

# Yettel.

## Sustainability Report 2024



# Content

<b>Letter from the CEO</b>	<b>3</b>	3.4 Whistleblower System and Protection of Reporting Individuals	28	<b>6. Commitment to Our Customers</b>	<b>47</b>
Sustainability highlights from 2024	4	3.5 Sustainability Aspects in the Supply Chain	29	6.1 Quality Policy	47
<hr/>					
<b>1. About Yettel Hungary</b>	<b>5</b>	3.5.1 Sustainable and Ethical Procurement Practices	29	6.2 Customer Data Protection and Cybersecurity	48
1.1 Mission, vision and values	6	3.5.2 Supplier Code of Conduct	29	6.2.1 Data Security Reporting	49
1.2 Corporate Operations	7	<hr/>			
1.2.1 National Network	7	<b>4. Environmental Responsibility</b>	<b>30</b>	6.2.2 Data Security Services	49
1.2.2 Product and Service Portfolio	8	4.1 Environmental Policy	30	6.3 Continuous Improvement of Customer Experience	50
1.2.3 Business Relationships	9	4.2 Environmental Management System	32	6.4 Responsible Marketing Practices	51
1.2.3.1 Our Supplier Partners	9	4.3 Climate Action	32	6.5 Digital Self-Service for a Sustainable Customer Experience	52
1.2.3.2 Our Customer Partners	9	4.3.1 Energy Consumption and Efficiency	33	<hr/>	
1.2.3.3 Organizational Memberships and Professional Collaborations	10	4.3.2 Carbon Footprint Reduction	35	<b>7. Digital and Social Innovation</b>	<b>53</b>
1.3 Yettel's Approach to Sustainability	11	4.3.2.1 Scope 1 Emissions	35	7.1 Connectivity and Digital Inclusion Projects	53
1.3.1 Progress on Sustainability Objectives	12	4.3.2.2. Scope 2 Emissions	36	7.1.1 Digital Access for All	53
1.3.2 Future Sustainability Goals and Plans	15	4.3.2.3 Scope 3 Emissions	36	7.1.2 Network Development and 5G: Reliable Access for Everyone	53
1.4 Awards and Recognitions	16	4.3.3 Group-Level Efforts	37	7.2 Digital Innovation in Everyday Life	53
<hr/>					
<b>2. About Yettel Hungary's Sustainability Report</b>	<b>18</b>	4.3.3.1 SBTi-Validated Targets	37	7.2.1 Automated Self-Service Store at Yettel House	53
2.1 Reporting Methodology	18	4.3.3.2 CDP Rating	37	7.3 Partnerships for Social Innovation	54
2.2 Identification of Material Topics	19	4.4. Contribution to the Circular Economy	38	7.3.1 Digital Education in Schools: ProSuli Programme	54
2.3 Key stakeholders and stakeholder engagement	23	4.4.1 Office and Commercial Waste Reduction	38	7.3.2 Digital Inclusion Fund	55
<hr/>					
<b>3. Governance and Ethics</b>	<b>26</b>	4.4.2 Commitment to the Circular Economy in Our Commercial Activities	39	7.3.3 Strategic Partnership for Digital Infrastructure Development	56
3.1 Corporate Governance Structure	26	<hr/>			
3.2 Code of Conduct and Business Ethics	27	<b>5. Employee Well-being</b>	<b>41</b>	7.3.4 Intra-sector Collaboration for Responsible Telecommunications	56
3.3 Anti-Corruption Efforts	28	5.1 General Information About Our Own Workforce	41	<hr/>	
<hr/>					
<b>8. Community Engagement and Social Responsibility Programmes</b>					
					<b>57</b>
<hr/>					
<b>Appendix - List of indicator</b>					<b>60</b>



# Letter from the CEO

In an age when connectivity is essential to people's lives, our mobile networks become the heartbeat of digital life, providing digital freedom to our customers. In this business where we tap into the best and latest that technology has to offer, I am excited to see what the future will bring both to our commercial innovations and to our sustainability efforts. The new technological and digital developments we are seeing and the endless possibilities that AI opens the door to are already giving us a glimpse of some impressive progress to look forward to.

In 2024 we faced some major regulatory changes in the ESG arena, and by the time this paper is released, all of that has changed once again. Keeping up with the changing regulatory environment is obviously non-negotiable, but it does not determine how we approach our operations. At Yettel we

continuously seek ways to improve and mitigate our impact on the environment, we are a responsible employer, and in our governance we are ethical and transparent. How and when we should report on such topics will not affect that. By publishing this voluntary sustainability report, we reaffirm our commitment to transparency and to building a more sustainable future together with our stakeholders.

Our achievements—outlined in this report—speak for themselves and clearly reflect the unwavering commitment of our employees, our management, and of course, our parent company. This past year we joined forces with e& Group in their pursuit of ESG excellence, which amplifies our own ambitions for generating positive impact and creating value for our communities and stakeholders.



**Igor Prerovsky**  
CEO



# Sustainability highlights from 2024



5G network coverage increased from 39% to 49.5% compared to 2023. 4G coverage is at 99%.



During 2023 and 2024, we collected and delivered a total of 10,199 kg of electronic waste for professional recycling.



In 2024, a total of 16,259 children participated in our programmes promoting conscious internet usage.



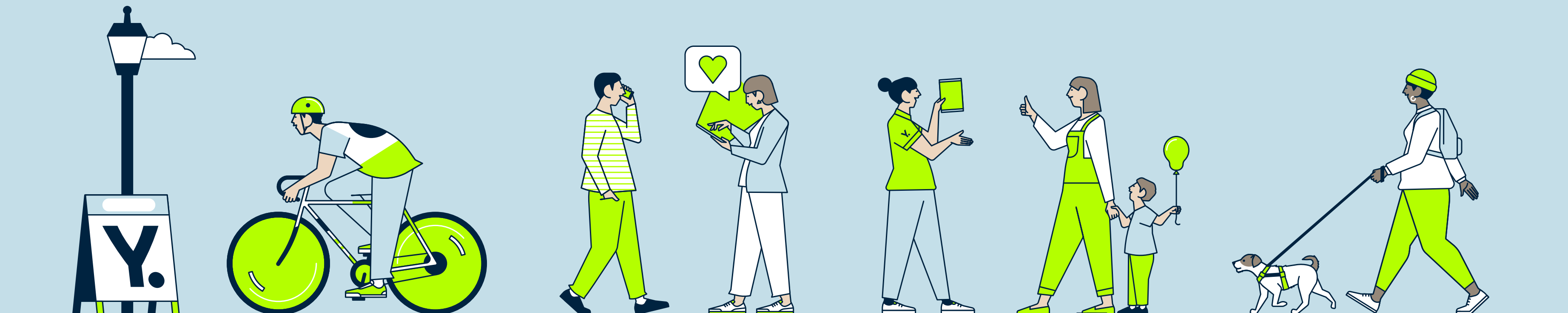
In 2024, we collected a total of 18,637 used devices, amounting to 2,776 kilograms.



In 2024, we sold 634 refurbished devices.



We ranked 15<sup>th</sup> on the HVG ESG Top 40 list and received the special award for recycling ratio.





# 1. About Yettel Hungary

Yettel Magyarország Zrt. has played a key role in the Hungarian telecommunications sector since 1994. As a leading mobile telecommunications provider, our company is committed to delivering high-quality, personalized, and reliable services to its customers, with a strong focus on innovation and sustainability. The company began operations in 1994 under the name Pannon GSM in the Hungarian mobile telecommunications market, and from 2010 continued as Telenor Hungary, with its headquarters located in Törökbálint. Since 2018, the company has been owned by the PPF Group, which invests in sectors such as financial services, telecommunications, biotechnology, real estate, and engineering across Europe, the United States, and Asia. From March 2022, the company has operated under the name Yettel Magyarország Zrt., in line with the PPF Telecom Group's unified brand transition strategy, which also applies to Hungary, Serbia, and Bulgaria.

In October 2024, the PPF Group entered into a strategic partnership with Emirates Telecommunication Group Company (e&), resulting in the establishment of the e& PPF Telecom Group. In this new entity, e& holds 50% + 1 share ownership. The partnership aims to significantly contribute to the advancement of the Central and Eastern European telecommunications sector.

In 2020, our former parent company, the PPF Telecom Group, was the first to introduce in Hungary an innovative business model that separates network infrastructure services from mobile service operations. As a result, Yettel has since focused on serving residential and corporate customers, while our technical partner, CETIN Hungary Zrt., is responsible for network development and operation. This structure enables Yettel to deliver telecommunications services of outstanding quality. This sustainability report exclusively covers the activities of Yettel Magyarország Zrt.

As one of Hungary's largest telecommunications providers, Yettel serves over 3 million customers daily and provides stable employment for more than 1,700 employees. Our operations have significant social and economic impacts; therefore, we place great emphasis on conducting our business responsibly and transparently. The increasing importance of sustainability initiatives in the European Union further strengthens and deepens our corporate-level commitment. At Yettel, the ESG approach goes beyond mere regulatory compliance—it is regarded as an integral part of our operations, regardless of the external regulatory environment.

## 1.1 Mission, vision and values

Yettel Magyarország is committed to supporting its customers with high-quality connectivity and digital services, thereby fostering digital development. Our objective is to ensure wide accessibility of digital services, contributing to economic growth and Hungary's digital convergence.

For us, mobile communication is not merely a technological service; it is a tool that promotes equal access, stimulates innovation, and contributes to social well-being. Through the possibilities offered by mobile internet and mobility, we are building a digital environment that makes the benefits of modern technology accessible to everyone.

Yettel's service portfolio goes beyond traditional mobile solutions to include innovative technologies that expand digital possibilities tailored to user needs. We offer smart devices, tariff packages, and accessories, while continuously developing our financial and home digital services—such as streaming platforms and contactless payment solutions.

In 2021, we embarked on a new direction by launching our mobile-based home internet service with unlimited data traffic, offering an alternative to traditional wired solutions in the

residential segment. In the same year, we introduced eSIM technology for our corporate clients and made managed firewall services available, emphasizing digital security.

The Yettel network—built on 4G and 5G technologies—delivers some of the fastest mobile connections in the country. By the end of 2024, 1,028 base stations provided 5G coverage, enabling not only faster and more secure data transmission but also more energy-efficient operation. Furthermore, we support our customers in making sustainable choices: our smart applications help optimize energy consumption, and our recycling campaigns create opportunities for environmentally conscious device use.

