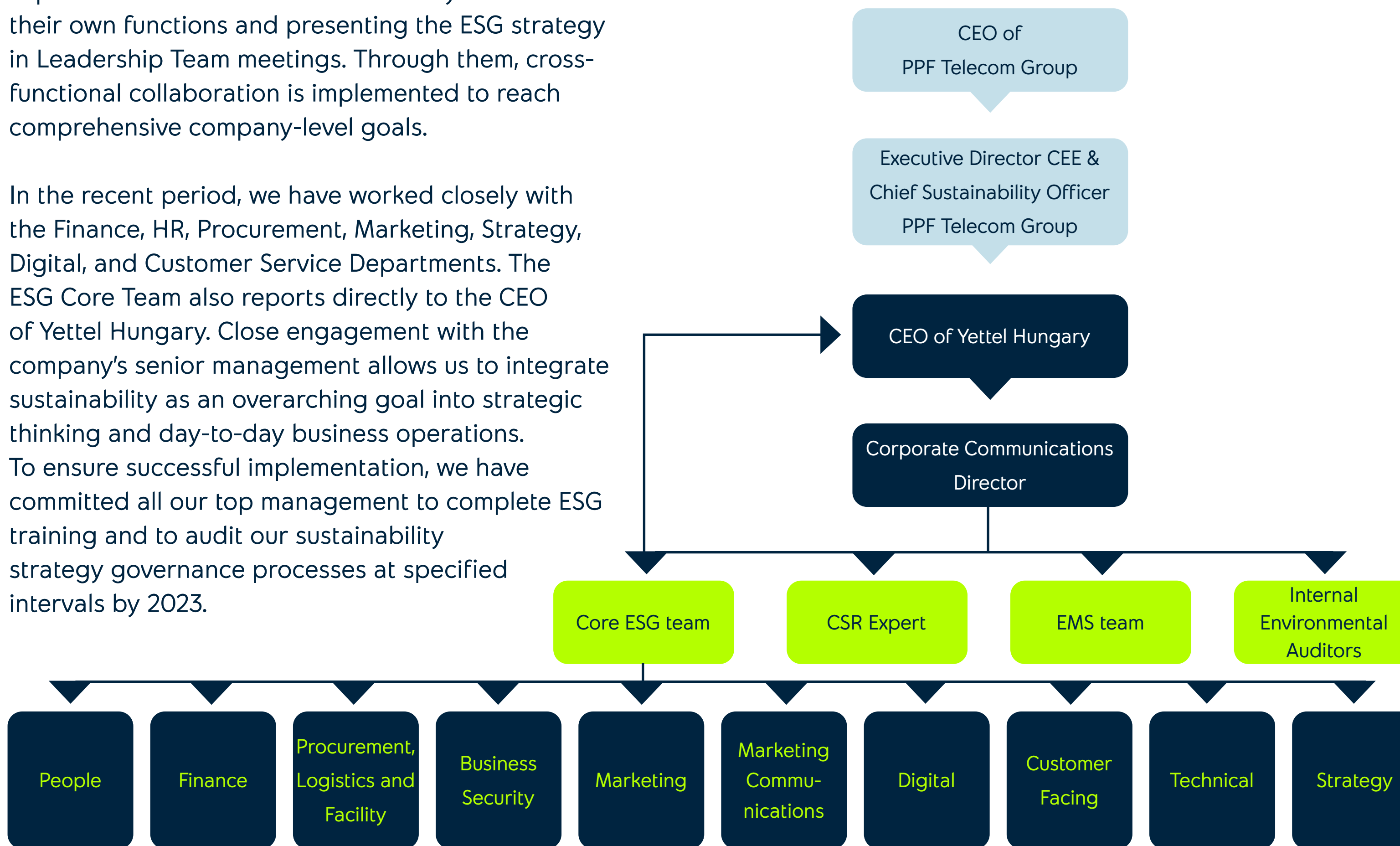
The CEO is primarily responsible for decision-making and performance evaluation related to Yettel's ESG strategy, supported by department managers. Our CSR expert is primarily responsible for the operational implementation of sustainability activities, under the guidance of the Director of Corporate Communications and ESG. Their work is complemented by the EMS Team and environmental internal auditors, as well as the Core ESG Team, who work together to coordinate sustainability activities under the coordination of the Director of Corporate Communication and ESG.

- The EMS Team represents the functions relevant to the Environmental Management System.
- Internal environmental auditors are colleagues who voluntarily completed our internal auditor training course. As a result of this qualification, they perform most of the internal environmental audits at Yettel.
- The ESG Core Team comprises 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 and presenting the ESG strategy in Leadership Team meetings. Through them, cross-functional collaboration is implemented to reach comprehensive company-level goals.

In the recent period, we have worked closely with the 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. To ensure successful implementation, we have committed all our top management to complete ESG training and to audit our sustainability strategy governance processes at specified intervals by 2023.

### Governance of Sustainability Topics<sup>4</sup>



<sup>4</sup>The position of Chief Legal and Reputation Officer was deactivated as of 1 January 2023. From 1 January 2023 to 25 August 2023, the Deputy CEO position has been changed to Deputy CEO Legal and Business Security, with the Corporate Communications Directorate reporting directly to the CEO from that date.

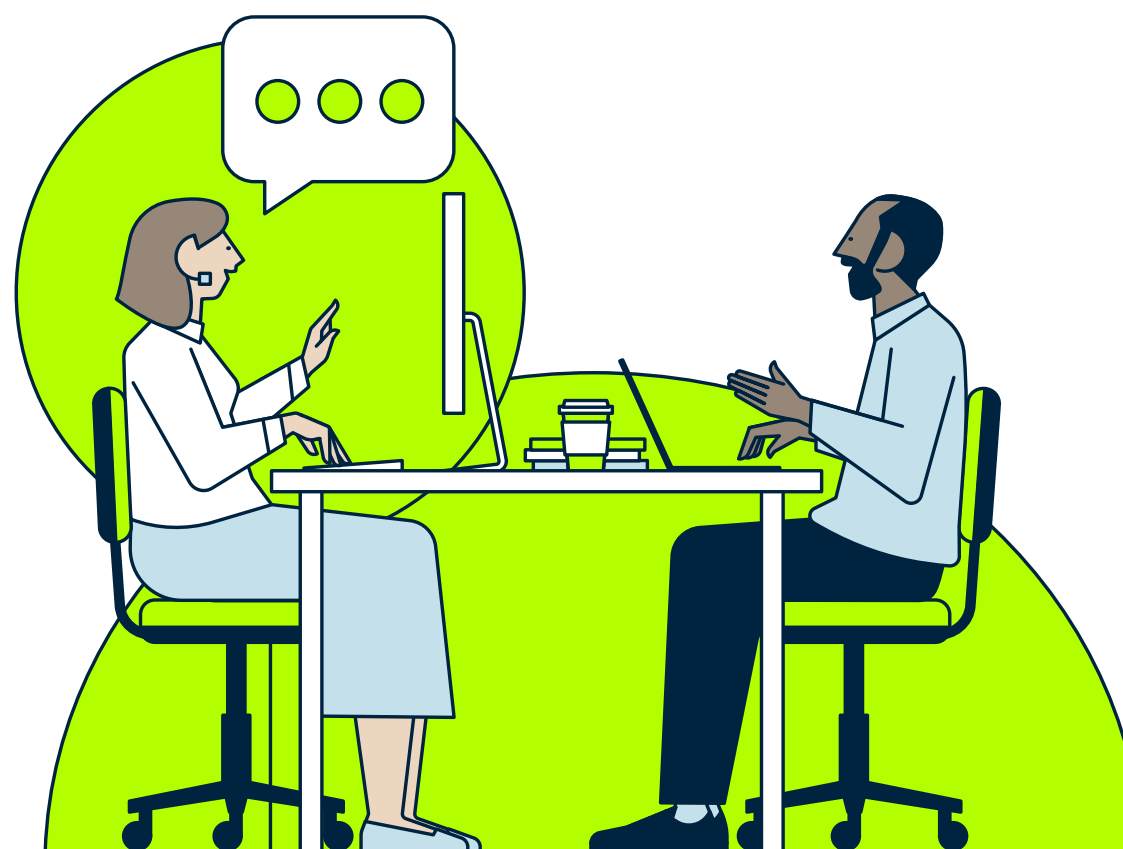


### Sponsorship Committee

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 Committee evaluates sponsorship and donation requests submitted by the various functions and ensures compliance and control of the sponsorship process within the company. Yettel's Sponsorship Committee in 2022 consisted of the CEO, the Director of Corporate Communications and ESG, the Chief Legal Officer, the Chief Financial Officer, the Chief Commercial Officer, and the Compliance Officer.

### Materiality Analysis and Results 3-1, 3-2

As a member of PPF Telecom Group, Yettel Hungary is guided by the materiality principle in sustainability matters. In 2022, we participated in the group-wide materiality analysis to identify our key topics. Our directors and managers completed the materiality questionnaire and considered feedback from business (B2B, B2C) and supplier managers in their responses. During the materiality analysis, PPF Telecom Group and group members with active engagement from Yettel Hungary Zrt. - investigated industry trends, evaluated best practices, conducted competition analysis, and monitored the media. The topics identified at the group level were evaluated by external and internal experts and sorted according to the importance assessed by stakeholders and the impact of the group on the environment and society.




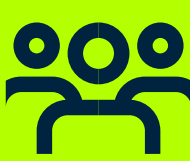


### Material Topics of PPF Telecom Group and Yettel Hungary

- Energy efficiency and climate change
- Waste management and circular economy
- Communities and social action
- Employment and employee development
- Customer relationship
- Technology for a sustainable future
- Cyber security, digital and personal data protection
- Supply chain management
- Business conduct and ethics

# Stakeholder Engagement 2-16, 2-29

We are convinced that one of the foundations of responsible corporate governance is open and transparent communication and developing trust-based cooperation. 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. We use their feedback to identify critical issues in Leadership Team meetings and develop our business and sustainability approach based on them. There was no critical feedback from our stakeholders during the year of this report.

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. 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.
 <b>Customers</b>	Through our website, app, ads, newsletters, customer satisfaction surveys, personal contact in our stores, call centre	To provide a high-quality business experience for our customers, it is important to get feedback from them. We want to know their preferences, needs, and opinions on issues important to Yettel.
 <b>Suppliers</b>	Through our responsible procurement procedures	A sustainable supply chain is essential to 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 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 society.

# Acting with Transparency and Integrity <sup>3-3</sup>

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 are paramount 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 its Appendices, the Integrity Policy, the Supplier Code of Conduct and the Sustainable Sourcing Policy.

Our supply chain's transparent and ethical operation, ensured by our responsible sourcing processes, is critical to us. Compliance with our policies is binding on all 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.



# Code of Conduct and Principles

## Our policies and commitments 2-23, 2-24, 2-25

Our corporate legal and ethical compliance principles 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 understand their responsibility in creating an ethical organisational climate.

The Code of Conduct and the Manual of Conduct are available to all employees. Employees must read and comply with the Code of Conduct as part of their employment contract. These documents help our employees deal with the challenges they face consistently, understand what is expected of them in terms of conduct, represent Yettel's values, and ensure fair business practices, integrity and transparency at our company. Since 2022, we have been providing mandatory training to our employees to get to know these documents in detail, which we repeat annually.

For more details on our ethics documents, please visit our [website](#).

In addition to the Manual of Conduct, our expectations for the responsible business conduct of our partners are set out in the principles in Annex 1 of the Manual of Conduct and in the General Terms of Procurement (GTP), which are binding for all our partners. In addition to the general principles, the GTP and our contracts also contain specific provisions on anti-corruption, anti-money laundering, international sanctions, and the obligation to comply with the relevant legislation. Our partners can find model policies on the principles that apply to them on our website, and we provide on-site training upon request.

## Integrity Hotline 2-26, 2-27

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.

We encourage our employees, both in person and online, to report any abuse verbally (by phone or in person) or in writing (by email or on our [dedicated website](#)).

The Yettel Integrity team always investigates the received reports objectively, comprehensively, and impartially and formulates recommendations for process improvement to eliminate repeated irregularities and abuses. All reports and reports are strictly confidential and the PPF Chief Compliance Officer decides on further procedures related to reporting in the event of major incidents.

Number of significant non-compliances <sup>5</sup>	2021	2022
Total number of cases of non-compliance (pieces)	7	10
Number of cases of non-compliance resulting in financial fines	2	7 <sup>6</sup>
Number of cases of non-compliance resulting in non-financial penalties	5	2

<sup>5</sup> We determine what we consider to be significant non-compliance based on non-compliance decisions and risk analysis. The table above shows significant non-compliance.

<sup>6</sup> The total value of financial fines imposed in the 2022 reporting period was HUF 125,730,000, of which the total value of fines imposed in the reporting year was HUF 600,000.

## 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 case of suspected corruption. Examples of corruption include bribery, the provision of facilitation payments and the abuse of power. We assess internal and external corruption risks each year and use the results to improve the relevant processes.

By the accounting rules in effect, we accept financial contributions only from transparent and traceable sources. In addition, our Code of Conduct and Manual of Conduct include detailed directions for accepting business gifts.



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

## Avoiding conflicts of interest 2-15

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 must declare their interests annually and 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 the Interests Committee makes related decisions after detailed consideration. Members of top management are required to declare their positions in other companies, their stakes with suppliers and other stakeholders, and their shareholder interests.

## Responsible and Transparent Marketing Communications 3-3, 417-3

Our marketing communications must comply with high legal and ethical standards to provide our customers with fair, balanced and transparent information about our products and services and Yettel's value proposition. Yettel has established a dedicated legal committee responsible for checking the compliance of all marketing communications before 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 2022.



### **Ethical and Transparent Operation Professional Day at Yettel House**

In autumn 2022, our headquarters in Törökbálint hosted the Business Council for Sustainable Development Hungary (BCSDH) Future Leadership Talent Program. The participants explored the fundamentals of ethical and transparent operation and could test the decision-making process related to a transparency issue in a simulation game. As part of the program, Szabolcs Mosonyi, Yettel's Integrity and Investigation Officer, tested the ethical sensitivity of the participants through an ethical case study, and then our CEO shared his personal experience on the topic.