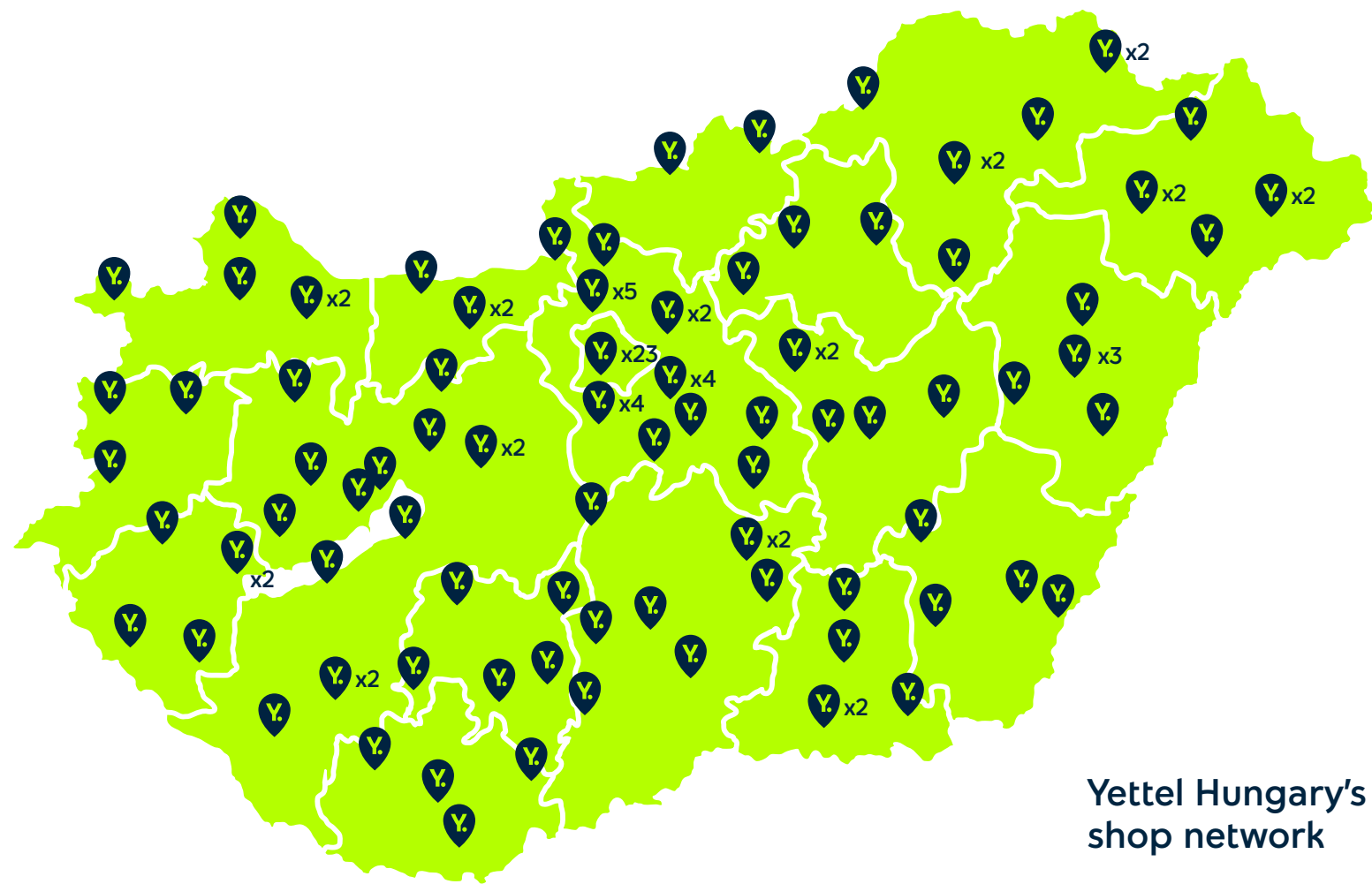
The advancement of mobile technology—particularly the introduction of 5G—opens new opportunities to promote sustainability. Next-generation networks enable not only more energy-efficient data transmission but also contribute to the digitalization of various aspects of life, including education, work, financial services, and transportation. With nationwide 5G coverage provided by Yettel, we offer an exceptional customer experience while actively supporting the digital transformation of the economy and society.





# 1.2 Corporate Operations

## 1.2.1 National Network



Since December 2022, following the discontinuation of the partner shop network, Yettel Hungary has been providing a consistent customer experience through its uniformly branded retail stores. In 2024, 637 colleagues worked daily to provide in-person support to our customers. In 2023, we transformed several of our stores across the country into dog- and cat-friendly locations, thereby promoting flexible customer service with special consideration for those arriving with pets. In addition to our 130 stores, customers are also served by our central office located in the Yettel House in Törökbálint, as well as our Call Center in Szeged, where an additional 1,079 employees were dedicated to customer service in 2024.



## 1.2.2 Product and Service Portfolio

(Strategy, Business Model, and Value Chain - SBM-1)

As a key player in Hungary's telecommunications sector, Yettel Hungary provides mobile communication services to residential, business, and institutional customers. Our operations focus on customer experience, technological innovation, and sustainable business practices.

We deliver our services through proprietary sales channels: residential customers are served via our nationwide retail network, while corporate and institutional partners receive support from dedicated sales experts. We hold licenses for the use of mobile frequencies; however, we do not own most of the physical infrastructure required for our services. The provision and maintenance of this infrastructure are managed by CETIN Hungary Ltd., our infrastructure service provider partner.

Yettel Hungary's service areas include:

### Mobile Communication Services

Internet access, data transmission, voice services, SMS and MMS messaging—offered through various tariff packages available on postpaid or prepaid plans, tailored to meet the needs of different customer segments.

### Fixed-Line Services

Broadband internet connections, data transmission solutions, television services, and fixed-line telephony—available via our own mobile network using FWA (Fixed Wireless Access) technology, as well as through wholesale access to other providers' networks.

### Device Sales

Sales of mobile phones, accessories, and other devices related to telecommunication services that support digital connectivity and enhance customer experience.





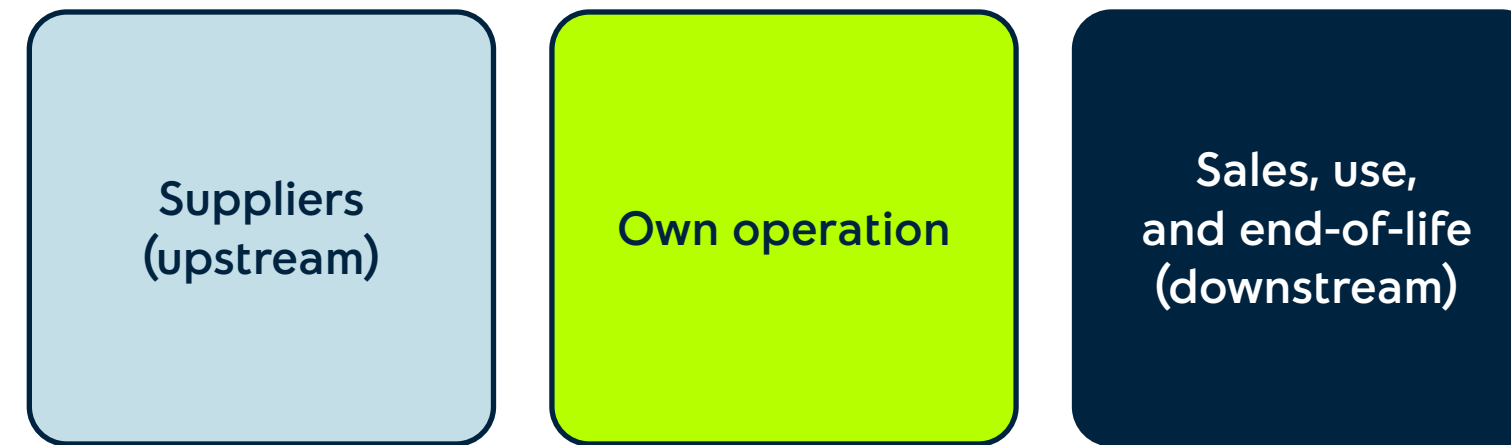
### 1.2.3 Business Relationships

Yettel Hungary places high importance on operating transparently and responsibly throughout the entire value chain. This approach enables continuous performance improvement as well as the identification and management of environmental and social impacts—from procurement through logistics, development, and usage, all the way to the end of the equipment lifecycle.

The telecommunications sector's value chain is highly complex and relies on the collaboration of numerous enterprises. Environmental impacts arise at multiple stages: the extraction and processing of raw materials, the manufacturing and assembly of electronic devices, as well as packaging and transportation all contribute to the ecological footprint. Additionally, the energy consumption associated with operating devices and networks represents a significant factor. The value chain is relevant not only from an environmental perspective but also from a social perspective. This includes the protection of human rights, ensuring access to digital services, and maintaining transparent, compliant operations in accordance with legal requirements. These aspects are part of our corporate governance practices and also influence environmental and social outcomes.

Yettel Hungary's activities—including its relationships with business partners—collectively define the company's overall sustainability footprint.

The value chain can be divided into three main stages:



#### 1.2.3.1 Our Supplier Partners

Yettel's operations and the quality of its services are supported by a wide range of business partners from diverse industries. Due to the nature of our activities, we collaborate closely with key suppliers in the following areas:

- Procurement of devices and accessories
- Provision of mobile payment and financial services
- Provision of network infrastructure and IT services
- Marketing and communication services
- Logistics and postal services
- Insurance and fleet management

#### 1.2.3.2 Our Customer Partners

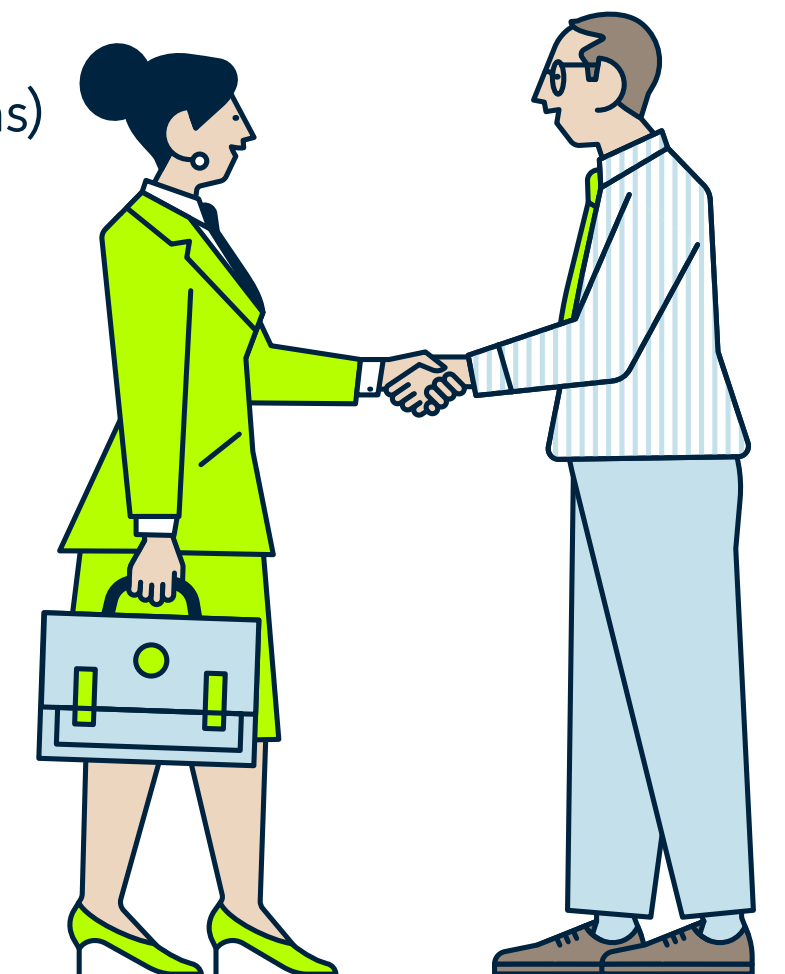
In analysing our value chain, we have identified the main customer groups that utilize our products and services. These partners come from various sectors and contribute to the diversity of our operations with differing needs.

**Customers purchasing electronic devices:**

- Business partners (small and medium-sized enterprises, large corporations)
- Residential customers
- Governmental organizations

**Customers using services:**

- Business partners (small and medium-sized enterprises, large corporations)
- Resellers
- Residential customers
- Governmental organizations



### 1.2.3.3 Organizational Memberships and Professional Collaborations

Our company believes that the knowledge and innovation necessary to address future challenges are founded on collaborative partnerships. In line with this philosophy, we actively participate in the activities of various professional organizations. These memberships not only support our professional development but also provide opportunities to shape the future of the industry and to actively contribute to the sharing and adoption of best practices.

In the following section, we present the professional organizations in which we hold membership, along with an overview of how these communities support our business sustainability objectives. We also highlight collaborative initiatives and projects through which we contribute to achieving shared goals, advancing sustainability standards, and fostering industry innovation.

#### Organizational Memberships in Professional and Advocacy Organizations



#### Professional Collaborations and Supported Initiatives

Yettel actively participates in the work of various professional organizations, such as the Nonprofit Information and Training Center Foundation (NIOK) - Adhat Vonal.

As a member, the company contributes to shaping the legal and regulatory framework of the telecommunications sector. This includes providing industry-level reviews of draft legislation and amendments, as well as developing proposals aimed at improving the regulatory environment.

In several cases, direct cooperation has been established with the competent authorities. For example, within the HÉT Spectrum Working Group, Yettel contributed to the professional review of draft regulations related to spectrum management issued by the National Media and Infocommunications Authority (NMHH), and participated in international consultations concerning spectrum usage<sup>1</sup>, supporting the development of the official Hungarian position represented by NMHH.

Yettel has conducted comprehensive policy analyses on multiple topics, thereby assisting regulatory authorities in making well-founded and responsible decisions.

Furthermore, Yettel is a contractual partner of the NMHH's Technical Support System (TSR), which, in accordance with applicable legislation, carries out the temporary or permanent blocking of electronic data. This activity is executed based on court orders or directives from authorities designated by separate laws—such as the National Tax and Customs Administration.

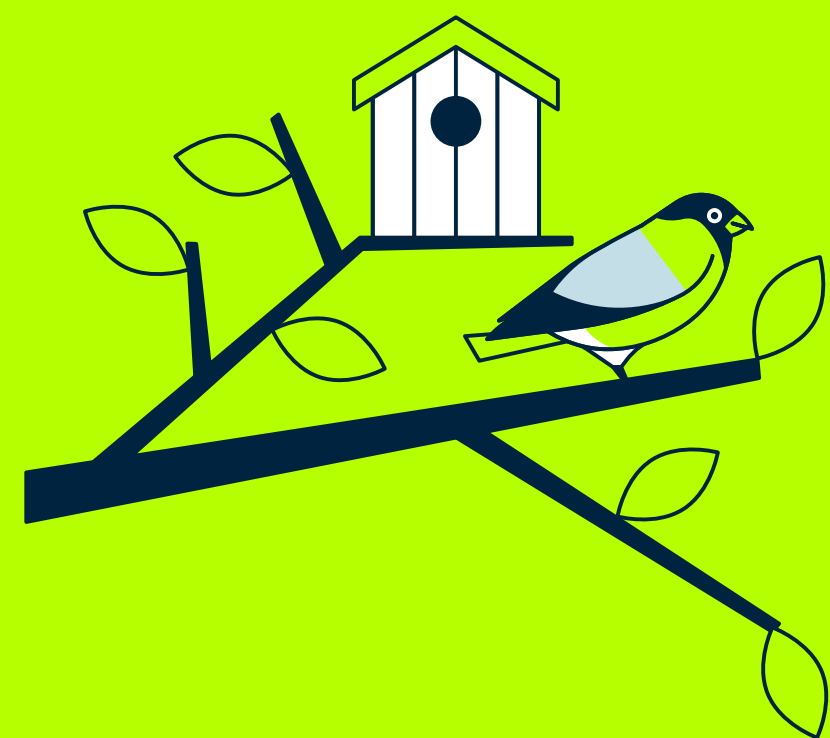
<sup>1</sup> Spectrum management is an activity that assesses, evaluates and regulates the use of radio frequencies in line with various civil and non-civilian needs, international trends and regulations. This includes the development of national frequency allocation and band usage rules, the examination of the feasibility of introducing new radio services and the contribution to the European harmonisation of band usage. The aim is to ensure efficient and coordinated frequency use.



## 1.3 Yettel's Approach to Sustainability

Ensuring the sustainability of business operations requires consideration not only of economic factors but also of environmental and social aspects. Yettel is committed to providing broad access to digital services and to fostering innovation and sustainable growth through its products and services. Our corporate interpretation of sustainability means conducting our activities and making decisions in a responsible, ethical, and transparent manner, while striving to minimize and mitigate potential adverse social and environmental impacts. Yettel Hungary's sustainability strategy is closely aligned with the sustainability guidelines of the e& PPF Telecom Group.

Our domestic objectives have been developed to reflect local characteristics, expectations, as well as the company's current situation and established practices. Particular attention has been given to ensuring that the targets set are both realistic and ambitious. Our strategic objectives for 2028 are defined along four main pillars:



### I. Mobile technology for a more sustainable future

- Reducing social inequalities through reliable mobile networks accessible to everyone
- Promoting digital education and responsible internet use
- Ensuring information security and the protection of personal data



### II. Reducing our environmental footprint

- Lowering carbon emissions from our own operations as well as indirect emissions occurring throughout the value chain
- Supporting the circular economy



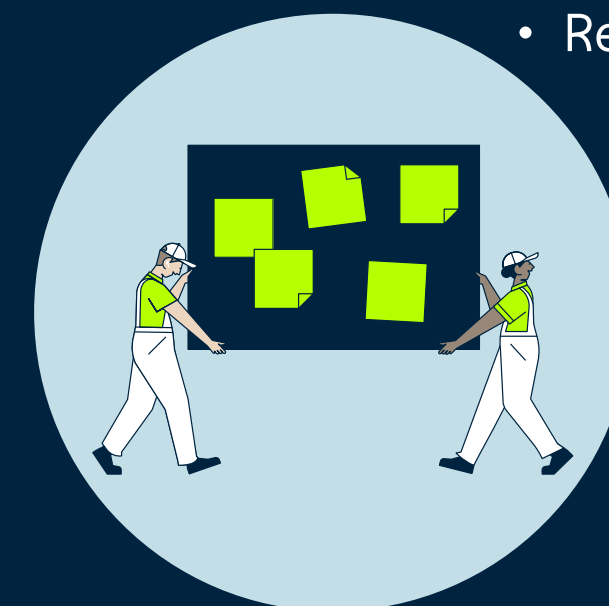
### III. Putting people at the centre of our business

- Supporting communities based on our core values
- Protecting the health, safety and well-being of our employees
- Accelerating workplace integration for employees with disabilities and fostering an inclusive work environment
- Supporting the career development of our female employees



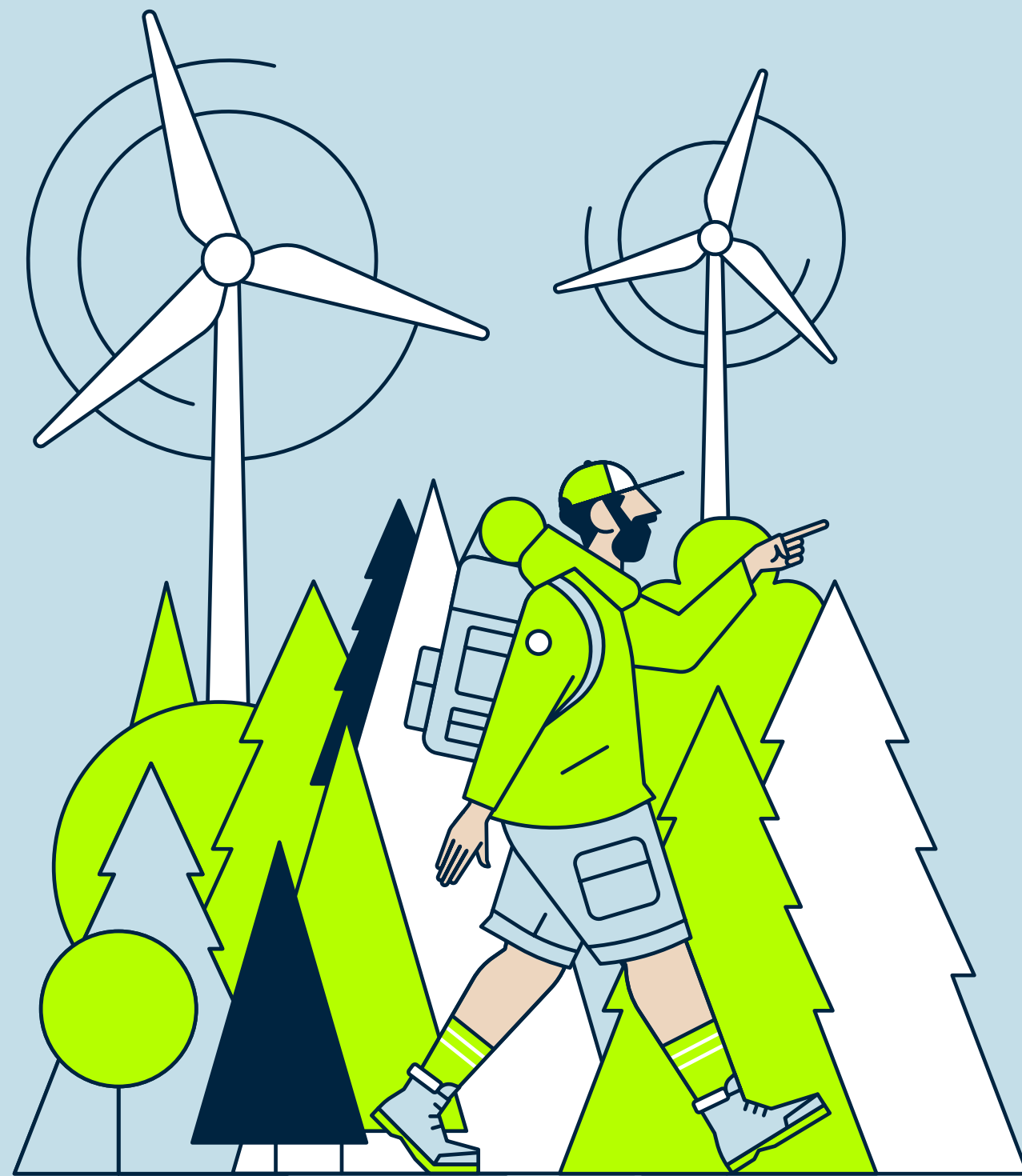
### IV. Ethical and Transparent Operations

- Responsible and sustainable procurement
- Promoting sustainability as an integral part of Yettel Hungary's strategy



### 1.3.1 Progress on Sustainability Objectives

Yettel Hungary's sustainability objectives have been defined along the pillars of the company's sustainability strategy. The table below summarizes the achievement status of the targets set in 2023 and the progress made in 2024.



Pillar I: Mobile technology for a more sustainable future				
Focus area	Objective description	Progress in 2023	Status in 2024	Progress in 2024
Reducing social inequalities through a reliable mobile network accessible to everyone	Through our investments, we continue to expand the 5G network to maximize the energy efficiency and social benefits offered by the new technology	5G network coverage increased from 16% to 39%	➔ Ongoing	In 2024, 5G coverage reached 49.5%
Promoting digital education and responsible internet use	Our goal is to engage at least 15,000 new children annually in our programmes supporting digital education and responsible internet use	40,304 children reached through digital education programmes	✔ Achieved	In 2024, 16,259 additional children were included
Information security and protection of personal data	Provide data protection and security solutions to residential customers (targeting 20% coverage by 2028)	Data protection solutions provided to 10% of end users	➔ Ongoing	Coverage increased to 17% in 2024
Digital solutions to promote social integration of persons with disabilities	Website accessibility adaptation for residential customer pages by June 2024	The first phase of website accessibility adaptation has started	✔ Achieved	Our residential customer pages now comply with WCAG (Web Content Accessibility Guidelines) standards
	Fully accessible Yettel app and netshop for users with disabilities by June 2025	The first phase of making the app and netshop accessible adaptation has started	✔ Partially achieved	Significant portions of the Yettel app and netshop has been made accessible



Pillar II: Reducing our environmental footprint				
Focus area	Objective description	Progress in 2023	Status in 2024	Progress in 2024
Carbon Emission Reduction	Reduction of Scope 1, 2, and 3 emissions	N/A	→ Ongoing	In September 2024, we submitted joint Science Based Targets initiative (SBTi) targets with e& PPF Telecom Group; currently developing the action plan
	Increase green electricity consumption by 2028	N/A	→ Ongoing	No active steps yet; part of the electricity purchased from MVM is green, but there is no separate agreement
Supporting Circular Economy	Collect 20,000 kg of electronic waste (mobile phones, tablets, and mobile routers) by 2028	Collected 7,423 kg of electronic waste, significantly exceeding the pro-rated targets	→ Ongoing	In 2024, we collected 2,776 kg of electronic waste, totalling 10,199 kg since 2023, exceeding the target on a pro-rata basis
Pillar III: Putting people at the centre of our business				
Focus area	Objective description	Progress in 2023	Status in 2024	Progress in 2024
Supporting Communities Aligned with Our Values	Launched a volunteer programme in 2023 providing every employee with one day of volunteer work annually	Volunteer programme successfully introduced	→ Ongoing	The programme continued successfully in 2024
Protecting Employee Health, Safety, and Well-being	The number of severe workplace injuries potentially caused by employer negligence should be zero	No severe workplace injuries reported	→ Ongoing	No severe workplace injuries reported in 2024
	Maintaining employee engagement survey participation above 75%	Employee participation in engagement surveys averaged 72%	→ Ongoing	Participation averaged 67.5% in 2024