## Sustainable, Ethical Supply Chain 3-3, 414-1, 414-2



Our goal is to establish a supply chain adhering to the requirements of business ethics sustainably. Requirements for our business suppliers are outlined in the General Terms of Procurement and the business ethics clauses of our contracts. Contracts include provisions on sanction lists and corruption - their violation conflicts with Yettel's values. Our General Terms of Procurement provide a transparent and secure framework for contracting parties. These terms set out the fundamental cornerstones of the contractual relationship and include detailed rules on business confidentiality and ethical behaviour.

During our collaborations, the Integrity team conducts background checks on certain partners, which are repeated every two years at the initiative of the responsible area. The Integrity team must report any risk factors that may arise during the audit to the responsible area.

We expect our suppliers to act in accordance with the principles set out in the PPF Manual of Conduct and domestic and international laws on corruption, money laundering, sanctions, and human rights. We expect our suppliers to act in accordance with the principles set out in the PPF Manual of Conduct and domestic and international laws on corruption, money laundering, sanctions, and human rights. To that purpose, we ask for the acceptance of the Supplier Code of Conduct and Sustainable Sourcing Policy and the so-called boilerplate clauses in the annex to the Manual of Conduct in our contracts, which we have also incorporated into our General Terms of Procurement. In 2022, 93% of our suppliers were domestic, local partners.

We conduct a general check during our background checks. Still, there is discussion at the regional and company level on the future consideration and verification of explicitly defined social criteria (e.g. occupational health and safety standards).

Please visit our [website](#) for more details about our sustainable, ethical supply chain.



# Accelerating Technology for a Sustainable Future <sup>3-3</sup>

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 devices, data use, and 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. Throughout 2022, we continued to build our next-generation 5G network, delivering faster and more secure access than ever. We work with our customers' data daily, so privacy and cybersecurity are strategic priorities for us.

We believe that as a telecommunications operator, we have the responsibility to educate our users on the responsible use of the Internet. We continued participating in digital education in 2022 through our flagship initiatives (Hackathon, Robotics competition, ProSuli, and KórházSuli program). We want to reach more and more people through our education programs on sustainable digitisation.



## Network Development and 5G at Yettel: Reliable Access for All 413-1, 203-1

At Yettel, we strive to innovate to deliver increasingly high-quality services constantly. Therefore, we continuously strive to improve the mobile network to make it accessible to everyone. In 2022, we were halfway through a network development project worth tens of billions of Hungarian Forint so that everyone could enjoy the benefits of the new 5G technology bringing positive changes to the economy and society.

Within the framework of network development, our HomeNet (OtthonNet) service, launched in autumn 2021, was further developed in 2022, and we were the first to launch a 5G technology-based home internet service for residential customers under the name HomeNet Pro. (OtthonNet Pro) In addition, the 5G mobile network with unlimited and faster data traffic has become available to Hungarian small and medium-sized enterprises under the name OfficeNet Pro. Furthermore, in response to the explosive growth of digital convenience services, we launched a mobile payment platform capable of performing credit-card-free transactions under the Yettel Pay umbrella.

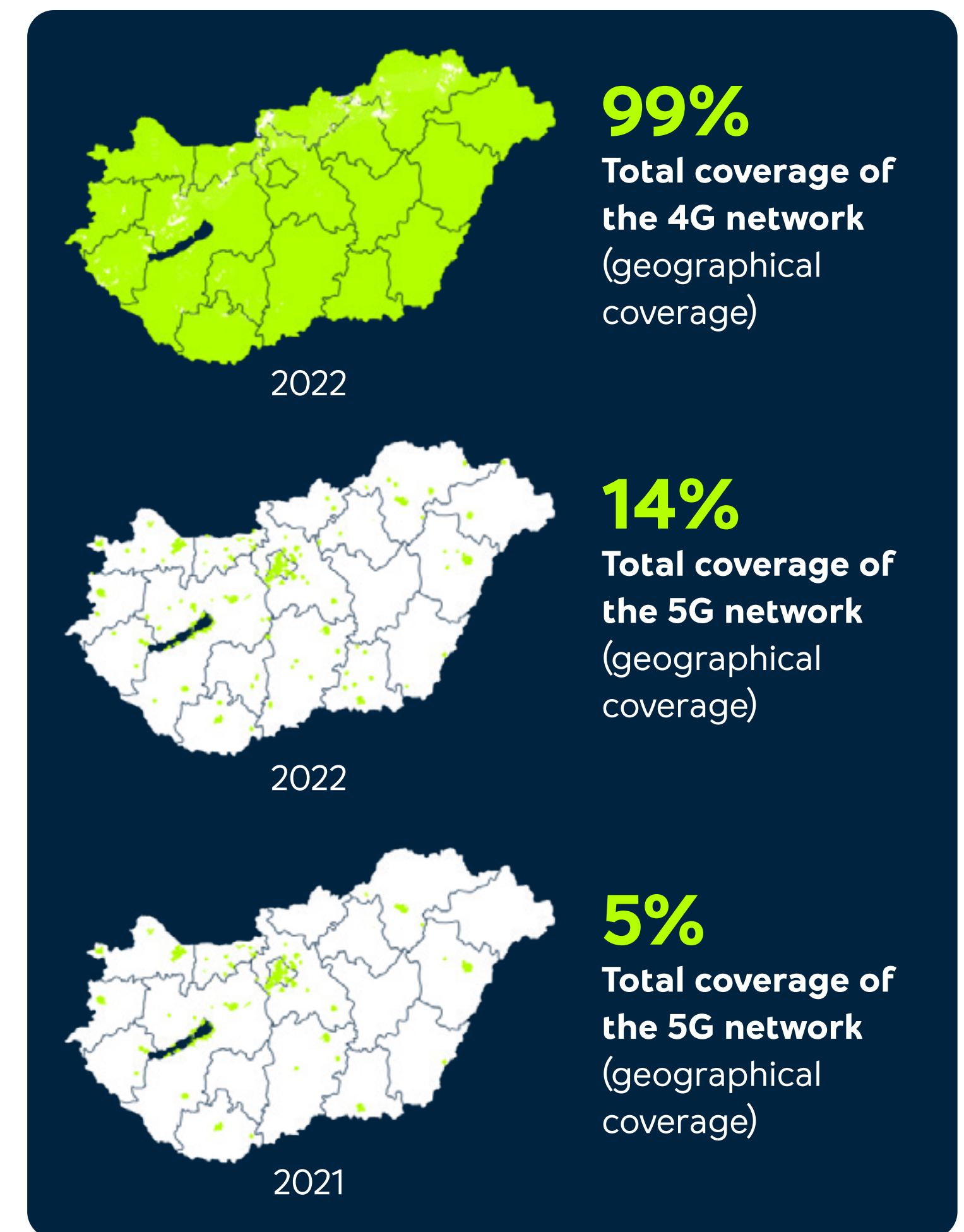
With continuous network development, we can serve the needs of dynamically growing data traffic and customers in appropriate quality. The network modernisation

launched with CETIN Hungary in 2021 continues, and the renewed system will not only enable the growth of 5G technology but will also increase the capacity of the 4G network, which is currently offering 99% nationwide coverage by 2 or 3 times of its previous capacity level. Besides 5G, 4G development is also important as more than 90% of Yettel customers have at least 4G-enabled handsets, which means they can enjoy the benefits of the higher capacity with extensive nationwide coverage.

By the end of 2022, 1,359,400 people—14%<sup>7</sup> of the country's population—will be able to take advantage of the 5G network's benefits. The network will be modernized by 2024, and the number of 5G base stations will continue to expand thereafter.

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. It seeks to ensure 5G connectivity with more than 250 Mbps speed in urban areas.

<sup>7</sup>It is important to note that the population is decreasing. While in 2021, the Hungarian population was 9,710,000, in 2022 it was 9,689,010. Coverage data is provided based on 2021 data.





### Helping Ukrainian refugees

5G technology is transforming our everyday lives and economic sectors and creating real value for society. As a mobile service provider, we are working with several aid organisations to help refugees arriving in Hungary with their devices and services. Therefore, in the spring of 2022 we donated 16 000 prepaid SIM cards, 1 300 mobile phones, Wi-Fi hotspots, and other communication devices to help people fleeing Ukraine. We have provided paid days off for more than 100 colleagues to join humanitarian organisations to volunteer to assist in the crisis, created a dedicated account number for donations from our colleagues and doubled their contributions. The funds were used to support the work of the Hungarian Red Cross and the Hungarian Terre des Hommes Foundation, helping Ukrainian refugee children. Finally, with the help of the Reformed Church Aid, we delivered clothes, other material donations, and three loads of durable food and amenities to those in need.

### The most precious gift is You

Our fundamental ambition is to help vulnerable social groups facing various disadvantages by exploiting the potential of mobile technology. Therefore, Yettel's Christmas campaign this year had a dual purpose. On the one hand, we wanted to use the communication power of our company to provide greater visibility and financial support to our fellow people with disabilities and on the other hand, we wanted to draw attention to the importance of personal gestures in addition to classic gift-giving.

Through our joint initiative with the KézenFogva Foundation, our Christmas campaign allowed our clients to give their loved ones time spent together with the help of disabled people. In collaboration with renowned illustrators, we presented a Christmas collection of 25 program cards inspiring the gifting of shared experience and making the celebration even more personal. The initiative's success is shown by the fact that 37 000 people visited the **campaign page**, which eventually allowed us to support the KézenFogva Foundation with HUF 10.5 million.


## Promoting Digital Education and Awareness 413-1

Our technology solutions help create equal opportunities for all. Our goal is to reach as many people as possible through our education and counselling programs, help improve digital literacy among the population and raise awareness of the potential dangers of new technologies.

### Digital education in schools: ProSuli (formerly known as HiperSuli<sup>8</sup>) program

Our ProSuli digital methodology education program aims to help teachers find their way in the field of digital education and to develop the conscious use of digital tools. The project started in 2015 and today more than 130 schools are members. From 2021, it has also supported the work of teachers open to digital innovation with 30 hours of accredited face-to-face or online e-learning training, available free of charge, building a teacher community, organizing professional programs, and helping the digitalization of schools with mobile internet access. From 2022, sustainability and mental health training is also available in the program.

ProSuli announced its curriculum development competition for the third time in 2022. As a result, ten new learning materials are available free in addition to 50 online programs on our **online platform**. The winning applications include methods that support modern education and fun learning, such as ChatGPT, artificial intelligence and 3D printing. Since its inception, ProSuli has helped nearly 800 teachers in more than 150 schools to develop digital skills. The program is open to everyone and welcomes applications from teachers and schools.



As a result of the positive feedback, we continued integrating robotics into the ProSuli program in 2022. As a first step, we organised the first ProSuli Robotics Competition in the spring. During the program, robots programmed by students performed a specific task. The winning team advanced to the World Robot Olympiad (WRO) regional round, getting a chance to qualify for the World Championship, too.



<sup>8</sup>The digital education program of Yettel operates as ProSuli name since September of 2022. This program became known as HiperSuli since 2015 among teachers and institutions open to digital education of the country.

### KórházSuli program

Since 2015, we have been supporting the KórházSuli program, whose volunteers facilitate the learning and school reintegration of children who have been out of school for an extended period due to a medical condition treated at home or in a hospital. As part of this partnership, we provide unlimited internet access to teachers and students participating in the program. In 2022, Yettel supported the foundation with a financial donation of HUF 8 million, telephone sets and free internet access.



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

In addition to our programs, we are happy to support other social initiatives. These programs aim to expand digital education opportunities and enhance efficiency. By providing free internet access, we help online mentoring programs in many parts of the country to make online education available in poorer, less developed regions. In 2021, we continued our collaboration with organisations 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 program in Ózd.

The Ózd school's Válaszút programme currently supports the digital literacy of 120 students. With mobile internet access, students not only receive on-site mentoring sessions, but also tutoring sessions in the online space; they can submit their homework assignments and projects online as well. Internet access also helps students to continue their education by giving parents access to the schools' online systems at home and helping them submit school applications. Another important element of the project is the promotion of a safe and responsible use of the Internet, using Yettel's online knowledge base.

**E-tanoda** is an online mentoring network. The program involves students volunteering to help each other with online tutoring and personalised digital learning materials. Compared to last year, interest in the opportunities offered by the network increased among both mentors and students in September 2022, with 77 mentors and curriculum developers and 79 students taking advantage of personalized online learning for a total of 622 lessons. Based on feedback received from the participants, the mentoring sessions improved their performance in school.

For the first time in 2022, E-tanoda could also be supported with 1% donations of taxpayers. In addition, we provided Internet access to all the students of E-tanoda, for many of whom it was the only source of Internet. The Internet access was especially helpful for the 2022 graduates.





### **Hackathon**

Hungarian households face severe challenges due to energy shortages and record inflation. At Yettel, we are committed to responding quickly to economic and social challenges while focusing on innovative ideas for a new generation that supports positive change. That's why we are looking for and supporting solutions with our "Hack it your way" competition for programmers and start-ups, reducing and making the energy consumption required for everyday life in our city more efficient with smart devices.

More than 200 people registered for the first two-round development competition. A three-week online qualifier preceded the 24-hour marathon final. The 12 finalists developed forward-looking solutions to the energy crisis, sustainable transport and the efficient functioning of small and medium-sized enterprises. In addition to the total HUF 5 million award, the teams could also gain valuable professional contacts from Yettel's experts and mentors.