Focus area	Objective description	Progress in 2023	Status in 2024	Progress in 2024
Accelerating workplace integration and creating an inclusive environment for employees with disabilities	Establish an employment programme for persons with disabilities by 2024; currently developing a comprehensive programme to accelerate the creation of an inclusive workplace	Not implemented in 2023; programme expected to launch in 2025	→ Ongoing	In Q1 2024, an external consultant was selected to conduct an organizational review. The programme will be implemented in multiple phases over the next two years, and we intend to provide ongoing advisory support for employees
Supporting career paths for female employees	Ensure women constitute over 40% of participants in talent development programmes annually	N/A – objective starting in 2024	→ Ongoing	Launched women's leadership career programme in 2024 with four thematic workshops and currently 11 participants
	Organization of reintegration programmes for employees returning from parental leave until 2023 (100% completion rate)	Implemented measures: communication channel, participation in events, organization of maternity care day	☑ Achieved	The programme continued in 2024, with a dedicated communication channel within the organization for returning parents

### Pillar IV: Ethical and Transparent Operations

Focus area	Objective description	Progress in 2023	Status in 2024	Progress in 2024
Responsible and Sustainable Procurement	Develop supplier collaboration plan by end of 2024 aligned with the e& PPF Telecom Group draft	N/A – target for 2024	☑ Achieved	Target met; Integrity Next platform was implemented
Promoting sustainability as an integral part of Yettel Hungary's strategy	Annual participation targets: 100% of senior leaders and at least 75% of employees in training programmes including: <ul style="list-style-type: none"> <li>• ESG</li> <li>• Health, Safety and Environmental Protection (HSSE)</li> <li>• Accessibility</li> <li>• Cybersecurity</li> <li>• Data Protection, Compliance, and Ethics</li> </ul>	In 2023, 100% of senior leaders and 59% of employees completed the new ESG e-learning course  A unified, measurable system for other trainings was initiated	→ Ongoing	ESG e-learning participation reached 100% among senior leaders and 66% among employees in 2024  Measurement system for other trainings launched (questionnaires, training hours reports, attendance sheets)







### 1.3.2 Future Sustainability Goals and Plans

The establishment of the e& PPF Telecom Group in 2024 marked a new phase in the development of the group-wide sustainability strategy. As a result of joining the group, Yettel Hungary faces new directions and expectations, necessitating a reassessment of its sustainability targets for 2025.

The goals have been defined along four main pillars: Environment, People, Technology, and Transparency. These pillars ensure that sustainability efforts are implemented comprehensively and coherently, taking into account both group-level requirements and local specificities.

Yettel aims to implement the group-level sustainability guidelines proportionately and effectively, tailored to the specific characteristics of its operations in Hungary. The table on the right presents the alignment between group-wide and company-level objectives, highlighting shared commitments as well as areas where Yettel has set local targets.

	e& PPF Telecom Group	Yettel Magyarország
 Environment	42% absolute reduction in Scope 1 and 2 greenhouse gas emissions compared to the 2022 baseline year, as well as a 25% absolute reduction in Scope 3 emissions related to purchased goods and services, capital goods, and fuel and energy-related activities.	Reduction of Scope 1, 2, and 3 greenhouse gas emissions in line with the e& PPF Telecom Group strategy.
	100% of decommissioned equipment is reused, resold, or recycled.	
	Achieve a 20% return rate for newly sold mobile phones by 2030.	Achieve a 4% return rate for newly sold mobile phones by 2030.
	Preventing the landfill disposal of 22,000 kg of electronic waste annually through customer-centric initiatives.	Collect 20,000 kg of e-waste (mobile phones, tablets, and mobile routers) by 2028.
 People	Formalize inclusive recruitment principles at group level.	Establish an employment programme for persons with disabilities by 2026.
	Maintain avoidance of workplace fatalities or accidents resulting in permanent injuries.	
	Support local communities through donations and active participation.	
 Technology	Provide 5G connectivity to at least 80% of the population in the countries where we operate.	Continue investments in 5G network rollout.
	Develop digital skills of 300,000 people—including teachers, children, and adults—by 2025 (2022 baseline).	Train 15,000 new participants annually—including teachers, children, and adults—through our digital education program.
	Provide data protection and security solutions to at least 30% of the relevant residential subscriber segment in the group.	Provide data protection solutions to at least 20% of our customers (NETPAJZS).
 Transparency	Develop and launch an online supplier training on sustainability topics in 2025.	Regional training is not applicable for Yettel Hungary due to the specific ESG law requirements locally.
	Mandatory sustainability training for all new employees.	
	Provide ESG refresher training to all employees—including targeted sessions for managers—at least every two years.	

## 1.4 Awards and Recognitions

In 2024, we concluded a successful year both from business and sustainability perspectives, as reflected by the external recognitions awarded to our company. We are particularly proud that our efforts on behalf of the community, our employees, and our partners have received professional acknowledgement. We believe these awards not only enhance the corporate reputation but also encourage meaningful and effective civil-corporate collaborations.

### ESG Top 40 – Special Award for Recycling Rate

In 2024, our company was included in the ESG Top 40 list compiled by HVG and the Planet Fanatics' Network, where we ranked 15th and received a special award for our recycling rate. This ranking evaluates Hungary's largest companies based on sustainability, corporate social responsibility, and governance criteria. The aim of the list is to provide an authentic overview of the ESG performance of the largest corporations and to promote the development of sustainable business practices. We were honoured with the Recycling Rate special award in recognition of our commitment to circular operations.



### INFLU 2024 – Gold Award for Integrated Solutions and Brand-Driven Online Videos

Our campaign "Csókkirály újrahasznosítva," launched under the Yettel Stage music platform, won the INFLU 2024 Gold Award in two categories. The campaign's goal was to promote sustainability through the power of music: T. Danny reinterpreted Miklós Fenyő's iconic song to raise awareness about the importance of recycling old mobile phones. As a campaign highlight, fans could win VIP tickets to T. Danny's August 17 concert by trading in their old devices, and purchase new phones at a discount, thereby supporting environmentally conscious behaviour.

### UNICEF – 2<sup>nd</sup> Place: "The Liberty Statue Comes Alive!"

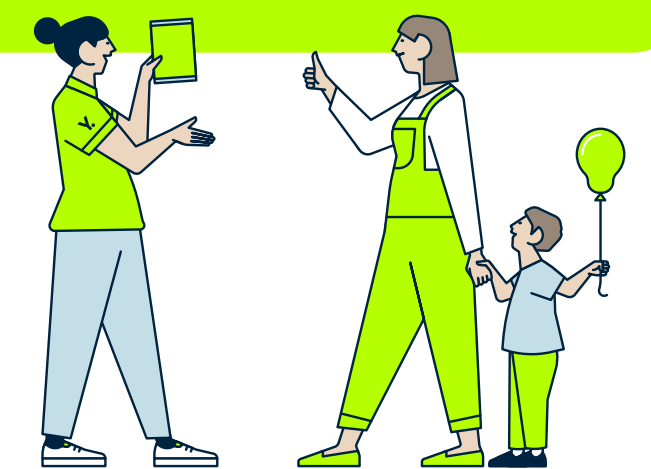
Our "The Liberty Statue Comes Alive!" campaign received second place at the UNICEF competition. As part of the Yepp autumn campaign, on October 11 we brought Budapest's iconic symbol—the Liberty Statue, currently under renovation—to life with a spectacular drone show. The event, symbolizing digital freedom, aimed to make the statue visible again through technological means, providing an engaging experience for Budapest residents while reinforcing our brand message promoting a boundless digital world.

### Prexa Gold Award and UNICEF First Place – "Show It to Mom!"

Our Mother's Day initiative "Show It to Mom!" received outstanding professional recognition in 2024. The programme earned a Gold rating at the PR Excellence Awards (Prexa) in the Internal Communications category, which honours Hungary's top PR performances.

Additionally, the initiative won first place at the UNICEF Live Communication Awards in the Best Family-Oriented Event Hungary category. This recognition honours creative and inspiring live communication solutions that can serve as examples for other organizations.

The program's goal was to give employees' family members a personal glimpse into everyday life at Yettel. During the event held on May 4, guests participated in guided tours of the Yettel House, enjoyed photo opportunities, and engaged in interactive activities—strengthening employer pride and deepening the sense of community and belonging.





### Top Employers Institute – Top Employer Recognition

In 2024, we earned certification from the internationally recognized Top Employers Institute, placing us among Hungary's best employers. This certification follows a rigorous, independent audit process based on 240 criteria over several months. The assessment covers six main categories and twenty subcategories, including HR strategy, leadership, digital HR solutions, work environment, recruitment, career management, compensation, employee well-being, diversity, and inclusion.

In 2024, we received numerous additional prestigious HR recognitions that reaffirm the strength of our employer brand and our commitment to continuously enhancing the employee experience:

**PwC Workforce Preference Survey:** We ranked 3<sup>rd</sup> in the Telecommunications and Media category, based on the opinions of over 90,000 respondents, positioning us as one of the most attractive employers in the sector.

**Three Princes, Three Princesses Foundation – Family-Friendly Company of the Year:** We were honoured for our family-friendly operations and received a special award in the “Most Touching Video” category for our Mother’s Day short film.

**DreamJobs – Beloved Workplaces 2024:** We received a special award in the “Team Above All” category, recognizing our authentic presence across three key employee journey moments—candidate experience, onboarding, and ongoing employee engagement.



**HRKomm Award – Silver and Bronze:** We received two awards at the HRKomm Award competition, which honours campaigns that support employer branding. Our “Paris, Here We Come! #OurWayToParis” initiative won the silver prize, while our Father’s Day campaign received bronze. These campaigns aimed to engage employees and their families, promoting quality shared time and experiences. The competition showcased best practices from HR and communications professionals and their agencies.

**Munkahelyeink.hu Survey:** Based on votes from current and former employees, we were selected as the country's second-best employer.

**benefit Prize for Happy Employees:** We won special awards in three categories—Fringe Benefits, Generation Z, and Rest & Recreation.

**Hungarian Business Leaders Forum (HBLF) Diverse and Fair Workplace Award – Recognized Company:** We were acknowledged in the HBLF's Diverse and Fair Workplace competition, which evaluates companies' commitment to diversity and inclusion based on objective indicators. The award aims to encourage organizations to develop inclusive workplace cultures and recognize those who have taken concrete steps in this area.





## 2. About Yettel Hungary's Sustainability Report

### 2.1 Reporting Methodology (BP-1 - General basis for preparation of sustainability statements)

Sustainability reporting at the group level has been conducted since 2006, while the Hungarian subsidiary—previously known as Pannon GSM—has published sustainability reports based on the GRI (Global Reporting Initiative) framework since 2008. Yettel Hungary, operating under its current legal entity, has been preparing standalone sustainability reports since 2021. These reports focus exclusively on operations in Hungary and present the company's commitment to sustainability and the results achieved.

The current report for the year 2024 (January 1 through December 31, 2024) has been prepared on a voluntary basis, as Yettel Hungary is not yet subject to mandatory reporting under the EU-level CSRD (Corporate Sustainability Reporting Directive). The relevant legal requirements are defined by the Hungarian Accounting Act, under which the company's first mandatory report will be due in 2028.

The structure of the report aligns with the format of the ESRS (European Sustainability Reporting Standards), which will be mandatory in the future. This alignment supports compliance with upcoming regulatory requirements; however, the report does not fully implement the ESRS standards. This approach is part of the group-level readiness strategy introduced in 2022.