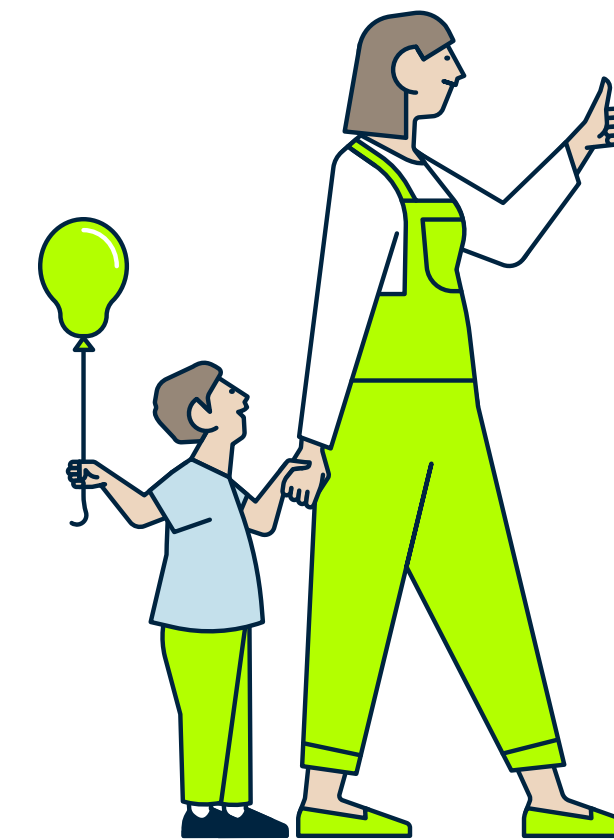
### **IoT Live Show, Conference and Solution Challenge**

IoT solutions have become part of our lives; more and more online applications provide support in everyday life with the help of machines. In 2022, the Yettel IoT Live Show was organised for the second time, aiming to present and promote IoT and Industry 4.0 solutions available in Hungary and appearing in various industries.

The Yettel IoT Live Show's Solution Vendor Competition, where any market participant could submit their application to present their "smart solution" on their exhibition desk, was also held at the conference's technology event, which featured 26 companies showcasing the most recent IoT developments. The masterminds who won the Grand Prize of the Yettel IoT Live Show received a cash prize of HUF 3 million, and the top three winners could also go to the exclusive event - Yettel Next - in the autumn.

### **A self-driving car developed by Hungarian students at a competition held in France**

At an international competition for self-driving cars, Yettel provided the internet connection necessary for precision driving to the SZEnergy Team of Széchenyi István University in Győr. One of the most important tasks of the race was the precise positioning of the vehicle, during which short-latency mobile internet correction data must be used to correct GPS satellite signals.



### **Digital Inclusion Fund**

In December 2021, together with the Hungarian Red Cross, we launched the Digital Inclusion Fund with an initial amount of HUF 50 million. The Fund aims to support socially deprived people's digital inclusion and improve their participation in digitalisation. The Fund provides support to health, social, and child protection and welfare institutions (hospitals, nursing homes, temporary homes for families, children's homes) and socially disadvantaged people (primarily students, older adults, large families, people in need of care, children of single-parent families, and clients of the social and child protection and welfare system) devices suitable for contact, learning and internet access - such as mobile phones, tablets, laptops - or to purchase software.

In 2022, children living in child protection care and the Family Transition Home (Családok Átmeneti Otthona) received primary support, in particular, a total amount of HUF 16 million. The Fund is open, and we are always looking for supporting members.

## Education on Safe and Responsible Internet Use 413-1



By the end of 2022, we reached more than **60 000 students** through our programs aimed at raising awareness of safe and responsible Internet use.

The aim of our ProSuli program is to help children, teachers and parents to use the Internet responsibly. Our ConsciousNet (TudatosNet) program - available within the framework of ProSuli - educates teachers, children and their parents through continuously expanding content on responsible and safe Internet use. In 2022, the ProSuli program will offer 25 downloadable films and a unique ConsciousNet Quiz to help us navigate the internet more carefully and securely.

In the regions where it is present, in 2022 PPF Telecom Group has already supported more than **73 000 people** through educational content on responsible internet use and digital skills development. The Group aims to reach at least 500 000 by 2025.

In addition to the positive effects of digital transformation, digitisation raises important questions about how we can use the internet consciously, safely and in a value-creating way, especially among young people. To be able to prepare for the online risks and make the most of the opportunities offered by the Internet, we consider it essential to encourage our community through our awareness-raising and educational content to use the Internet consciously and safely.



### Girls' Day - Girls in infocommunication

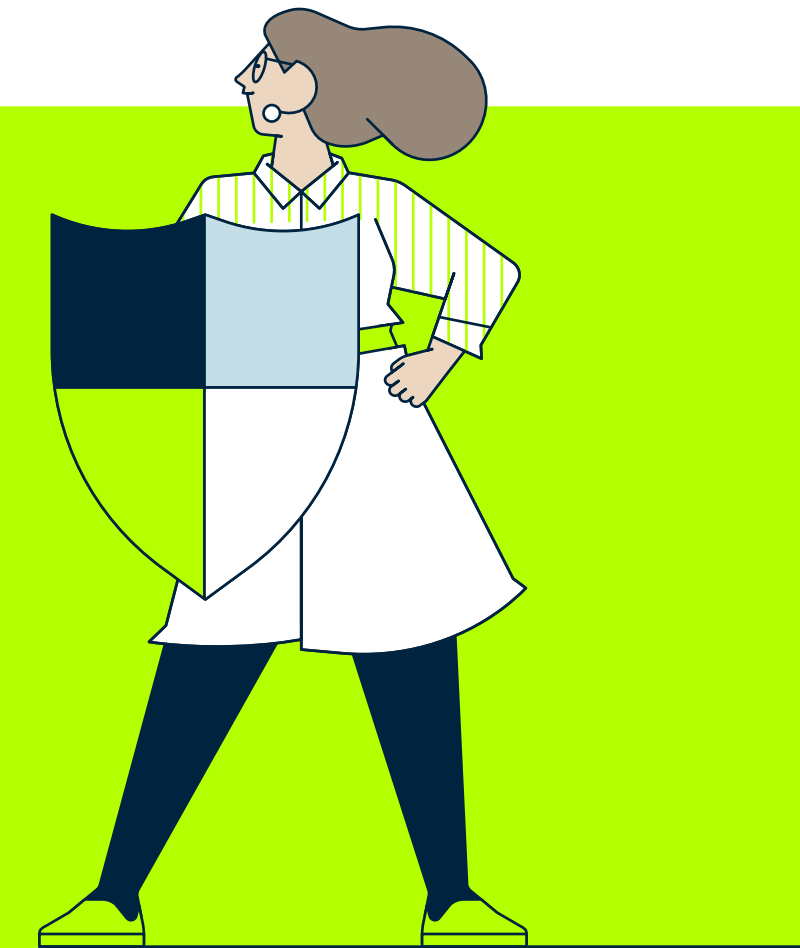
To inspire and encourage girls to discover their talents and opportunities in professions close to the currently 80% male-dominated technical, scientific, mathematical and informatics (STEM) fields, we joined Girls' Day, a national career guidance event organised by the Association of Hungarian Women in Science (NaTE), for the first time in 2022. During the program, primary and secondary school girls can visit companies and research institutes to learn about the world of science and technology with the help of professionals. We have also put together a colourful program for them to get an insight into the world of research and development, data science, and network operation. Girls usually find it more difficult to assert themselves in boys' subjects. Still, they are needed in science - with our program, we would like to help girls so that more and more women can succeed in these professions.



### Back 2 School - Special offer for the start of the school year

In line with our tradition, we have prepared for the start of the new school year in 2022 with support that provides children with smart devices to help them learn, and parents with advice on responsible internet use. For young people, we offer smartphones, two tablets, and smartwatches at discounted prices. For parents, in cooperation with Forbes magazine, we created an online publication - A Szülők Nagy Mobilkönyve (Parents' Big Book on Mobilephones) - consisting of 14 chapters, which aims to give adults advice from British cybersecurity expert Will Geddes on how to make their children's online lives safer.

The e-book's topics include creating a healthy digital environment, sexting, pornography and violent content. The site provides a practical approach to the online dangers children may face. With this **online publication**, we would like to support all parents to prepare their children for conscious and safe use of the online environment.



### Yettel NetShield

It is necessary to protect computers and mobile phones against data theft, hackers, and unwanted content. Our large-sample, nationwide research revealed that although our customers consider data security important, they do not do enough to protect their data. While we know smartphones need to be protected, only one in two users has security software on their phones.

Young people are more aware of the dangers of using the Internet, yet they use low protection on their smartphones. They benefit from the Yettel NetShield ([yettel.hu/netpajzs](https://yettel.hu/netpajzs)), which filters net traffic over the Yettel mobile network. It does not require a separate application; the user can individually set the desired security level and content types to be excluded after activating the service. Since the service can be ordered with any Yettel SIM card - even for children - it may also be suitable for making the smartphone internet surfing safer for minors.



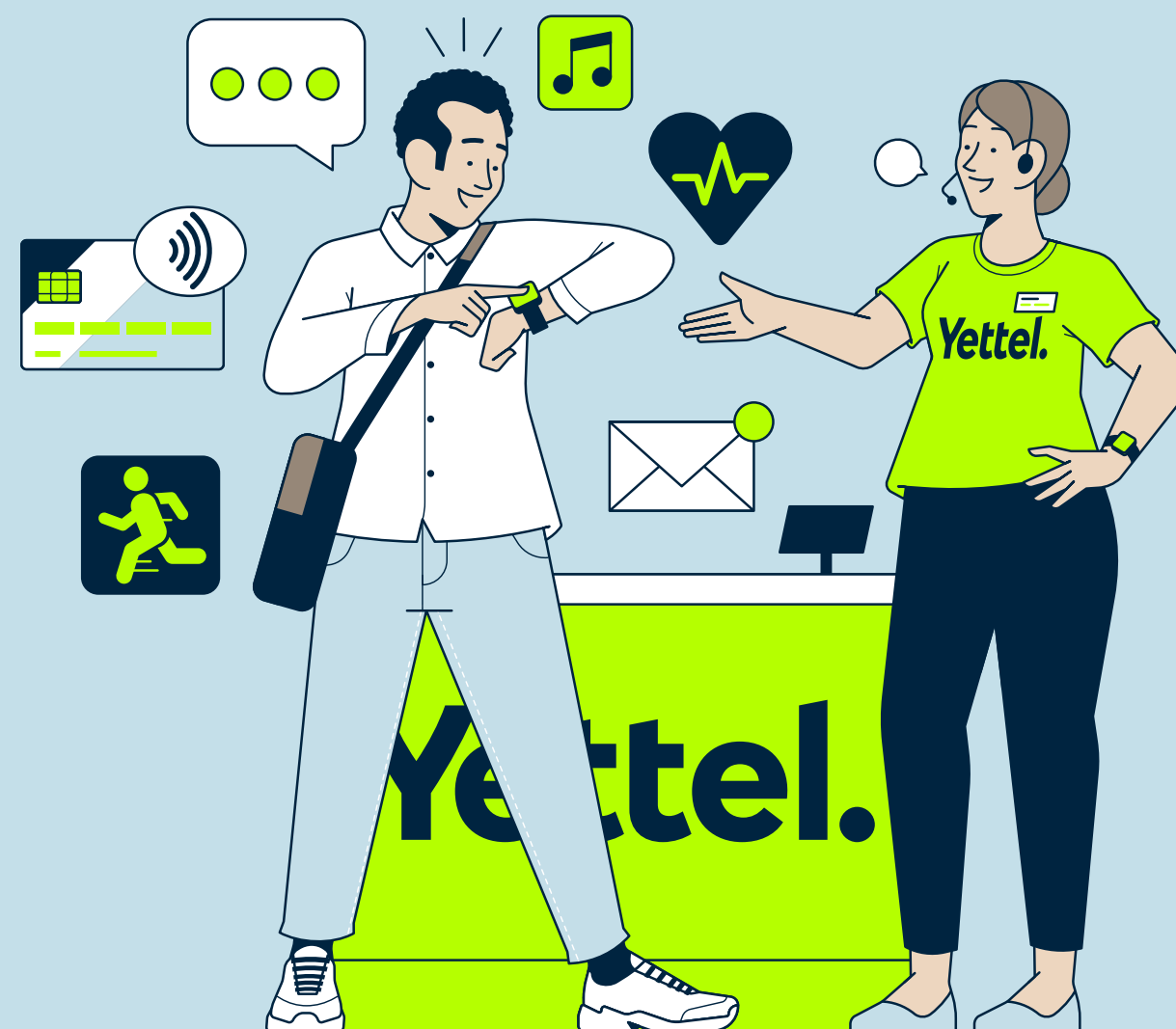
# Privacy and Cybersecurity 3-3, 418-1

## Privacy

Data protection, risk management and cybersecurity need to be taken more seriously with the spread of 5G technology because, without adequate protection mechanisms, we can suffer financial losses and reputational damage.

At Yettel, we focus on strict application and ongoing compliance with information security and data protection standards. The privacy team in our legal department is in charge of the secure management of client data, while our cybersecurity team is in charge of ensuring the confidentiality of information processed when using 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 records its data processing activities and manages and reports potential privacy incidents as the law requires. Our information security guidelines include a data processing policy. Our Privacy Team performs regular privacy audits.

In 2022, our reporting line received a total of 2124 privacy complaints, of which 1 555 were substantiated. No substantiated complaints were received from the authorities. The same year, we received 9 reports on data theft and none on data leakage. There were no data loss incidents in 2020, 2021 and 2022.



Privacy reports and confirmed cases	2020	2021	2022
<b>Total number of privacy complaints received</b>	1222	1387	2124
<b>Substantiated complaints</b>	827	1106	1555
Substantiated complaints received from third parties	827	1106	1555
Substantiated complaints received from the regulatory authority	0	0	0

Number of privacy incidents	2020	2021	2022
<b>Data leakage</b>	3	1	0
<b>Data theft</b>	1	5	9
<b>Data loss</b>	0	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 ensures 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. We 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, severe and manageable. Critical and serious incidents require immediate intervention, while less severe cases are handled with automated measures.

We need to report to local authorities the severity of the problem, the number of customers affected, the critical assets and other relevant factors, and the actions taken to resolve the issue, depending on the specific case and local regulations. In 2022, our network had 28 relevant incidents of which 4 fell into the serious category, and the other 24 were handled by automated mechanisms.

Number of cybersecurity incidents	2020	2021	2022
<b>Number of cybersecurity incidents (reported on own network)</b>	31	26	28
<b>Critical incidents</b>	0	0	0
<b>Serious incidents</b>	2	3	4
<b>Manageable incidents</b>	29	23	24



## Supporting law enforcement

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 <sup>3-3</sup>

We know climate change is a severe threat to society and affects how we run our businesses and networks today and in the future. Respect for the environment is our essential core value, so at Yettel, we seek to minimise or use innovative environmental solutions to offset the environmental impact of our enterprise operations, thus helping ensure that natural resources and a healthy environment remain available for present and future generations.

As a 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, we focus on two main areas in line with PPF Telecom Group's environmental goals. On the one hand, we continuously reduce greenhouse gas emissions from our operations through energy efficiency developments. On the other hand, we actively support circular economy activities and continuously support recycling through our responsible waste management processes. During our operation, the goal is not only legal compliance: in addition to improving our environmental performance, we also want to contribute to strengthening the environmental awareness of our customers through our products, services, and communication.

Our environmental strategy builds on promoting energy efficiency, using renewable energy sources, utilising the potential 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.





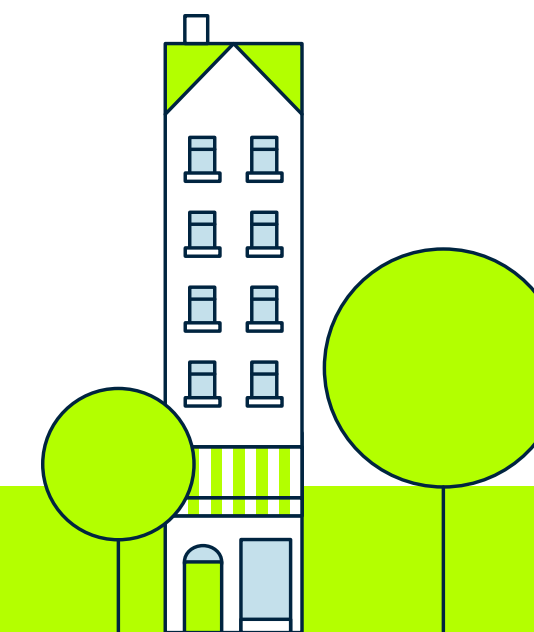
To continuously improve our environmental performance, we have been certified according to the ISO 14001 standard since 2010, and our Environmental Management System (EMS) is regularly renewed after verification by an independent auditor. Under the leadership of the EMS Manager and coordination of the CSR expert, our qualified environmental auditor colleagues periodically carry out internal audits to verify that our processes comply 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.

### Eco community garden at the eco-friendly headquarters

Our headquarters is already known for its environmentally conscious solutions. At the initiative of our colleagues, this year we added a community garden to it on a 100 square meters area in 20 raised flower beds with the help of volunteers and the team of MyFarm Harta our partner known for its community farms. Our goal is to use the garden to produce food in the most natural and self-sufficient way possible with chemical-free farming. As for the vegetables produced, volunteer farmers will use half of the produce and employees can take home the rest for a symbolic donation in exchange.





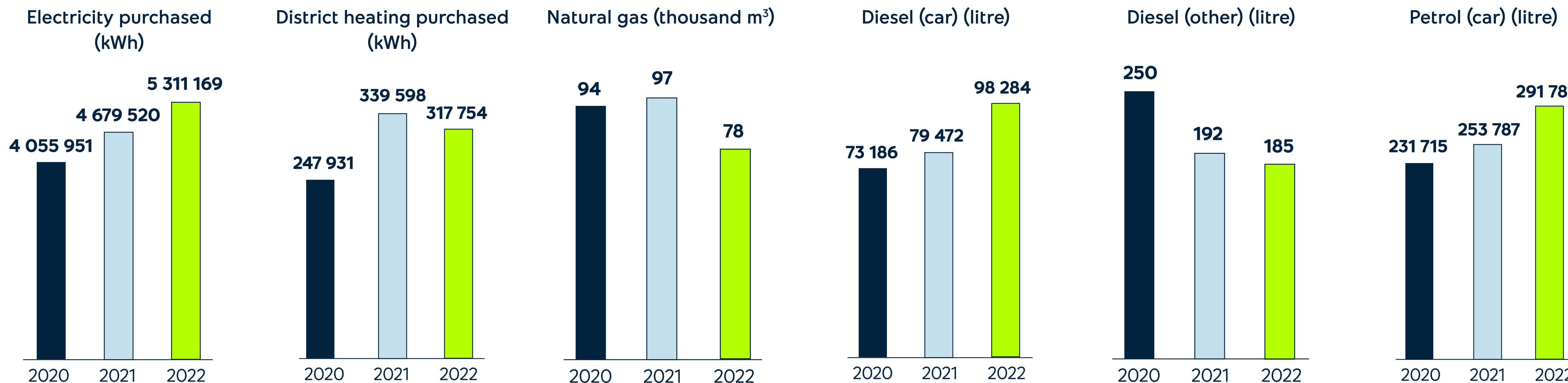
## Energy Consumption and Energy Efficiency <sup>302-1</sup>

The largest energy consumption is electricity consumed by operating our buildings. While in 2020 our energy consumption was significantly low due to the home office during COVID, the slow but steady recovery experienced in 2021 increased our energy consumption. We consider energy a strategic issue because of volatile market energy prices. Therefore, it is in our business, environmental and social interest to optimise our energy consumption. As a first step, we aim to green our energy mix.

### Yettel House

Our office building in Törökbálint is still one of the most modern and environmentally friendly corporate headquarters in Hungary. Located next to the Natura 2000 special nature conservation area, the building, which has been recognized with several prestigious national and international architectural awards, occupies only 7.55% of the 8 hectares of land and has a number of unique environmentally-friendly building engineering solutions (geothermal cooling and heating, solar collector), thanks to which it can save CO<sub>2</sub> emissions and electricity consumption of as many as five hundred households annually. You can read more about the House on our website.

### Distribution of Yettel's energy consumption <sup>302-1</sup>

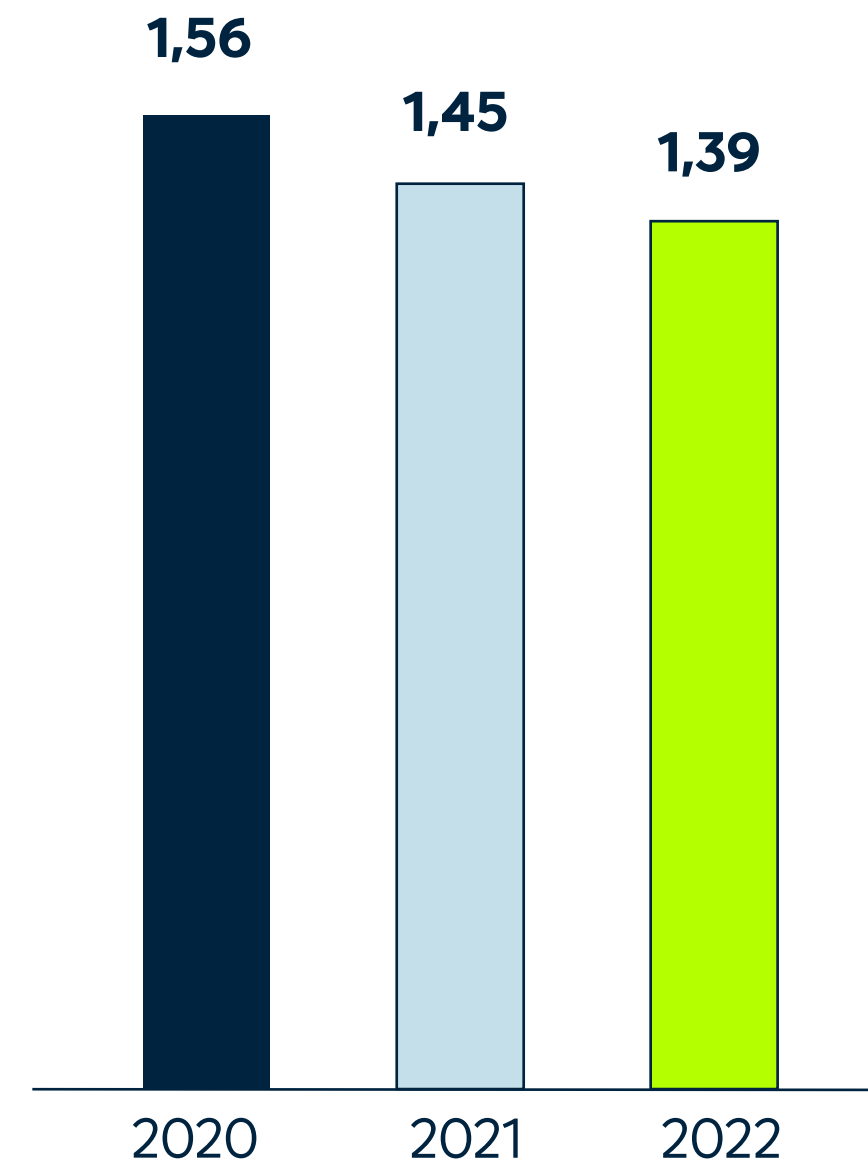


# Reducing our CO<sub>2</sub> Emissions 305-1, 305-2, 305-3, 305-4

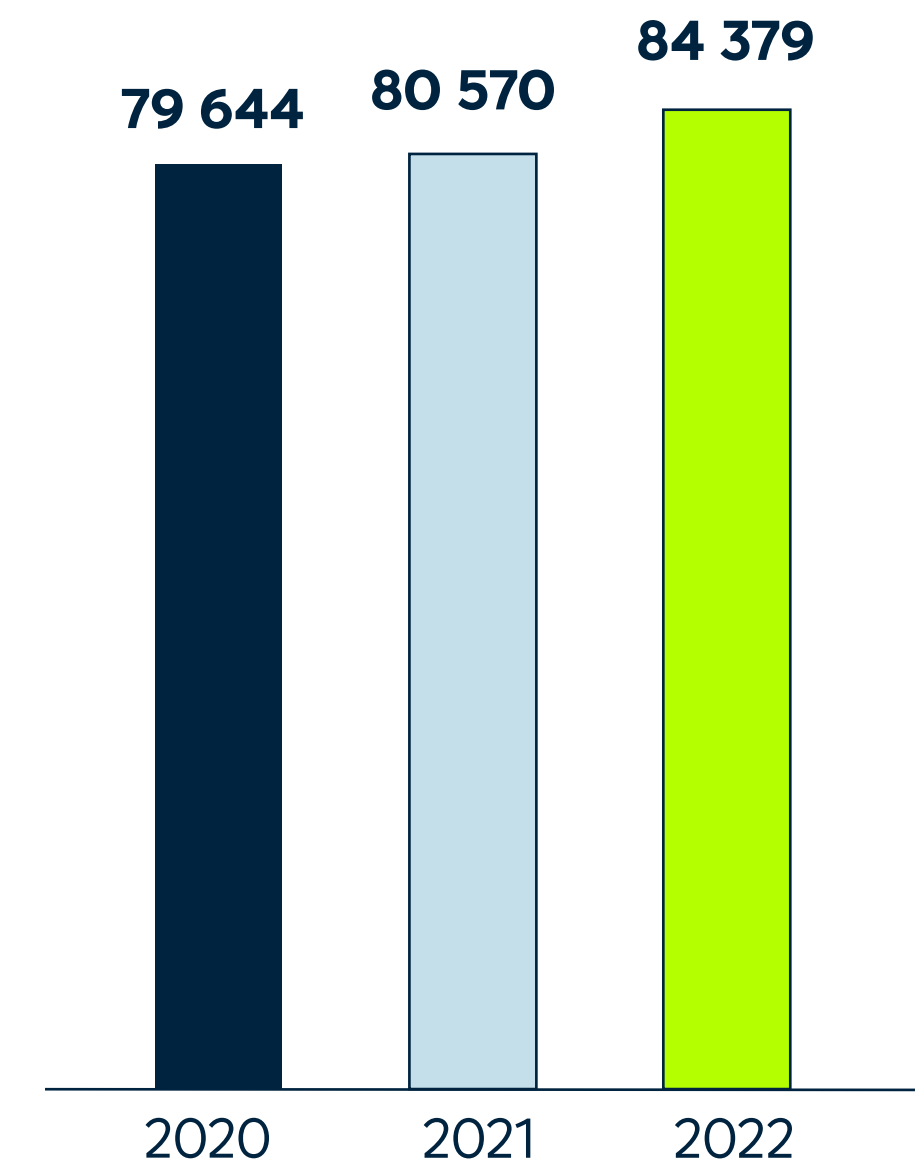
Within PPF Telecom Group, a comprehensive survey was conducted between 2019 and 2021 to calculate the greenhouse gas emissions of the Group’s members for both their own operations (Scope 1 and 2) and indirect emissions in the value chain (Scope 3)<sup>9</sup> Compared to 2021, the emissions of our own operations increased by 8.7% in 2022. In 2022, Scope 3 emissions from our value chain account for the largest part of our carbon footprint and represent emissions from products and services purchased.

CO <sub>2</sub> emissions from own operations (tCO <sub>2</sub> e) <sup>9, 10</sup>	2020	2021	2022
Scope 1	930	1010	1182
Scope 2 (location-based)	989	1 156	1 149
Scope 2 (market-based)	1 227	1 431	1 409
<b>Total own emissions</b> (Scope 1 + Scope 2 - location-based)	<b>1 896</b>	<b>2 143</b>	<b>2 331</b>

**Emission intensity**  
(Scope 1+2 (tCO<sub>2</sub>e / number of employees))



**Scope 3 indirect emissions in the value chain (tCO<sub>2</sub>e)**



<sup>9</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.