In 2024, the first double materiality assessment was completed at the group level, in accordance with ESRS requirements. The analysis covers the entire value chain, including upstream (supplier), operational, and downstream (customer and user) segments. It identifies relevant environmental, social, and governance impacts, risks, and opportunities. The complexity of the telecommunications sector's value chain from raw material extraction to device usage results in a significant environmental footprint, particularly in terms of energy consumption and electronic waste generation. Additionally, important social factors are considered, such as the protection of human rights, promotion of digital access, and issues specific to the company's operations like data security and cybersecurity. The results of the group-level double materiality assessment were also considered in the preparation of the Hungarian report, incorporating local specificities.

Although the results of the Hungarian subsidiary are consolidated into the group-level sustainability report, Yettel Hungary considers it a priority to independently inform domestic stakeholders, partners, and interested parties about its performance.

The environmental, social, and governance data presented in the report are consistent with the data provided to the parent company in 2024 to support the consolidated sustainability report.





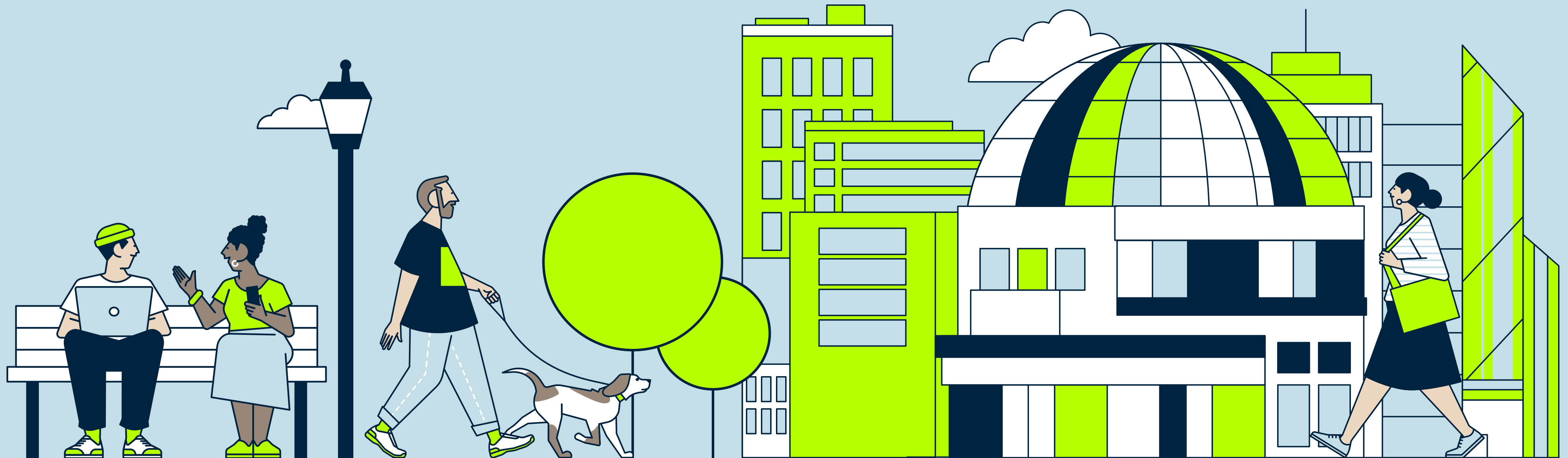
## 2.2 Identification of Material Topics

(IRO-1 - Description of the processes to identify and assess material impacts, risks and opportunities)

During the reporting process, we mapped the value chain of the company, including upstream, operational, and downstream segments, and identified key suppliers and business partners. As part of a benchmarking analysis, we reviewed the material topics reported by competitors and considered topics recommended by reporting standards (e.g., ESRS, GRI), industry associations (e.g., GSMA - GSM Association), and rating agencies.

At the start of the double materiality assessment process, we held a workshop to introduce the purpose and steps of the analysis to the relevant departments. After identifying the impacts, risks, and opportunities, they were evaluated with the involvement of department heads and experts who could credibly represent the views of various stakeholder groups. The double materiality assessment examined topics along two dimensions:

- **Impact materiality:** The company's actual or potential, positive or negative impacts on the environment and society were assessed based on four criteria: magnitude, scope, remediability, and likelihood.
- **Financial materiality:** External factors affecting the company—opportunities and risks—were evaluated based on two criteria: the magnitude of financial impact and the likelihood of occurrence.



Based on the aggregated scores across both dimensions, we determined the threshold values for impact and financial materiality, above which topics were classified as material. The list of material topics was validated by management.

The material topics included in Yettel Hungary's sustainability report were ultimately defined by integrating multiple sources:

- Review of the results of the double materiality assessment conducted in 2024
- Results of benchmarking analyses
- Priorities presented in the 2024 report of the e& PPF Telecom Group
- Specific characteristics of operations in Hungary

Yettel Hungary's material topics identified in 2024 are presented along the environmental, social, and governance dimensions of sustainability, indicating their alignment with the ESRS framework. In addition to the three pillars of sustainability, one company-specific material topic was also identified.

Environment		
ESRS topic	Related material topic of Yettel	Content
E1 - Climate change	<b>Action against climate change</b> <ul style="list-style-type: none"> <li>• GHG emissions</li> <li>• Energy consumption</li> <li>• Energy efficiency</li> </ul>	<p>Climate change is the long-term alteration of the climate system, primarily caused by the increase in greenhouse gas (GHG) emissions resulting from human activities. Economic actors have a duty to minimize their contribution to climate change, and it is of strategic importance to recognize and address the risks arising from climate change to ensure the sustainable operation of the company.</p> <p>Several subtopics arise in connection with climate change:</p> <ul style="list-style-type: none"> <li>• <b>GHG emissions:</b> The amount of greenhouse gases emitted directly by the organization (Scope 1), indirectly through purchased energy (Scope 2), and other indirect emissions along the value chain (Scope 3). The measurement and reporting of GHG emissions follow the guidelines of the GHG Protocol and form the basis for tracking climate-related objectives and aligning with EU policy goals.</li> <li>• <b>Energy consumption:</b> Refers to the amount of energy used in processes owned or controlled by the company.</li> <li>• <b>Energy efficiency:</b> The organization implements and develops strategic processes, technologies, and behaviours to reduce its energy consumption, introduces energy efficiency measures, and invests in improvements. The aim is to mitigate environmental impacts, reduce costs, and promote sustainable development.</li> </ul>
E5 - Circular economy	<b>Contribution to circular economy</b> <ul style="list-style-type: none"> <li>• Waste management</li> <li>• Sustainable packaging</li> <li>• Technological waste management</li> </ul>	<p>Circular economy is an economic model aimed at preserving the value of products, materials, and resources over the long term by promoting their efficient use, reuse, repair, remanufacturing, and recycling. This reduces environmental impact, waste generation, and the emission of hazardous substances at every stage of the lifecycle. For Yettel Hungary, contribution to the circular economy is most significant along the following subtopics:</p> <ul style="list-style-type: none"> <li>• <b>Waste management:</b> Waste management includes the entire process related to waste, covering its collection, transportation, recovery, and disposal.</li> <li>• <b>Sustainable packaging:</b> Sustainable packaging refers to packaging solutions that, throughout their entire lifecycle—from design and manufacturing to use and recycling—minimize environmental impact.</li> <li>• <b>Management of technological waste:</b> This involves the collection, transportation, recycling, and disposal of materials generated during industrial and IT activities, such as electronic devices, manufacturing rejects, and maintenance residues.</li> </ul>



Social		
ESRS topic	Related material topic of Yettel	Content
<p>S1 - Own workforce S2 - Workers in the value chain</p>	<p><b>Employee well-being</b></p> <ul style="list-style-type: none"> <li>Employee health, safety, and well-being</li> <li>Diversity, equal opportunity, and inclusion</li> <li>Development of employees' skills and knowledge</li> <li>Human rights</li> </ul>	<p>Employee well-being refers to supporting the physical, mental, emotional, and professional state of employees, which includes a healthy and safe work environment, work-life balance, equal opportunities, development opportunities, and a supportive workplace culture, both for employees within the company and those working along the value chain.</p> <ul style="list-style-type: none"> <li><b>Employee health and safety:</b> Employee health and safety is a fundamental aspect of sustainability, ensuring the physical and mental well-being of employees, a safe working environment, and the prevention and management of risks. Companies have a duty to identify and mitigate health and safety risks arising from work, with particular attention to their own workforce and those working in the value chain.</li> <li><b>Diversity, equal opportunity, and inclusion:</b> Ensuring diversity, equal opportunity, and inclusion means that the company creates a fair and non-discriminatory environment where all employees have equal opportunities, regardless of gender, ethnicity, social background, or other factors. An inclusive culture promotes the expression of diverse perspectives, supports the participation of marginalized groups, and contributes to improved organizational performance and social impact.</li> <li><b>Development of employees' skills and knowledge:</b> Developing employees' skills and knowledge is a strategically important activity that helps employees adapt to a changing business and technological environment. Companies must ensure continuous learning opportunities, support professional development, and promote the creation of inclusive and accessible training systems—for both their own workforce and those working in the value chain.</li> <li><b>Human rights:</b> Human rights are universal and inalienable rights to which every person is entitled. Companies must ensure that these rights are respected throughout their operations and value chain.</li> </ul>
<p>S4 - Consumers and end- users</p>	<p><b>Commitment to our customers</b></p> <ul style="list-style-type: none"> <li>User safety</li> <li>Technology in society</li> <li>Digital skills development</li> </ul>	<p>Commitment to our customers as a material topic refers to activities and practices aimed at ensuring the safety of the company's products and services, as well as promoting consumer well-being. This includes the transparency of products and services, as well as effective methods for consumer information and education. This aspect covers consideration of consumer needs and feedback, prompt and effective responses to consumer concerns, and the continuous pursuit of innovations that can enhance product safety and convenience.</p> <ul style="list-style-type: none"> <li><b>User safety:</b> Refers to the set of corporate measures and processes aimed at protecting the personal safety, health, and data of consumers and end-users throughout the entire lifecycle of products and services. The company must manage safety-related risks, take preventive and corrective actions to avoid or mitigate negative impacts, and provide channels for reporting and addressing concerns.</li> <li><b>Technology in society:</b> The role of technology in society means that the company responsibly applies digital solutions to promote social well-being, inclusivity, data security, and digital accessibility. This includes ensuring equal access to technological tools and ethically managing the social impacts of technological innovations.</li> <li><b>Digital skills development:</b> Digital skills development encompasses all corporate measures aimed at expanding the digital competencies of employees and affected communities, promoting the conscious use of technological tools, and reducing digital inequalities in education, work, and social participation.</li> </ul>

Governance		
ESRS topic	Related material topic of Yettel	Content
G1 - Business conduct	Regulatory compliance	During their operations, companies are required to comply with all applicable legal obligations at all times. Regulatory compliance as a material topic in the sustainability report encompasses the company's efforts and measures aimed at ensuring that all aspects of its operations are aligned with current laws, regulations, and standards. This extends to sector-specific environmental, labour, tax, data protection, and other regulations that the company must apply in the course of its activities.
	Business ethics	Business ethics is the set of principles and standards of conduct followed by an organization, ensuring respect for the law, transparency, responsible operation, and respect for stakeholders.
	Actions against bribery and corruption	The set of principles, policies, and procedures applied by the organization, aimed at preventing, detecting, and addressing all forms of corruption and bribery.
	Protection of whistleblowers	The protection of whistleblowers is a corporate obligation that ensures employees who report violations, ethical or business misconduct can file complaints safely and without fear of retaliation.
	Strengthening sustainability aspects in the supply chain	Companies are required to identify, assess, and manage the environmental, social, and governance (ESG) risks arising from their suppliers' operations. This includes establishing supplier due diligence processes and integrating sustainability expectations into contractual requirements.
	Managing relationships with suppliers, including payment practices	Managing relationships with suppliers involves applying ethical, transparent, and fair business practices, with particular attention to payment terms.
	Risk management	The set of processes and procedures applied by the organization, aimed at identifying, assessing, managing, and monitoring sustainability-related material risks in order to achieve strategic and operational objectives.
	Corporate culture	Corporate culture is the set of values, norms, and behavioural patterns that define how an organization operates, makes decisions, and interacts with its stakeholders. Through transparent policies, ethical business conduct, and employee engagement, corporate culture contributes to sustainable operations and the strengthening of social trust.
Entity-specific		
Entity-specific	Data protection and cybersecurity	Data protection and cybersecurity are governance priorities that ensure the secure, lawful, and ethical management of information systems, personal data, and digital infrastructures.