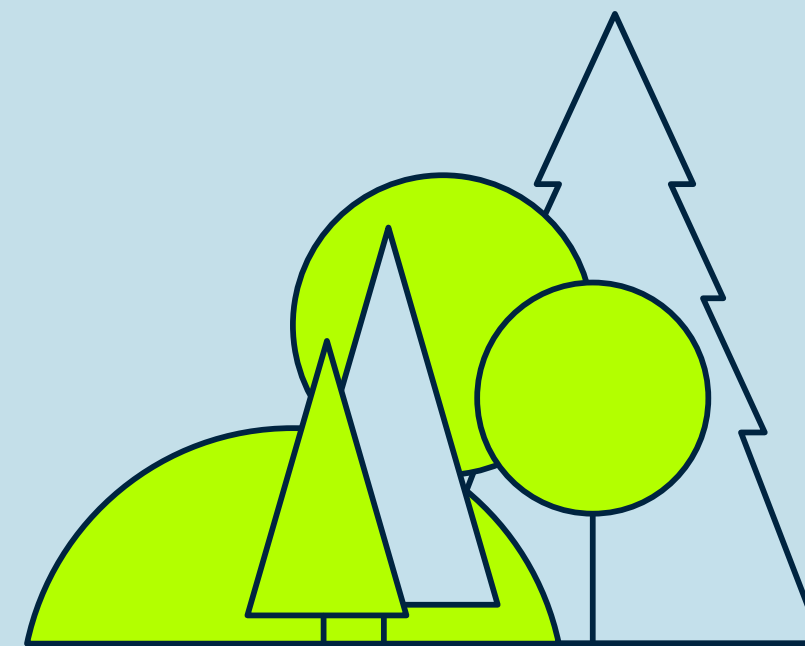
<sup>10</sup> The calculation of greenhouse gas emissions was based on the GHG Protocol methodology. Our methodological approach considers the IEA’s (International Energy Agency) Corporate Standard, its cross-sectoral and mobile tools, and Scope 2 Guidance, as well as the requirements of the Corporate 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>11</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.

<b>Purchased goods and services</b>	<b>82 952</b>
<b>Other Scope 3 emissions (2022)</b>	<b>1 445</b>
Use of sold products	1 068
Fuel- and energy-related activities	226
Downstream transportation	88
Franchise networks	60
End of life treatment of products sold	3
Waste produced	0
Business travel	_11
Employees' transport	

**Environmental action by our customer service team**

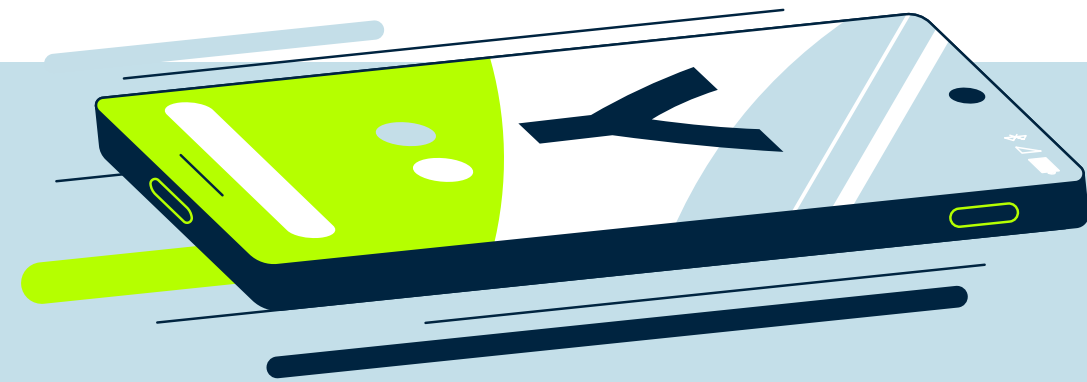
Our employees have set an ambitious goal through their self-organised ONEteam2Green program: to fully compensate for the environmental impact of the board's activities by the end of 2022; i.e. they compensate for CO<sub>2</sub> emissions equivalent to the operation of their work equipment. During several of their actions, they achieved a positive and measurable impact to achieve the goal; for example, with the active involvement of the Leadership Team, 200 saplings were planted on Gellért Hill within the framework of the Budapest tree planting program.



<sup>11</sup> Based on the 2021 inventory of PPF TG GHG, we excluded it from the calculation. We estimate that these categories account for less than 0.01% of our total emissions. Even if these categories were conservatively tripled, they would account for less than 5% of our total emissions.

## Waste Management and Support for the Circular Economy 306-1,306-2, 306-3,306-4

Most of Yettel Hungary's waste comes from commercial activities and the operation of our offices and shops. Thanks to the new business model, we no longer have waste from infrastructure management. The most common types of waste are office waste (paper and plastic), and small amounts of other electronic waste are also generated. We are working to reduce office waste by using recycling bins and digitising our processes. Our stores only use folders, paper bags and flyers made from responsibly and sustainably sourced paper.



Environmental awareness is a significant core value at Yettel. Our company offers several solutions - electronic invoices, digital signatures, and smaller SIM cards - with which we can contribute to preserving our environment. We consciously pay attention to recycling both office waste and electronic waste. In 2022, 2.11 tons of waste were recycled, while more than 39 tons of waste were recovered in other ways.

We strive to recycle as much electronic waste as possible. Our nationwide research conducted in 2022 revealed that 63% of the Hungarian population keeps unused mobile devices - often older than 10-15 years - at home. According to surveys, smart devices accounted for 10 percent of e-waste in 2019, and the proportion is growing year by year; therefore, in addition to business considerations, we consider it important to collect as many devices as possible and ensure professional recycling to reduce our environmental footprint. In addition to the fact that it can be dangerous to store old appliances at home because they contain hazardous substances (lead, mercury), recycling rare and valuable metals (gold, silver, copper) can reduce the social and natural burden of mining. To this end, in 2022, we continued to readmit used mobile phones through several programs aimed at widespread recycling of devices.

We have already taken steps towards eco-friendly SIM solutions: since 2021, we have been offering eSIMs to medium- and large business clients which offers many advantages over traditional SIM cards - among other things - greater comfort, flexibility, safety and environmental sustainability. As of March 2022, eSIMs are also available to small business clients and residential customers. The expected uptake and widespread use of eSIM will significantly reduce plastic consumption in the long run, and no electronic waste will be generated at the end of its life-cycle.





Total waste (tons)	2020	2021	2022
<b>Hazardous waste (batteries)</b>	118.34	0.18 <sup>13</sup>	1.613
Batteries	118.22	-	1.52
Fluorescent light and other mercury-containing wastes	0.118	0.18	0.093
<b>Non-hazardous waste</b>	87.38	47.98	40.32
Sorted waste	29.4	14.91	9.44
Paper (office, packaging and cardboard)	19.44	8.36	6.78 <sup>14</sup>
Plastic waste (packaging)	-	0.99	2.66
Yettel's share of the waste jointly sorted by CETIN and Yettel <sup>15</sup>	9.96	5.56	-
Organic waste	-	0.16	-
Mixed municipal waste	56.53	30.97	27.22
Other non-hazardous electronic waste	1.45	1.94	3.66
Electronic waste	0.39	1.94	3.66
Scrapped equipment	1.06	-	-
<b>Total waste</b>	<b>205.72</b>	<b>48.16</b>	<b>41.93</b>

Waste diverted from disposal <sup>16</sup>	2022
<b>Total waste withdrawn from disposal (tonnes)</b>	<b>41.93</b>
Hazardous trash retrieved from disposal	1.61
Hazardous waste prepared for re-use	1.61
Non-hazardous waste withdrawn from disposal	40.32
Non-hazardous waste prepared for re-use	0.54
Other methods of non-hazardous waste recycling	<b>39.78</b>

During our sustainability-focused program series and our mobile phone collection campaign, we encouraged students to bring their old, unused devices back into our stores, and we take care of professional recycling.

Thanks to the campaigns, we collected a total of more than 3 000 kilograms - 26 486 units - of used mobile phones.

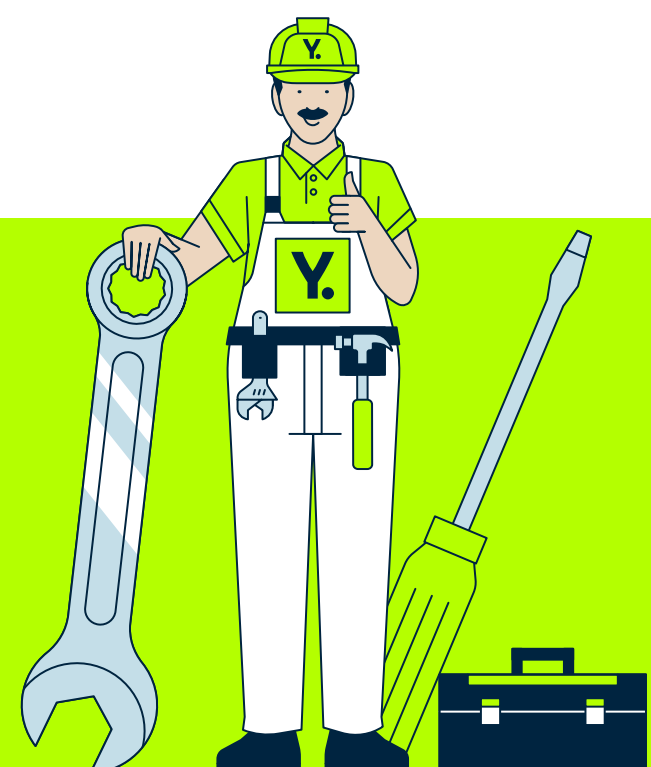


<sup>13</sup>With the separation of CETIN Hungary and Yettel Hungary in July 2020, batteries from the network infrastructure were put under the management and waste inventory of Cetin Hungary.

<sup>14</sup> Yettel Hungary recycled 0.54 tonnes of the 6.78 tonnes of paper waste and recovered 6.24 tonnes.

<sup>15</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 organizations using a fixed ratio. The ratio is based on the rented floor space.

<sup>16</sup> In 2022, 100 percent of the waste recovered from disposal was generated at the Yettel site. No off-site waste was generated.



### Do not throw your mobile in the trash

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 GYŰJTSVELEM 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 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.

In 2022, 214 schools joined the campaign, and students collected nearly 70 percent more mobile phones and almost twice as many batteries than a year earlier. A total of 6 669 mobile phones and 38.5 tons of batteries were collected. Among the participants, one student collected 700 mobile phones, and last year's record holder collected 1 ton of batteries.

Some devices have been repaired with the help of our specialised partners so that they can be used again. The irreparable, obsolete devices were disposed with the help of our specialised and licensed partners (they were permanently removed from the material cycle), and the valuable metals extracted from the components were recycled after processing.

### State-subsidized device replacement

Yettel participated in the National Media and Infocommunications Authority's (NMHH) mobile device replacement support program. Within the promotion framework, owners of only 3G or 2G-enabled devices could apply for an initial HUF 20 000 subsidy, and later a HUF 40 000 financial support, to complement the cost of a new 4G or 5G smartphone. Due to the spread of 4G networks, new 5G technology, and smartphones utilising them, domestic telecommunications operators are expected to disconnect the 3G mobile network by the end of 2023. Therefore, mobile internet will become unavailable on many old devices. In the program, a total of a quarter of a million mobile phones were replaced. NMHH regulated the process, and Yettel - in cooperation with other service providers - took over and handled the discarded devices in compliance with the law.



# Putting People at the Center of Our Business <sup>3-3</sup>

The key to our sustainable operation lies in the hands of our employees. At Yettel, we are committed to the importance of work-life balance and want to make it accessible to all our colleagues. Quality service to our customers is only possible if our employees can reach their full potential through the opportunities we offer.

At Yettel, mental and physical health is an essential part of employees' well-being. From creating our work environment to health promotion and mental hygiene awareness programs, we take several measures to establish a balanced atmosphere.

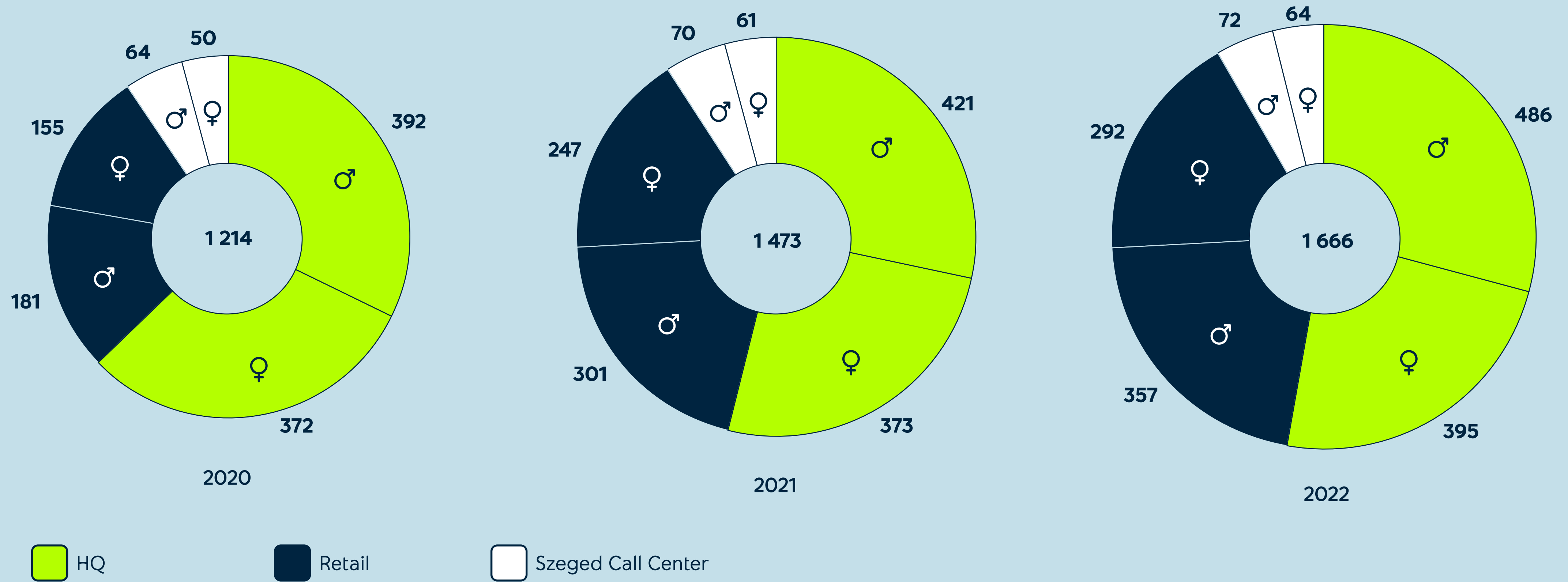
We believe talent management is one of the decisive differences between a good and an excellent company, so we strive to attract and retain our employees in the long run by offering training and development opportunities. With competitive salaries and a responsible remuneration policy, we aim to make our employees feel appreciated.

Our relationship with employees is based on mutual respect, acceptance, and dialogue. Our HR policy sets out high ethical principles for treating our employees. Yettel's employee representation body provides a channel between employees and management to ensure everyone's voice is heard. The People Department is responsible for implementing our HR policy and initiatives.

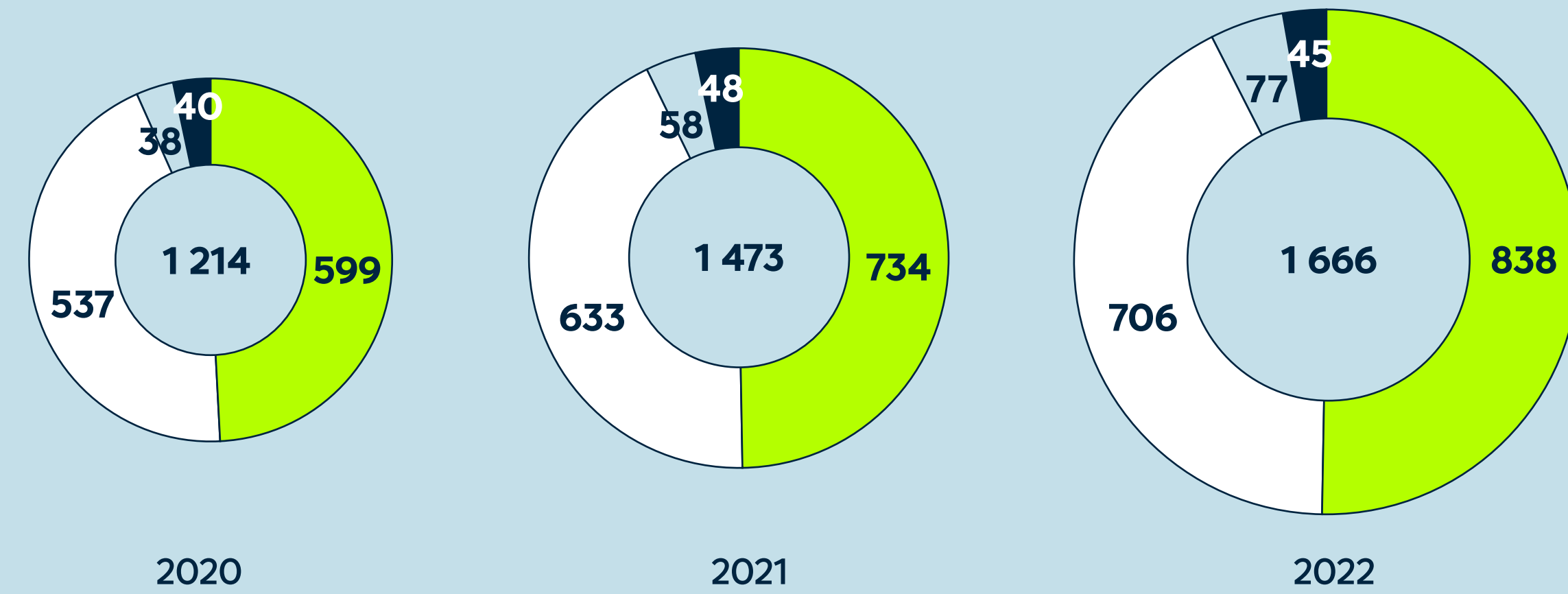


# Yettel Employees in Numbers

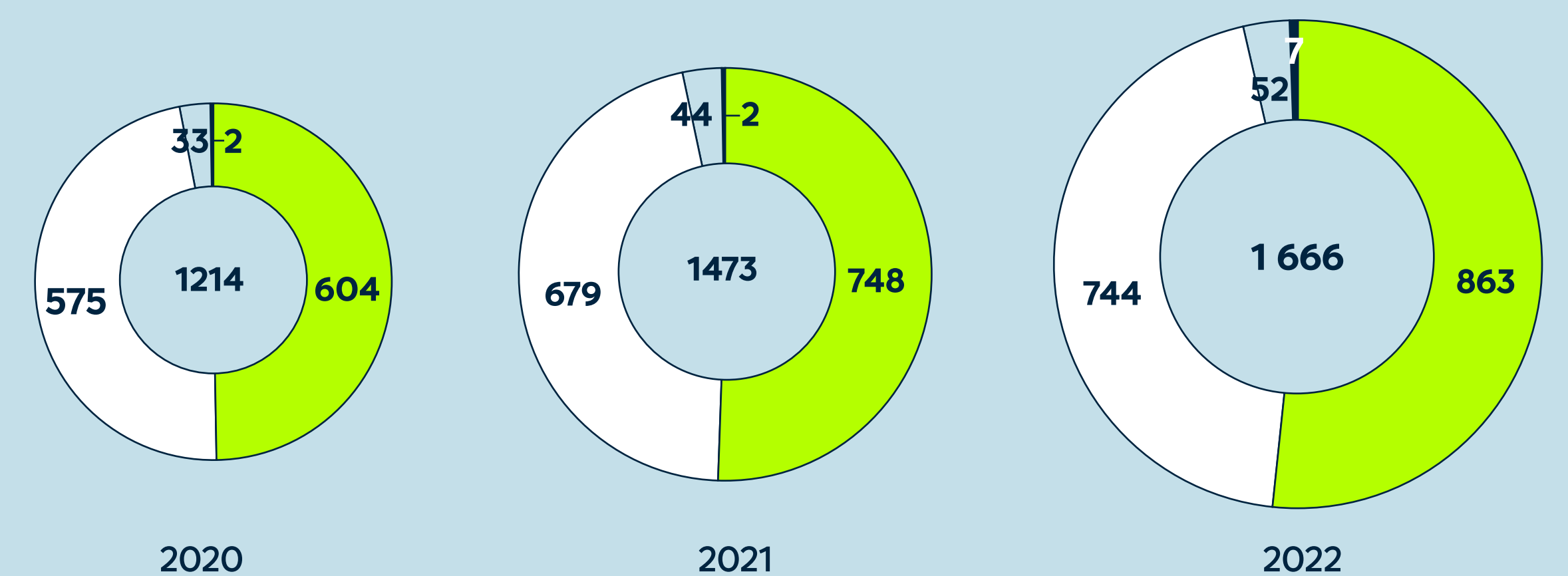
Distribution of employees by gender and location 2-7



**Distribution of employees by employment contract (person) 2-7**



**Distribution of employees by employment type (person) 2-8**



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

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

## Yettel as a Responsible Employer 2-19, 2-20

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 expertise, motivation and commitment. A wide range of cafeteria benefits supplements their base salary.

Yettel's remuneration system serves a dual purpose. On the one hand, to retain our current employees and recognise their efforts, and on the other, to attract future talented colleagues. As a responsible employer, we have one of the most comprehensive remuneration systems on the Hungarian labour market. It ensures the well-being of our employees and builds our employer brand, so that our current and future professionals can further strengthen the Yettel brand and make customer relationship truly a customer experience.

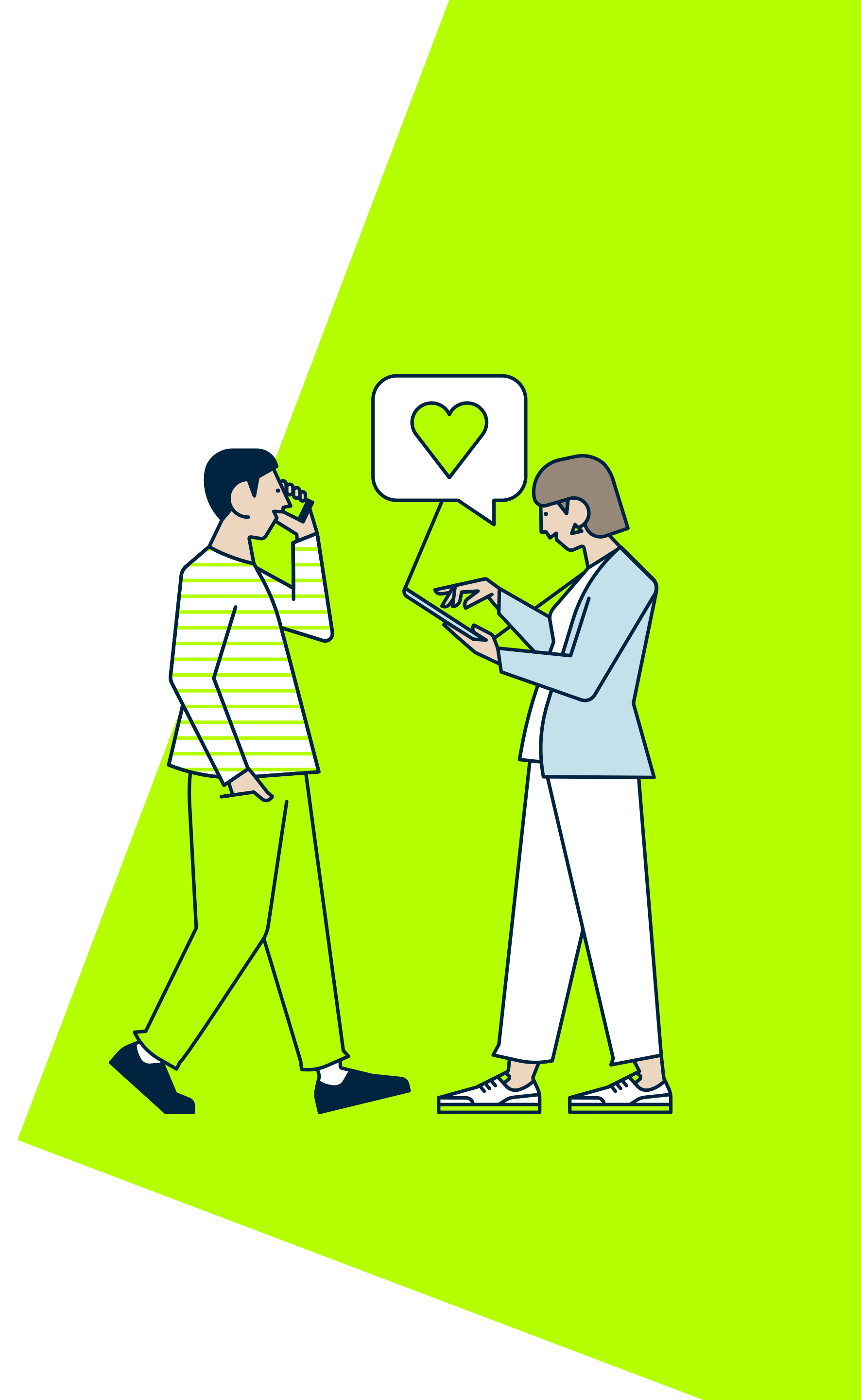
We also want our employees to benefit from digitisation, so as part of their cafeteria allowance, they can ask for private IT devices. Our mobile internet and mobile phone services are available to our employees, also in a family plan.



In our performance appraisal and remuneration approach, 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. We reward our colleagues who have contributed significantly to our company's strategic goals every year. Colleagues nominate the winners who 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. Questions with written answers help us understand which topics need our attention the most. In 2022, 72% of our colleagues participated in the survey. Based on feedback, significantly increased inflation appeared as a priority area at the organisational level in 2022, which we addressed as a top priority during the annual salary increase and with changes to the Cafeteria framework.

Our remuneration system only covers the employees of Yettel Hungary Zrt., not the remuneration of the members of the Management Board. For our management board members, the monthly base salary is supplemented by an annual cycle of performance-based variable pay



(bonus) based on corporate and individual performance combined. The corporate targets are set by the parent company, while individual targets are derived from the corporate strategy. Currently, our remuneration elements are not linked to the achievement of sustainability targets. In addition to the performance-related bonus, we provide additional benefits such as the use of a company car with unlimited fuel, cafeteria, and health- and life-insurance.

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. Questions with written answers help us understand which topics need our attention the most. In 2022, 72% of our colleagues participated in the survey. Based on feedback, significantly increased inflation appeared as a priority area at the organisational level in 2022, which we addressed as a top priority during the annual salary increase and with changes to the Cafeteria framework.

We are proud that the Monthly 16 and NPS11 survey results confirm that our employees feel strongly engaged with Yettel and are happy to recommend our company to others.



A single platform represents our employees. Our MyVoice panel comprises elected employee representatives who mediate to discuss work-related issues, ideas and management decisions that affect employees. MyVoice representatives will represent their colleagues for the next two years and act as a two-way channel for company information and employee input.