## 2.3 Key Stakeholders and Stakeholder Engagement

(SBM-2 - Interests and views of stakeholders)

At Yettel, we believe that responsible corporate operations are built on openness, transparency, and trust-based partnerships with our stakeholders. Accordingly, we pay special attention to the feedback and expectations of our employees, customers, suppliers, and local communities. The quality and speed of dialogue with them are crucial for maintaining mutual trust and achieving our sustainability goals.

As part of the 2024 double materiality assessment, we identified the most important stakeholder groups.



During the materiality assessment, we involved internal stakeholder representatives whose insights contributed to the IRO evaluation and the identification of key topics, ensuring that stakeholder perspectives were adequately reflected.

Yettel is committed to maintaining continuous, two-way dialogue with stakeholder groups relevant to sustainability. The forms, objectives, and integration methods of stakeholder engagement are presented by stakeholder group.

Maintaining active and multifaceted relationships with **our customers** as stakeholders is especially important. Dialogue takes place through various channels and formats, aiming to understand user needs, improve services, and support sustainability efforts.

- One of the main tools for collaborating with customers is regular surveying. Each year, we examine mobile network usage habits and conduct a nationwide study on the storage of unused mobile phones. In 2024, we conducted a total of 19 surveys measuring customer engagement with our applications and brand services. These surveys aim to gain a deeper understanding of user habits and device usage, and the results directly support service development and the planning of circular initiatives. Following the surveys, we launched a summer buy-back campaign in the spirit of sustainability, aimed at

collecting used mobile phones and encouraging their recycling.

- In digital engagement, the Yettel App plays a key role by offering convenience features for our customers, such as live video chat with a Yettel representative, a store locator, and appointment booking options.





- We also build relationships with our business customers in person: at the 3<sup>rd</sup> Yettel Connect event, we showcased 5G technology and its impact through exciting presentations and experience-based interactive programs. Feedback received during the event is integrated into the development of our business services and communication guidelines.



We maintain continuous, open, and supportive dialogue with **our employees** as key stakeholders. Communication takes place through multiple channels, aiming to improve the employee experience, develop organizational culture, and integrate feedback into operations.

- Monthly employee engagement surveys provide an opportunity to continuously monitor satisfaction and commitment. Based on the results, concrete actions are taken to enhance the employee experience
- Post-event satisfaction surveys help assess the effectiveness and relevance of internal events. Feedback is used to refine the content and execution of future events.
- Internal reporting channels are available for handling employee complaints, where ethical violations, discrimination, or harassment can be reported anonymously. Based on the reports, investigations and actions are taken when necessary.
- Performance evaluations and individual development plans aim to support employee growth and define personal goals. Based on feedback, personalized development opportunities are provided.

Transparent, long-term, and value-based collaboration with **our suppliers** is a top priority. To support this, we regularly conduct supplier surveys aimed at gathering feedback on the quality of cooperation and identifying areas for improvement.

- The surveys pay special attention to ensuring equal and fair treatment, transparency in procurement processes, strengthening long-term partnerships, and fostering collaboration based on shared sustainability values.
- Based on the feedback received, we continuously improve our procurement practices and strive to build a sustainable supply chain that meets both corporate objectives and the expectations of our partners.





We actively build and nurture relationships with **local communities**, placing special emphasis on a value-based approach to collaboration. To support this, we regularly conduct market research aimed at gaining a deeper understanding of societal needs. The insights gathered through these studies enable us to implement targeted service development initiatives that contribute to promoting collective social well-being.

We maintain regular dialogue with **government bodies and regulatory authorities** as key stakeholder groups.

- Engagement takes place through in-person meetings with representatives of the relevant authorities, aiming to ensure service continuity, maintain regulatory compliance, and actively participate in relevant initiatives.
- These collaborations provide opportunities to share best practices and research findings, contributing to the development of the sector.
- Yettel also participates in government-led initiatives aimed at developing digital infrastructure and promoting the creation of societal value.



The primary channel for engaging with **investors, shareholders, and creditors** is the official website of e& PPF Telecom Group, where we continuously publish business and financial information, as well as annual and sustainability reports. The aim of this collaboration is to ensure transparency in business operations, fast and accurate information sharing, and effective risk and crisis management. The published reports and announcements provide an opportunity for financial and strategic feedback to be integrated into the company's operations, supporting long-term value creation and the achievement of sustainability goals.

Critical issues raised by stakeholders that affect the company's operations are regularly analysed by the company's leadership to further improve our business and sustainability practices. No such feedback was received during 2024.





# 3. Governance and Ethics

## 3.1 Corporate Governance Structure

### Management of Yettel Hungary

(The role of the administrative, management and supervisory bodies GOV-1)

**Igor Prerovsky**  
Chief Executive Officer

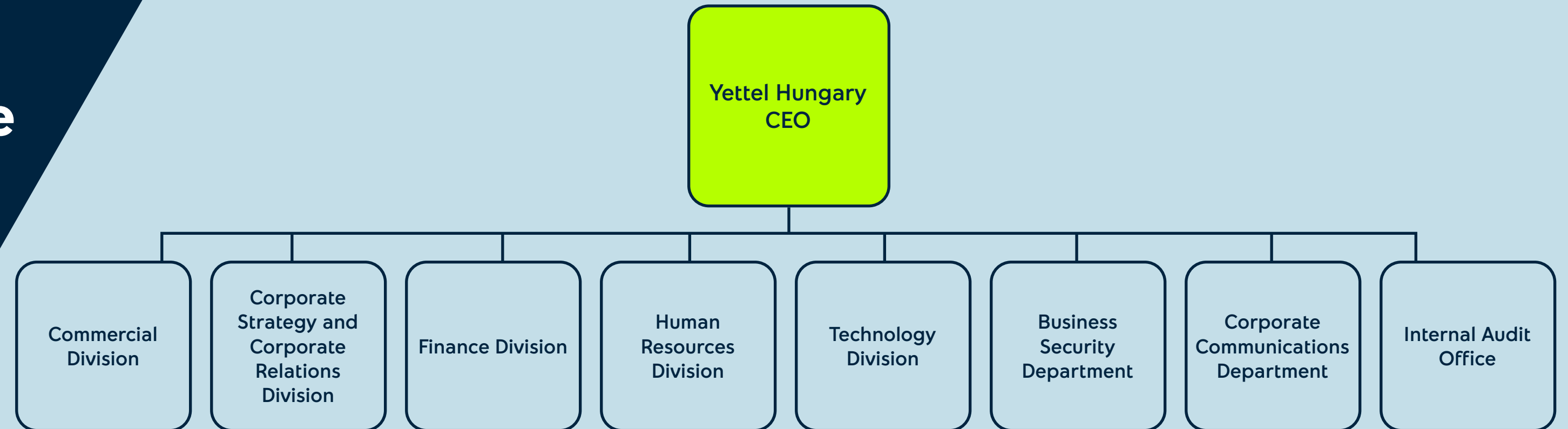
**József Takács**  
Chief Financial Officer

**Nemanja Zilovic**  
Chief Commercial Officer

**György Koller**  
Chief Technical Officer

**Enikő Szalai**  
Chief HR Officer

**Zoltán Dávid**  
Chief Strategy Officer





## Establishment of the Directorate for Artificial Intelligence and Data Analytics

Yettel Hungary aims to provide digital solutions that simplify and enhance customers' daily interactions with its services, alongside modern mobile network services. To achieve this, the company places special emphasis on the professional analysis of aggregated network data and the development of data-driven operations.

Within the commercial division, the **Directorate for Artificial Intelligence and Data Analytics** has been established. Its mission is to support business processes and customer relations through advanced analytics. The new organizational unit operates directly under the supervision of the Deputy CEO for Commercial Affairs and is led by **Denitsa Gavrilova**, who brings over a decade of experience in telecommunications and data science.

The creation of this unit aligns with Yettel's long-term goals: focussing on continuously improving customer experience, expanding digital services, and operating responsibly with a strong emphasis on data security.

## 3.2 Code of Conduct and Business Ethics

The ethical and legal compliance standards that govern our company's operations are defined by our Group's Code of Ethics and the Yettel Code of Ethics Handbook. While the Code summarizes the group's core values and behavioural norms, the Handbook presents their practical application in a clear and accessible format for our employees.

The Handbook provides detailed guidance on operational areas of high importance, such as fair business conduct, human rights protection, personal data management, occupational safety, and environmental sustainability.

The local implementation of the Code of Ethics is approved by the Board of Directors of Yettel Hungary, whereas the Ethics Handbook falls under the authority of the CEO. It is a key expectation that our leaders consider the company's ethical principles in their decision-making and actively contribute to fostering an ethical organizational culture.

Both the Code of Ethics and the Handbook are available on the company's official website. Familiarity with and adherence to these documents is mandatory for all employees, as stipulated in their employment contracts. The practical application of ethical principles is supported by an annual mandatory training, which includes a knowledge assessment to ensure daily compliance with the rules.

Compliance with these standards is a shared responsibility. We place special emphasis on the reporting and investigation of misconduct. Supporting ethical operations, managing reports, and conducting investigations are the responsibilities of the Integrity Team, which prepares an annual report for the Board of Directors. If necessary, the Board may mandate further actions from the Integrity Team or other organizational units. Operational processes are supported by control mechanisms, which are regularly reviewed.

Our expectations toward partners are outlined in Annex 1 of the Code, as well as in the Supplier Code of Conduct and the relevant sections of the General Procurement Terms. Compliance with these is expected in all collaborations. These documents specifically address issues such as anti-corruption, anti-money laundering, adherence to international sanctions, and compliance with applicable laws. Sample policies are available on our website, and on-site training can be provided upon request.

All foundational ethical documents, including the Code of Ethics and the Yettel Ethics Handbook, are available on our [website](#).



### 3.3 Anti-Corruption Efforts

At Yettel, we place great emphasis on transparent operations and ethical conduct. We maintain a zero-tolerance policy towards corruption and therefore pay particular attention to its prevention. Our internal regulations—including the Code of Ethics, the Ethics Handbook, and the Integrity Policy—provide clear frameworks for handling such cases.

Various forms of corruption—such as offering or accepting unjust advantages, using facilitation payments, or abuse of power—are strictly prohibited. These practices not only pose legal and moral issues but also have harmful effects on both economic and societal levels.

The company regularly analyses internal and external corruption risks, and based on the findings, identifies areas where further development is needed. All financial transactions are conducted exclusively through traceable and legally compliant sources.

The rules for ethical business gifting are thoroughly outlined in our ethical documents, which are available on the company's official website. Compliance with these rules is mandatory for all employees, and we also set clear expectations for our partners to adhere to ethical standards.

### 3.4 Whistleblower System and Protection of Reporting Individuals

At Yettel, a key objective is to create a workplace environment where every employee feels safe and free to share ethical concerns or observations without fear of negative consequences. To support this, we operate the Integrity Hotline, a whistleblower system available not only to employees but to anyone who interacts with Yettel. We consider it essential to protect individuals who report suspected ethical or legal violations in good faith, as this serves the interests of the entire organization. All reports are handled in accordance with the Whistleblower Protection Act that came into force in 2023, as well as the underlying EU directive.

Employees can contact the Integrity team in several ways. We encourage them to report any cases that raise concerns about ethical rules or their application.

The Integrity team is responsible for investigating incoming reports impartially and thoroughly, and for recommending measures to prevent misconduct and avoid recurrence. The complaint handling system is reviewed at least annually. In the case of more serious matters, further actions are decided by the e& PPF Chief Compliance Officer.