**Anyone can face unexpected and complex financial challenges in life. That's why we created the Yettel Solidarity Fund in 2020 and have been running it ever since. The Fund aims to join forces and help our colleagues who are facing difficult circumstances and desperately need help. The scheme is precious for us, as our employees can volunteer to donate funds to support their colleagues in need. Yettel will double the value of their donation during the fundraising.**



**New employee hires and employee turnover<sup>16</sup> 401-1**

	2020	2021	2022
<b>All employees</b>	<b>1214</b>	<b>1473</b>	<b>1666</b>
<b>New entrants</b>	<b>494</b>	<b>371</b>	<b>559</b>
Female	177	161	339
Male	317	210	220
Under 30 years	183	265	277
Between 30-50 years	149	252	259
Over 50 years	6	10	23
<b>New entrants rate</b>	<b>40,7%</b>	<b>25,2%</b>	<b>33,6%</b>

	2020	2021	2022
<b>All employees</b>	<b>1214</b>	<b>1473</b>	<b>1666</b>
<b>Staff turnover</b>	<b>136</b>	<b>232</b>	<b>347</b>
Female	66	131	202
Male	70	101	145
Under 30 years	38	96	147
Between 30-50 years	38	136	191
Over 50 years	2	8	9
<b>Turnover rate</b>	<b>11,2%</b>	<b>15,8%</b>	<b>20,8%</b>



<sup>16</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).

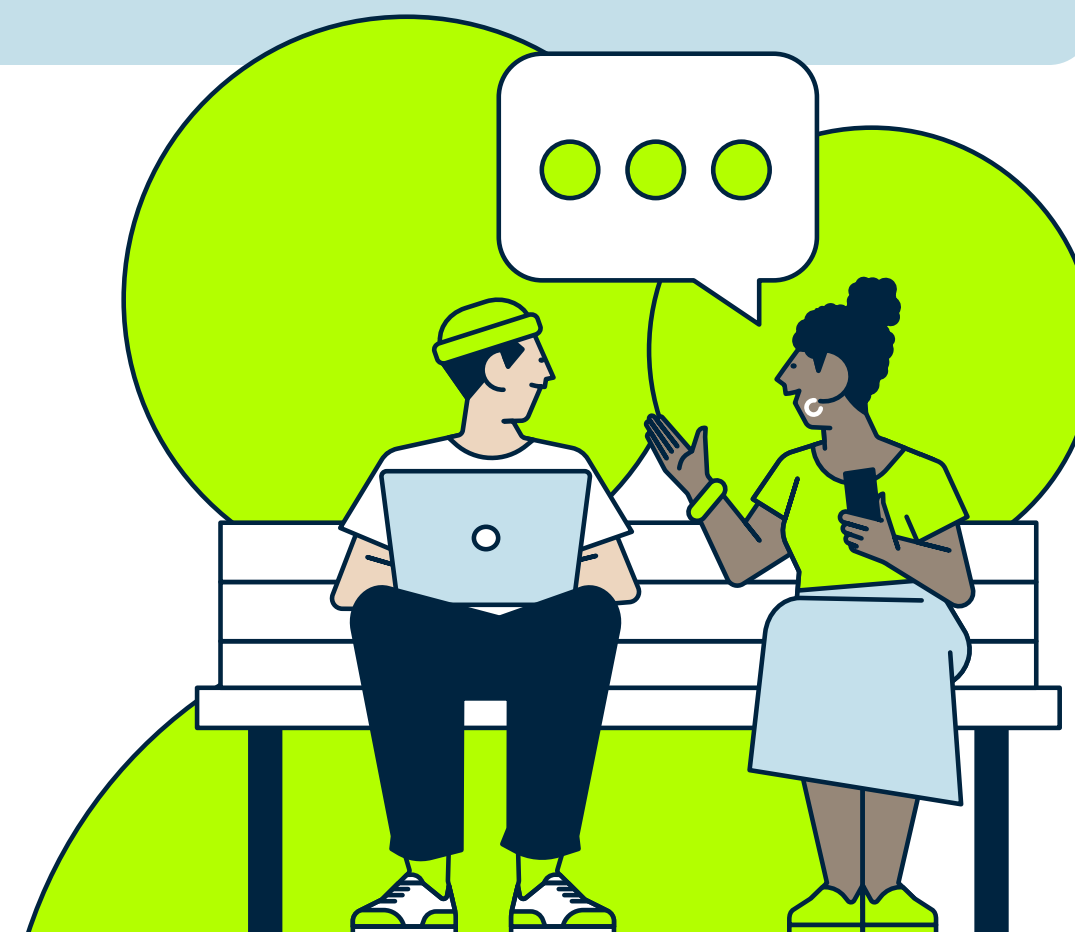


## Supporting Mental and Physical Health

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

All Yettel employees are covered by group life insurance. The insurance covers accidents, hospitalisation and surgery and serves as financial support to employees in the event of childbirth, permanent incapacity for work, disability and to the employee's family in case of the employee's death. Our enhanced private healthcare service can also be extended to family members individually.

We believe in 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. In addition, since 2020, our garden office have also been available to all colleagues, for a coffee break, mentoring or official business meetings. The furniture of the Yettel Garden Office displays the works of the Moholy-Nagy University of Art and Design students. In our headquarters, we pay attention to ergonomics: adjustable work tables allow for standing work.





### Employee Well-Being Program at Yettel 403-5, 403-6

In 2022, during our Health Days program, we focused on prevention. In addition to our health-related presentations, our colleagues participated in various screening tests. Complete tests carried out on site included cholesterol and blood glucose measurement, blood pressure measurement, body fat and body mass index determination, melanoma, cardiovascular and musculoskeletal screening and vision tests. After the examinations, a personalised risk assessment was prepared, and colleagues could consult specialists. In addition, this year, we paid particular attention to stress management and healthy eating. In addition, there is a continuous occupational health clinic and general practitioner appointment in our headquarters, and colleagues can also request free flu vaccination. As part of health promotion, we provide fruit for all our employees during winter.

Additionally, there is an occupational health clinic and an on-site general practitioner at our headquarters, and colleagues can also request free flu vaccination. As part of health promotion, we provide fruit for all our employees during the autumn and winter months.

In 2022, we continued our highly successful "You Can Count On Us!" employee assistance program. The program provides free private, legal, financial and health advice to our employees and their families. Within the framework of the Health Day, specialists, dietitians and psychologists spoke to our colleagues.

Nationwide, nearly three-quarters of our stores are dog-friendly as we aim to make everyday life more flexible and safer for our customers and their pets. Water bowls and pet carpets are available in all of our stores for dogs and cats. We marked pet-friendly shops with window stickers, and our clients can look for the pet-friendly shops on our website to see which stores they can visit with their four-legged friends.



## Talent Management and Career Path

To ensure ongoing development, we have established performance appraisal systems where our employees can receive ongoing feedback on their performance. The Impact Dialogue process supports multi-directional feedback from peer to manager. We set individual targets for our employees in our performance appraisal system, which we monitor throughout the year. This process helps employees identify a possible career path and measures their performance. It focuses on the impact measured against the job expectations and helps shape the employee's career path.

### Growth Zone talent program

In 2022, we continued to focus on supporting and developing our talented colleagues, focusing on Yettel's values. Through our Growth Zone program, which aims to develop the business and personal skills of our experts and leaders and support their networking and career paths, 18 managers, future managers and 22 experts had the opportunity to develop through an innovative, self-reflective and engaging project. The program was also closely monitored by the Leadership Team to identify new talented colleagues.

At Yettel, we provide our employees with regular training opportunities and various programs to support re-skilling them. We offer mandatory and optional, classroom and online courses that are available to everyone. Our employees also have the opportunity to attend conferences, participate in knowledge-sharing forums and trainings. Digital technology is a strong focus of our courses.

We organize the **"Learning Day"** program every year, with the aim of promoting learning and self-development, as well as motivating and energizing our colleagues. In 2022, we held the program in a new form. Building on tradition and applying feedback from the previous year, we planned the sessions in the form of several shorter lectures instead of the all-day program. The topics of the presentations were well aligned with our values that came to the fore during our rebranding: customer focus, innovation and creativity.

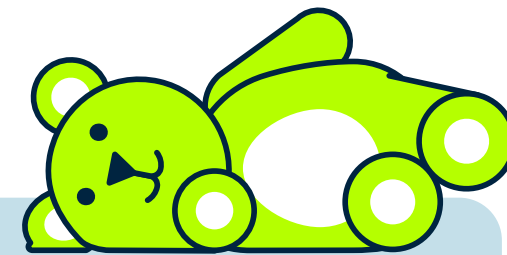
We continued our internal environmental auditor training launched in 2021, which was attended by 14 employees in 2022, and the annual environmental training was completed by 1 550 employees.



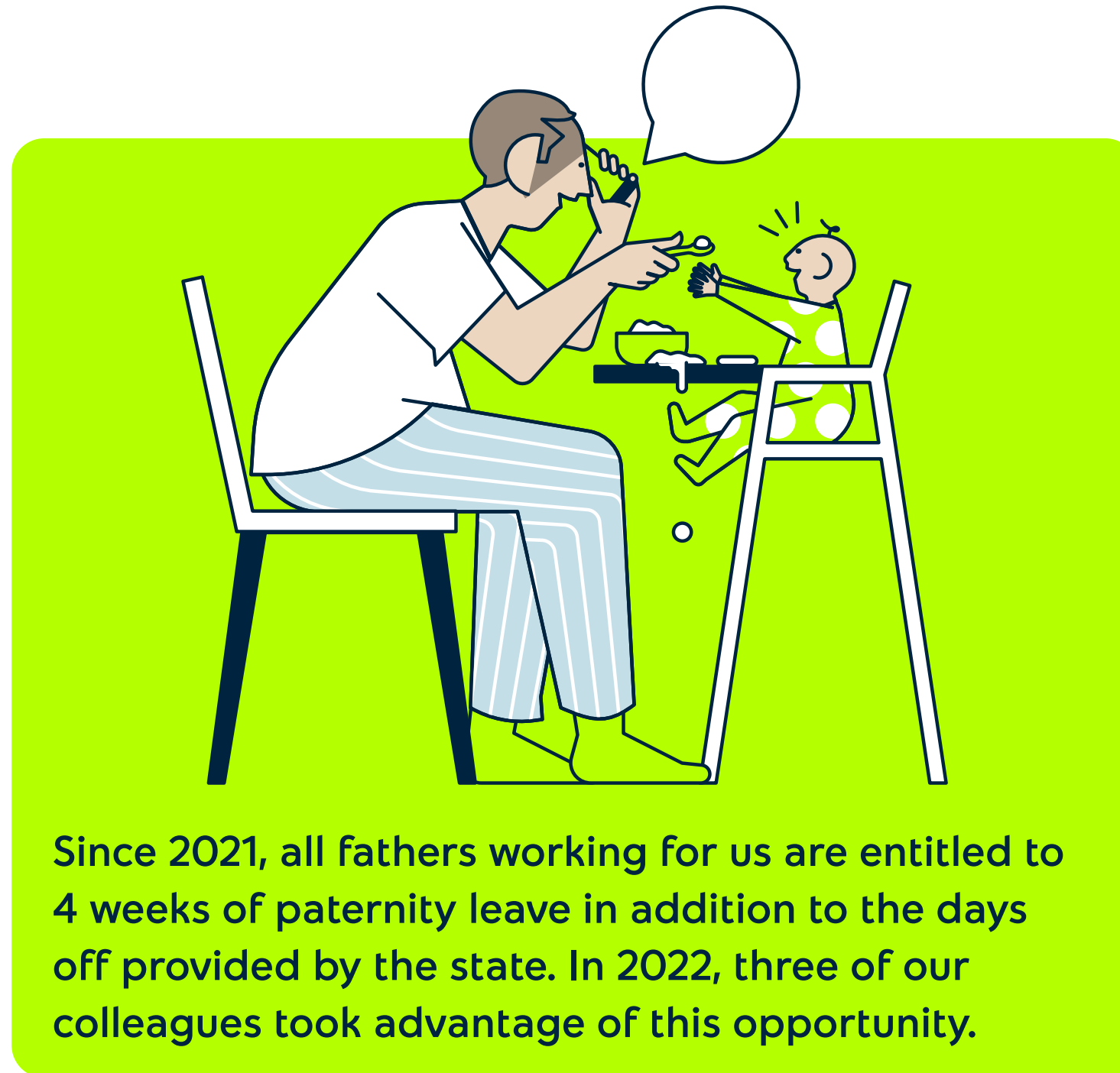
# Diversity, Equal Opportunities and Human Rights at Work 406-1

Our HR policy sets out the principles of conduct we consider the basis for workplace cooperation.

At Yettel, we do not tolerate any form of harassment or discrimination. Our values and policies oppose direct or indirect discrimination based on race, colour, nationality, gender, or other characteristics. We investigate workplace reports related to any of these in accordance with our fundamental principles (right to a fair trial, presumption of innocence, principle of independence, right to privacy, reasonable and proportionate disciplinary measures. In 2022, the Integrity Team that helps Yettel operate fairly recorded three announcements, the investigation of which revealed no irregularities.



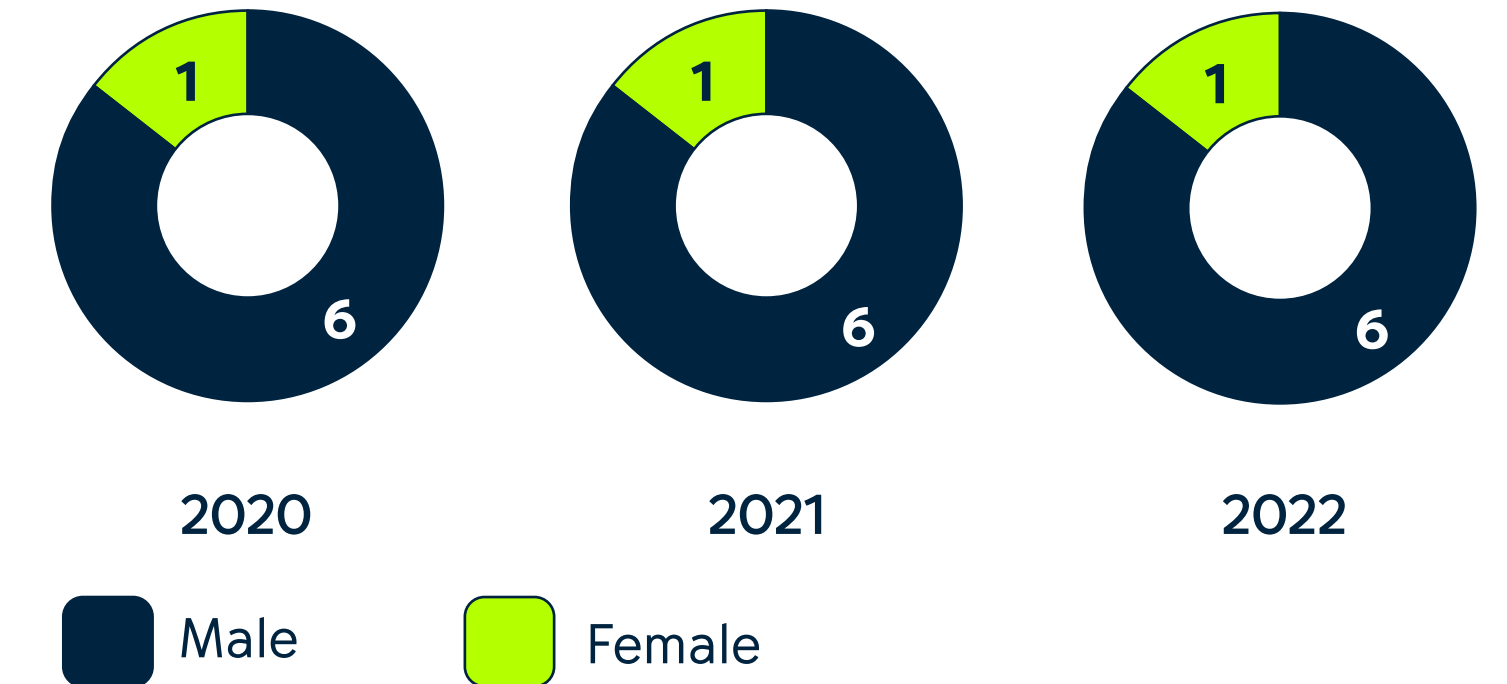
We pay particular attention to groups of employees whose working conditions differ from average employment models or require particular flexibility. We are constantly striving to create an increasingly family-friendly workplace, which is also supported by our hybrid work model.



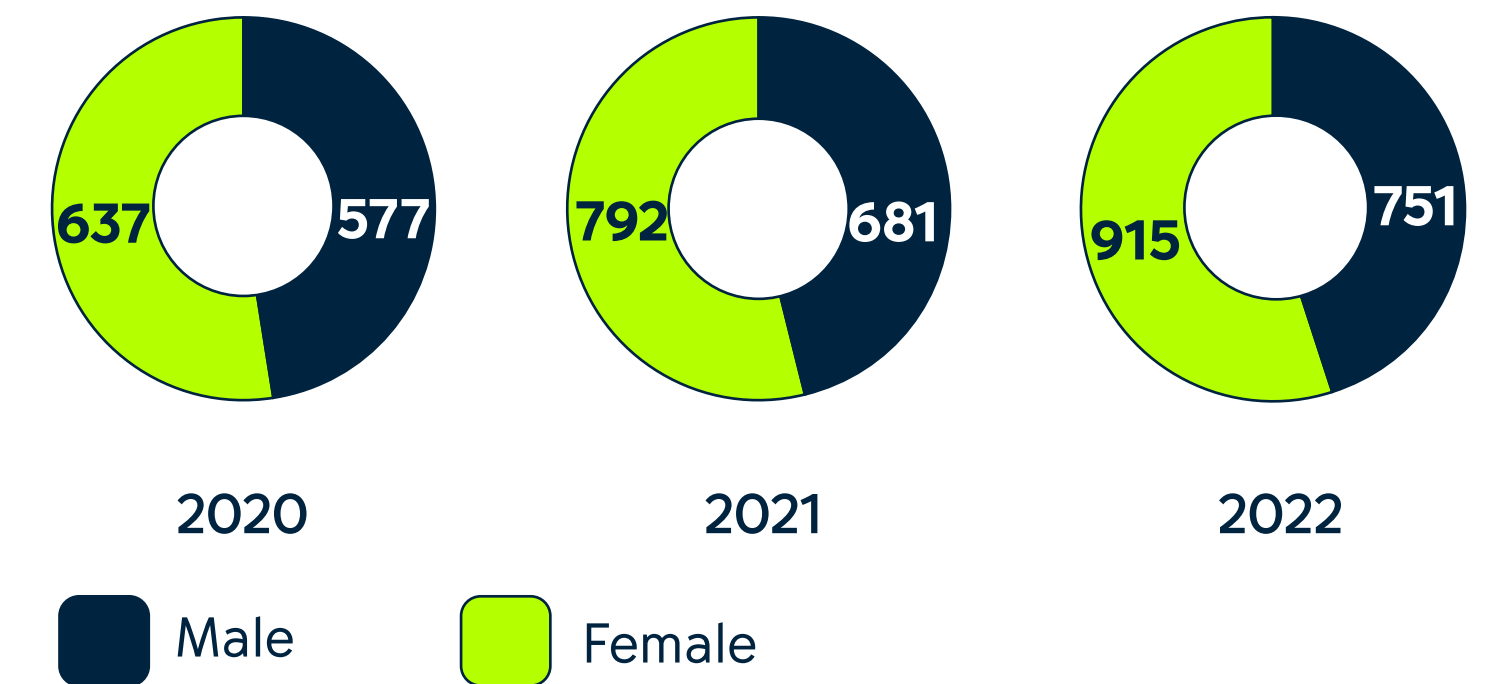
Since 2021, all fathers working for us are entitled to 4 weeks of paternity leave in addition to the days off provided by the state. In 2022, three of our colleagues took advantage of this opportunity.

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.

Distribution of senior managers by gender



Distribution of employees by gender



### Employee initiatives for good causes

Grassroots fundraising campaigns have a long history at Yettel. In 2022, we announced a school supply collection campaign to support children and their parents in need at the start of the school year. We collected school supplies and school bags with the help of our colleagues. We then gave the donations to our long-term partner, the Hungarian Reformed Church Aid, who delivered them to families in need in Pest County before the start of the school year.

It is a tradition that Yettel joins the Christmas donation campaign of KicsiPakk. In 2022 we fulfilled the Christmas wishes of 216 children raised in children's homes. What's unique in our donation is that we make personalised wishes come true so that children living in state care get what they wished for under the tree. Due to the challenging economic situation, the impact of the energy crisis and the inflation, the need for pledges was even more significant. This year, we brought joy to the caregivers of the Bolyai Children's Home, the József Attila Children's Home and the Burattino Children's Home at Christmas.

In 2022, based on the suggestions of our colleagues, we supported 17 organisations, including organisations supporting environmental issues, children's development and education, and the employment and integration of people with disabilities.



# Professional Partnerships 2-28

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:

<b>GSM Association</b>	<b>Communications Reconciliation Council (HÉT)</b>	<b>Scientific Association of Infocommunications (HTE)</b>	<b>ICT Association of Hungary (IVSZ)</b>	<b>Hungarian Mobile Wallet Association</b>
<b>NMHH Technical Support System</b>	<b>Advertising Self-regulatory Board</b>	<b>American Chamber of Commerce (AmCham)</b>	<b>Hungarian Business Leaders Forum (HBLF)</b>	<b>KÖVET Association</b>
<b>Hungarian Donor Forum (MAF)</b>	<b>Business Council for Sustainable Development in Hungary (BCSDH)</b>	<b>5G Coalition</b>		

## Endorsed initiatives

<b>Nonprofit Information and Education Centre (NIOK) – ADHAT donation line</b>	<b>Transparency International Hungary - Corporate Support Forum</b>
<b>International Red Cross – Strategic Partner</b>	

# Awards and Recognitions

## Recently received awards:

2022

### Randstad Employer Brand Research 2022

Special Award for the Most Attractive Employer in the Telecommunications Sector

### Stevie Awards / 19th Annual International Business Awards „PR Campaign of the Year, low-budget campaigns”

Gold Stevie - „Egy fecske nem csinál nyarat?” awareness-raising campaign. Co-applicant: Collect, Hungarian Ornithological and Nature Conservation Association

### Communication projects for community engagement

Silver Stevie - “Az ország leghosszabb szurkolói sálja” campaign

### IPRA Golden World Awards Corporate responsibility – Agency category

Finalist - „Egy fecske nem csinál nyarat?” campaign

### Community engagement – Agency category

Finalist - „Az ország leghosszabb szurkolói sálja” campaign

### Sabre Awards Community Relations category

Finalist - „Az ország leghosszabb szurkolói sálja” campaign

### Effekt 2030 – Fee for Community Investment Responsible Support category

Third place - Project helping Ukrainian refugees



**2021**

**Doing Good CSR Award winner**

Integrated CSR solution category - Telenor HiperSuli offer - FIRST PLACE

**SozialMarie 2021 award winner**

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

**UNICEF Best CSR Integrated Event Award 2021**

"Telenor - Distance Learning Lifeline instant conference" event held under Telenor's HiperSuli digital education program



**2020**

**DoingGood CSR Award 2020**

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

**HRBEST, "Future Generation" category 2020 - silver award**

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

**Effekt 2030 - Community Investment Award**

"Most Exemplary Employer" category winner

**HRKOMM Award**

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

2-2, 2-3, 2-4, 2-5

At Yettel, we believe that business operation is only sustainable if it incorporates all three pillars of sustainable development: environmental, social and economic considerations. We are pleased to publish the Yettel Sustainability Report of 2022 to showcase our commitment and achievements. Our report gives an account of Yettel Hungary's sustainability performance in 2022, along with our material topics.

Please contact our Corporate Communications and ESG Directorate at [fenntarthatosag@yettel.hu](mailto:fenntarthatosag@yettel.hu) if you have any questions about the sustainability report.

<b>Reporting period</b>	Fiscal year 2022 (1 January 2022 to 31 December 2022)
<b>Reporting cycle</b>	Annual
<b>Content of the report</b>	In our report, we report on the sustainability topics relevant to Yettel Hungary, covering 53 GRI topics. The scope of entities covered in this report is the same as those in the consolidated financial statements.
<b>Reporting standard applied</b>	The report has been prepared with reference to the GRI Standards (2021).
<b>Third-party verification</b>	The report was not assured by a third party.
<b>Date of publishing the previous report</b>	2022



# GRI Content Index

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<b>GRI 2: General Disclosures 2021</b>			
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GRI Disclosure	Description	Page	Comments
<b>GRI 2: General Disclosures 2021</b>			
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2-18	Evaluation of the performance of the highest governing body	18	
2-19	Remuneration policies	46	
2-20	Process of determining remuneration	46	
2-21	Annual total compensation ratio	-	This is not public data, therefore we do not disclose it in this report.

GRI Disclosure	Description	Page	Comments
<b>GRI 2: General Disclosures 2021</b>			
2-22	Statement on sustainable development strategy	2	
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2-25	Processes to remediate negative impacts	22	
2-26	Mechanisms for seeking advice and raising concerns	22	
2-27	Compliance with laws and regulations	22	
2-28	Membership associations	54	
2-29	Approach to stakeholder engagement	20	
2-30	Collective bargaining agreements	-	Our employees are not covered by collective agreement.
<b>Material topics</b>			
3-1	Process to determine material topics	19	
3-2	List of material topics	19	

GRI Disclosure	Description	Page	Comments
<b>Material topics</b>			
<b>Energy efficiency and climate change</b>			
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305-3	Other indirect (Scope 3) GHG emissions	38	
305-4	GHG emissions intensity	38	
<b>Waste management and circular economy</b>			
3-3	Management of material topics	35	
306-1	Waste generation and significant waste-related impacts	40	
306-2	Management of significant waste-related impacts	40	
306-3	Waste generated	40	Restated data. We have retroactively updated our data for 2020 and 2021.
306-4	Waste diverted from disposal	40	

GRI Disclosure	Description	Page	Comments
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<b>Communities and social action</b>			
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# Imprint

Published by the Corporate Communications and ESG Directorate.

(Törökbálint, 2023)

## **We thank everyone who assisted in the preparation of this report:**

dr. Bálinger Péter, Bánhidi Zoltán, dr. Bényi Orsolya, dr. Biczó Anna Katalin, Bíró Borbála, Bognár Gabriella, Borbás Bottyán Aurél, Bordács Béla, Bölöni Olga, Bratinka Zsolt, Csaba Tamás, Dávid Zoltán, Egyed Gábor, dr. Erdélyi Márk, Erdő Péter, Gulyás Anett, dr. Göbolyös-Szemenyei Andrea, Haláchy Ferenc, Hargitainé Bokros Judit, Heitz Vivien, Horváth Róbertné Anikó, Jakus Ágnes, Juhász Tamás, Kerekes András, Kerekes Anita, Kiss Ferenc, Klára Zavadilová, Koller György, Komjáti Zoltán, Koren Balázs, dr. Kovács Anita, Kovács Zoltán, dr. Kőrösi Szabolcs Gábor, Libertiny Gergely, dr. Lombos Péter, Madufor Mónika, Major Ádám, Mátyásné Illyés Anna, Metykó Zsófia, Mészáros Attila, Mogyorósi Koppány Gergő, Molnár Ákos, Mosonyi Szabolcs, Müller Diána, Nagy László, Nemes Róbert, Oláh Gábor, Páhi Sándor, Pomezanski Máté, Sarvay Réka, Sándor Dalma, Stankovics Gabriella, Szabó Mónika, Szabó-Erdei Kornélia, Szafonov Olga, Szalai Enikő, Szalai Hajnalka Nóra, Szűrös Mónika, Takács József, Tihanyi Sándor, Tomasek Marianna, Török Dorottya, Varga-Hering Zsuzsanna, dr. Vitári Jenő, Zsádon Sára...and many others.