All reports and related documentation are treated confidentially. Our core principle is that no one should suffer any disadvantage for reporting an ethical issue in good faith.

Ethical concerns—such as corruption, harassment, or serious misconduct—can be reported via the [following link](#).





## 3.5 Sustainability Aspects in the Supply Chain

### 3.5.1 Sustainable and Ethical Procurement Practices

Our company is committed to establishing and maintaining a sustainable, ethical, and transparent supply chain. To this end, we expect our suppliers to meet strict requirements, which include respecting human rights, ensuring fair treatment of employees, complying with environmental regulations, and upholding the principles of business ethics. Our expectations regarding the products and services supplied are detailed in the General Procurement Terms, while the ethical provisions applicable to our contracts are set out in the Supplier Code of Conduct.

The General Procurement Terms document outlines in detail the expected behaviour from our partners.

- **Compliance with sanctions:** Partners undertake that neither they nor their affiliated entities will engage in any activity that violates international or local sanction regulations. This includes refraining from conducting business or transactions in sanctioned regions and avoiding connections with restricted individuals.
- **Compliance with Anti-Bribery and Anti-Money Laundering Laws:** Partners are required to comply with anti-bribery legislation and avoid any unlawful financial conduct. It is prohibited to offer, promise, or give financial or other advantages in a manner that could lead to illegality.

- **Legal and Ethical Compliance:** Partners and their employees must comply with all relevant laws and ethical principles.
- **Auditing:** Yettel reserves the right to verify whether partners comply with applicable laws and the Supplier Code of Conduct, including the possibility of on-site inspections. Prior to entering into cooperation, as well as during our collaborations, the Integrity team conducts background checks on selected partners. Any potential risk factors identified during the audit must be reported by the Integrity team to the responsible department.

### 3.5.2 Supplier Code of Conduct

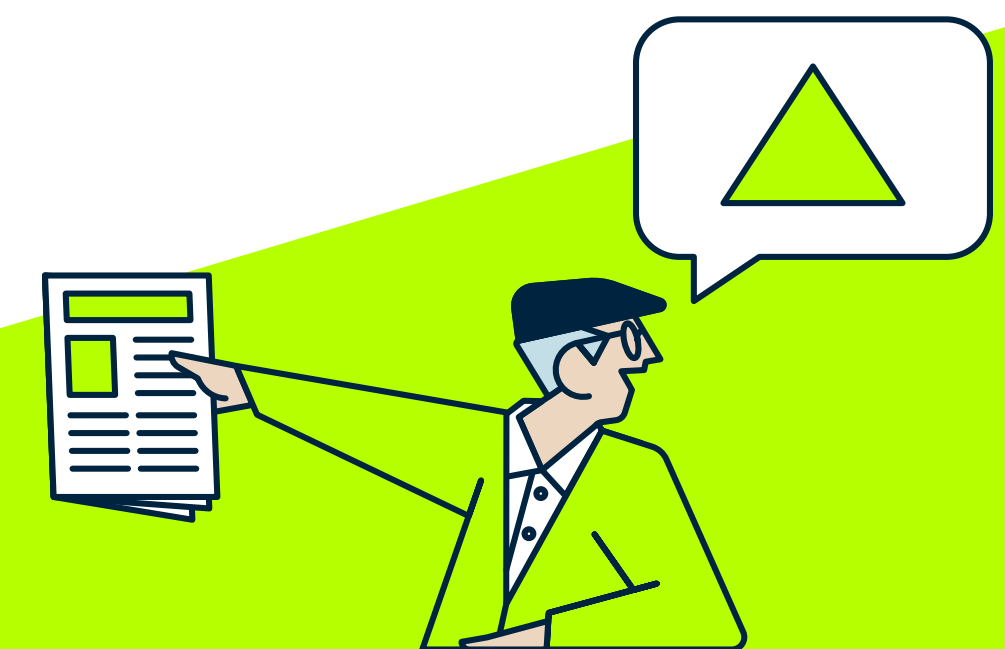
The Code of Conduct summarizes the principles, standards, and practices related to the supply chain. It emphasizes compliance with legal regulations within the supply chain, with particular attention to human rights, fair working conditions, and environmental and social responsibility. The Code of Conduct includes strict provisions for protecting the work environment and employee rights, especially regarding the prohibition of child and forced labour. It highlights the importance of equal opportunity, including non-discriminatory practices in recruitment, compensation, and promotion.

Environmental awareness is also a key focus, requiring suppliers to act responsibly and in accordance with environmental regulations. Suppliers are expected to minimize the environmental impact of their business activities, whether in

manufacturing, waste management, or energy consumption. We declare zero tolerance towards bribery and corruption, which is also considered a key principle in this document. Yettel expects its partners to follow ethical business practices, respect intellectual property rights, and avoid conflicts of interest.

The Code is based on the Code of Ethics, international frameworks (such as the UN Global Compact), and applicable legislation. It encourages suppliers to report any ethical concerns or violations of the Code of Conduct through designated contact channels.

Together with the General Procurement Terms, the Code of Conduct aims to ensure lawful, ethical, socially and environmentally responsible business practices by both Yettel Hungary and its suppliers. It provides clear guidance on legal, ethical, and operational expectations, promoting the establishment and maintenance of clean and sustainable business relationships.



# 4. Environmental Responsibility

## 4.1 Environmental Policy (E1-2 - Policies for climate change mitigation and adaptation)

The central objective of Yettel Hungary Ltd.'s environmental policy is to prevent and minimize the environmental impacts of its operations through the application of innovative environmental solutions. The company is committed to complying with environmental legislation and meeting the expectations of relevant stakeholders.

In order to improve our environmental performance, we regularly measure the impact of our activities and develop our processes and technologies in accordance with the following goals:



### Energy Consumption



Mitigating the impacts of climate change is a top priority in our operations. We continuously strive to increase energy efficiency and reduce carbon emissions. We are committed to integrating renewable energy sources, with a particular focus on heat pump systems and the utilization of technological waste heat. In our operations, we prioritize innovative, low-energy solutions that contribute to sustainable operations.

### Resource Utilization



Responsible and efficient use of environmental resources is a fundamental aspect of our activities. We support the reuse of materials and equipment, along with recycling processes, with particular emphasis on the collection and management of used mobile devices. Our waste management practices apply the principles of the circular economy, thereby assisting in extending the lifecycle of materials and reducing environmental impact.



### Suppliers and Subcontractors



We strive to align the operations of our suppliers and contractual partners with Yettel's environmental principles and objectives. We encourage our partners to incorporate sustainability considerations into their practices and, where possible, conform to the standards we represent. We continuously monitor their environmental performance and engage in open dialogue to collectively advance towards environmentally conscious operations. When purchasing products or services, we consider the environmental implications and, where feasible, establish environmental requirements regarding the product life cycle.

### Sustainable Procurement



We integrate environmental considerations into our procurement decisions by assessing the full life-cycle environmental impact of products and services. Wherever feasible, we prioritize options that align with sustainability criteria during the selection process.

### Training



We provide our employees with regular environmental training aimed at fostering environmental awareness and preventing and reducing adverse environmental impacts. This encourages responsible behaviour and alignment with sustainability goals within the organization.

### Communication



While complying with legal and other regulatory requirements, we strive to maintain open and constructive dialogue with our customers and the broader public. It is important for us to understand and address the expectations of both external and internal stakeholders, thereby reinforcing trust and our commitment to sustainability.



## 4.2 Environmental Management System

In 2024, we successfully renewed our certification for the ISO 14001:2015 standard environmental management system. This system enables us to identify the environmental impacts of our operations and continuously improve our environmental performance. The EMS is closely linked to our ESG strategy, which, for the period 2023-2028, outlines our sustainability focus areas, including reducing our carbon footprint, supporting the circular economy, and pursuing goals related to green energy use, paper consumption, and electronic waste collection.

During the certification process, external auditors assessed our compliance with environmental regulations, including our headquarters in Törökbálint, the customer service center in Szeged, and several of our retail outlets. The evaluation was conducted by SGS Hungária Ltd., an independent certification body, which assessed whether we comply with the requirements of the standard at the process level.

Prior to the certification renewal, we also conducted an internal audit coordinated by our ESG team, involving 23 colleagues, including 12 new volunteer auditors. The purpose of these internal reviews is to preliminarily

identify areas for improvement and ensure the successful completion of the external audit. Following a half-day training, the volunteers audited several stores, contributing to regular reviews.

Our ESG strategy prominently aims at reducing our environmental impacts. As part of this, we strive to reduce greenhouse gas emissions, support circular economic models, and achieve specific targets such as increasing green energy usage, decreasing paper consumption, and collecting electronic waste.



## 4.3 Climate Action

In response to the challenges posed by climate change, Yettel aims to conduct its business operations with a lower environmental footprint. Preserving natural resources and reducing greenhouse gas emissions are strategic priorities.

We are committed to supporting the Paris Agreement's 1.5°C target. To this end, we undertake energy-efficiency investments that contribute to the ongoing reduction of emissions generated during our operations.

Our efforts to reduce environmental impacts extend not only to network infrastructure but also to office operations and the cultivation of employee awareness. Yettel House, for instance, reflects this approach through architectural and operational solutions that integrate sustainability considerations.



### 4.3.1 Energy Consumption and Efficiency

(E1-5- Energy consumption and mix)

A major proportion of Yettel's energy usage continues to be attributed to electricity consumption, which is primarily associated with the operation of office and technical facilities. In recent years, consumption data have been influenced by methodological changes: while in 2021-2022 the energy usage of the entire headquarters was included, from 2023 onwards, we only took into account data from premises operated by Yettel Hungary, excluding the parts operated by CETIN Hungary. This change sheds new light on the interpretation of consumption trends.

The volatile energy market environment and our sustainability goals both justify treating energy consumption as a strategic issue of importance. Consequently, increasing energy efficiency and optimizing consumption is a key priority not only from environmental and social perspectives but also from a business standpoint.

A key focus area for the coming years is the greening of the energy mix we use, contributing to the reduction of our carbon footprint and achieving our climate protection goals.

### Distribution of Yettel's Energy Consumption

Energy Consumption and Structure

	2024	2023	Change (from 2023 to 2024)	Change (%)
Fuel consumption from crude oil and petroleum products (MWh)	3,729.47	3,618	+111.47	+3%
Fuel consumption from natural gas (MWh)	927.3	768.6	+158.75	+21%
Fuel consumption from other fossil sources (MWh)	257.6	213.5	+44.1	+21%
Fossil-based electricity, heat, steam, and cooling purchased or acquired (MWh)	2,256.75	2,533.23	-276.48	-11%
<b>Total fossil energy consumption (MWh)</b>	<b>7171.16</b>	<b>7133.33</b>	<b>+37.84</b>	<b>+1%</b>
Percentage of fossil sources in total energy consumption (%)	79.33%	79.69%	-0.004	
Consumption from nuclear sources (MWh)	1,237.09	1,136.07	+101.01	+9%
Share of energy consumption from nuclear sources in total energy consumption	14%	13%	+1% pont	
Consumption of electricity, heat, steam and cooling purchased or purchased from renewable sources (MWh)	588.94	682.25	-93.31	-14%
Self-produced consumption of renewable energy from non-fuels (MWh)	43	44.47	-1.47	-3%
<b>Total renewable energy consumption (MWh)</b>	<b>631.94</b>	<b>726.72</b>	<b>-94.78</b>	<b>-13%</b>

	2024	2023	Change (from 2023 to 2024)	Change (%)
Share of renewables in total energy consumption (%)	7%	8.08%	-1.08% pont	
Total green energy consumption (renewable and nuclear sources) (MWh)	1,869.03	1,862.79	-6.23	0.3%
Share of total green energy consumption (renewable and nuclear) relative to overall energy use (%)	21%	20.71%	0.29% pont	
Electric fleet power consumption	27.92	0.46	+27.46	+ 6026%
<b>Total energy consumption (MWh)</b>	<b>9,040.19</b>	<b>8,996.13</b>	<b>+44.06</b>	<b>+0.5%</b>

#### Purchased electricity consumption (MWh)

	2024	2023
Central office building in Törökbálint	2,215.13	2,431.1
Szeged Customer Service Center	143.78	127.8
Shops	<b>1,695.94</b>	<b>1,792.21</b>
Purchased electricity property	4,054.86	4,351.11
Electricity consumption of the electric fleet	27.92	0.46
<b>Total electricity consumption</b>	<b>4,082.78</b>	<b>4,351.56</b>

#### Energy intensity based on net revenues associated with activities in sectors with a high climate impact

	2024	2023	Change	Change (%)
Total energy consumption from activities in sectors with a high climate impact (kWh)	9,040,190	8,996,130	+44,060	+0.5%
Revenue from activities in sectors with a high climate impact (Thousand EUR)	667,416.5	633,677.2	+33,739.3	+5.32%
Energy Intensity Quotient (kWh/ Thousand EUR)	13.58	14.2	-0.62	-4.36%



The total energy consumption of Yettel Hungary in 2024 was 9,040.19 MWh, representing a 0.5% increase compared to the previous year. Total renewable energy consumption decreased to 631.94 MWh, a drop of 13% compared to 2023. At least 45% of the purchased electricity came from verifiably green sources, including renewable and nuclear energy. The energy intensity ratio decreased to 13.58 kWh/thousand euros, indicating a 4% improvement compared to the previous year. The data suggest that while total energy consumption slightly increased, the improvement in energy intensity signals progress towards achieving sustainability goals. The energy intensity ratio for 2023 and 2024 is considered highly efficient in an industry comparison.

### The Yettel house

The Yettel headquarters in Törökbálint, upon its completion in 2009, was one of Central Europe's largest environmentally conscious office building developments and remains an outstanding example of green architecture in Hungary. It occupies only 7.55% of the company's eight-hectare area, in the immediate vicinity of a Natura 2000 nature reserve. The fenceless design allows the headquarters to integrate seamlessly into the surrounding green space. The building's energy efficiency is ensured by a geothermal heating and cooling system and a 168 square meter solar collector system. These systems contribute to savings equivalent to the carbon dioxide emissions and energy consumption of approximately five hundred households annually. The thermal energy produced by the solar collectors significantly contributes to meeting the office's hot water demand, thus reducing dependence on fossil fuels. Employee well-being is supported by a panoramic terrace, outdoor sports fields, a gym, sauna, and since 2020, a garden office. The furniture of the Garden Office is adorned with works by students from the Moholy-Nagy University of Art and Design. Next to the headquarters, we have established a community bio-garden where volunteer colleagues grow vegetables without chemicals. A portion of the produce is donated for charitable purposes, thereby strengthening our connection with local communities.





### 4.3.2 Carbon Footprint Reduction

(E1-6 Scope 1, 2 and 3 gross and total GHG emissions)

Since 2021, the e& PPF Telecom Group has been uniformly measuring the greenhouse gas emissions of its member companies according to the Greenhouse Gas Protocol (GHG Protocol) guidelines, covering direct emissions (Scope 1), indirect emissions from purchased energy (Scope 2), and value chain-related indirect emissions (Scope 3). In 2022 and 2023, Yettel Hungary conducted its emissions calculations based on a new, more detailed and sector-inclusive methodology, and the calculations for 2024 continued accordingly.

In accordance with the guidelines of the Greenhouse Gas Protocol, the emissions inventory includes seven primary greenhouse gases: carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O), sulphur hexafluoride (SF<sub>6</sub>), nitrogen trifluoride (NF<sub>3</sub>),

hydrofluorocarbons (HFCs), and perfluorocarbons (PFCs). These are all encompassed within the evaluation scope to ensure comprehensive emissions tracking.

#### 4.3.2.1 Scope 1 Emissions

The Scope 1 category includes direct greenhouse gas (GHG) emissions from sources that are owned or directly controlled by the company. For Yettel, these emissions primarily originate from two sources:

- **Mobile Combustion:** Emissions derived from the fuel consumption of the company-owned or leased vehicle fleet.
- **Fugitive Emissions:** Refrigerant leaks from cooling and air conditioning systems.

For the calculation of these emissions, we used conversion factors published by the Department for Environment, Food & Rural Affairs (DEFRA), ensuring comparability according to internationally recognized methodologies.

In 2024, the total direct greenhouse gas emissions in the Scope 1 category amounted to **929.28 tons of CO<sub>2</sub> equivalent**, representing a 7% increase from the previous year. The rise in emissions is primarily driven by the increase in fugitive emissions, which is related to a change in the type of refrigerant used. The new refrigerant has a higher emissions value, resulting in increased emissions despite a decrease in the amount used. Although the percentage increase from fugitive emissions is significant, it accounts for approximately half of the annual increase in Scope 1 emissions.

Additionally, **emissions from mobile combustion** also increased, which is attributable to changes in the composition of the corporate vehicle fleet. The increase in the proportion of diesel-powered vehicles was primarily observed among employees whose roles involve regular domestic travel. At the same time, the number of petrol-powered vehicles declined. In line with its emission reduction goals, Yettel took a significant step toward electromobility in 2024: the number of electric vehicles rose from 1 to 26. Through the electrification of the fleet, a noticeable reduction in direct carbon dioxide emissions is expected in the coming years.

Emission category	2024	2023	Change	Change (%)
<b>Scope 1 (tCO<sub>2</sub>eq)</b>	<b>929.28</b>	<b>871</b>	<b>+58.28</b>	<b>+6.69%</b>
Mobile Combustion	893.08	863.42	+29.66	+3.43%
Fugitive Emissions	36.20	7.38	+28.82	+391%



#### 4.3.2.2. Scope 2 Emissions

The Scope 2 category encompasses indirect greenhouse gas emissions resulting from the consumption of purchased electricity, steam, heating, and cooling. Both market-based and location-based methodologies were applied for emissions calculations, following the recommendations of the Greenhouse Gas Protocol.

- **Location-based Method:** This calculates emissions based on the average energy mix characteristic of the geographical region. This approach does not consider the company's actual energy purchasing decisions but reflects the overall emission intensity of the region.
- **Market-based Method:** This calculates emissions based on the specific energy sources actually purchased by the company, taking into account green energy certificates, contracts, and other procurement data.

For the calculations, in compliance with international practice and the **GHG Protocol guidelines**, the residual mix emission factors from the **Association of Issuing Bodies (AIB)** and **DEFRA** conversion factors were utilized.

Emission category	2024	2023	Change	Change (%)
<b>Scope 2 - market based (tCO<sub>2</sub>eq)</b>	<b>1,459.05</b>	<b>1,513</b>	<b>-53.95</b>	<b>-4%</b>
Purchased Electricity - market based	1,345.03	1,392.33	-47.3	-3%
Purchased Steam, Heating, Cooling	114.03	121.11	-7.09	-6%
<b>Scope 2 - location based (tCO<sub>2</sub>eq)</b>	<b>815.26</b>	<b>1,144</b>	<b>-328.74</b>	<b>-29%</b>
Purchased Electricity - location based	36.20	1,022.79	-207.53	-20%
Purchased Steam, Heating, Cooling	114.03	121.11	-7.09	-6%

In 2024, Scope 2 emissions calculated using the market-based method amounted to **1,459.05 tonnes of CO<sub>2</sub> equivalent**, representing a **4% decrease** compared to the previous year. According to the location-based calculation, emissions were **815.26 tonnes of CO<sub>2</sub> equivalent**, which is **29% lower** than the value calculated for 2023.



#### 4.3.2.3 Scope 3 Emissions

The Scope 3 category includes greenhouse gas emissions that occur indirectly in the value chain during the company's operations, encompassing both upstream (procurement side) and downstream (sales side) processes. For Yettel, Scope 3 emissions are particularly significant because emissions related to the operation of network infrastructure are entirely categorized here following the separation from CETIN.

The calculations focus on the subcategories defined by the Greenhouse Gas Protocol that are relevant to Yettel's operations. The table below presents the annual changes in upstream and downstream emission categories.

Emission category	2024	2023	Change	Change (%)
<b>Scope 3 - Upstream (tCO<sub>2</sub>eq)</b>	<b>96,809.92</b>	<b>99,641</b>	<b>-2,831.08</b>	<b>-3%</b>
Purchased Goods and Services	87,459.1	94,248	-6,788.91	-7%
Capital Goods	6,990.24	3,378	-3,612.2	+107%
Fuel- and Energy-Related Activities (not in Scope 1 or 2)	799.5	819	-19.5	-2%
Upstream Transportation and Distribution	411.65	501	-89.35	-18%
Waste Generated in Operations	22.02	80	-57.98	-72%
Business Travel	25.22	26	-0.78	-3%
Employee Commuting	1,102.21	590	512.21	+87%
<b>Scope 3 - Downstream (tCO<sub>2</sub>eq)</b>	<b>2,741.22</b>	<b>2,553</b>	<b>188.22</b>	<b>+7%</b>
Use of Sold Products	2,585.94	2460	125.94	+5%
End-of-life Treatment of Sold Products	39.43	92	52.57	-57%
Downstream Leased Assets	115.86	0	115.86	-
<b>Total</b>	<b>99,551.14</b>	<b>102,194</b>	<b>-2,642.86</b>	<b>-3%</b>



In 2024, Scope 3 emissions totalled 99,551.14 tons of CO<sub>2</sub> equivalent, reflecting a modest 3% decrease compared to the previous year. The reduction in upstream emissions is primarily due to decreased emissions from purchased goods and services, and waste management during business operations. Emissions related to capital goods showed significant growth, largely attributable to methodological changes. For example, in 2024, set-top boxes were classified under this category, and the method for calculating emissions from cloud services was also modified, contributing to increased emission values. Emissions from employee commuting also rose, primarily due to the expansion of the workforce. Calculations took into account the number of employees, as well as the distribution of worked days between office presence and remote work.

The slight increase in downstream emissions is mainly driven by emissions from the use of sold products, while emissions from end-of-life treatment significantly decreased. The downstream leased assets category represents a substantial value, mainly due to methodological changes. From 2024 onwards, CPE devices—including rented set-top boxes, routers, and other equipment—were classified under this category, whereas, in the previous year, they were not part of it.

### 4.3.3 Group-Level Efforts

The corporate group has set ambitious goals, to which Yettel Hungary contributes and provides the necessary support to the best of its abilities.

#### 4.3.3.1 SBTi-Validated Targets

The company commits to reducing its absolute Scope 1 and 2 greenhouse gas emissions by 42% by 2030 compared to the base year of 2022. Additionally, it aims for a 25% reduction in Scope 3 emissions, particularly in procurement, capital goods, and activities related to energy use. These targets have been submitted to the Science Based Targets initiative (SBTi) for validation. Upon validation, the company will develop a comprehensive climate transition plan focused on improving energy efficiency, procuring clean energy, and implementing on-site renewable energy solutions. To reduce Scope 3 emissions, it will also improve supplier data collection and integrate environmental considerations into the procurement process.

The e& PPF Telecom Group's climate protection targets were officially validated by the Science Based Targets initiative (SBTi) in 2025.

#### 4.3.3.2 CDP Rating

In 2024, the e& PPF Telecom Group received a B rating in the Carbon Disclosure Project (CDP) climate change evaluation, falling into the "Management" band according to the organization's classification. This indicates that the company already has a structured climate change strategy and management process but has not yet reached the "Leadership" level. This

rating aligns with the regional and industry averages for sectors such as media, telecommunications, and data center services. The result reflects the group's coordinated efforts in addressing climate change, its commitment to reducing greenhouse gas emissions in line with SBTi targets, its strengthened management systems, and the development of sustainability risk management.

At the time of compiling this report, information was already available that the CDP elevated the e& PPF Telecom Group's rating to A- in its 2025 assessment, resulting in the group being classified in the "Leadership" category.



## 4.4. Contribution to the Circular Economy (E5- Circular economy - Waste reduction )

Yettel Hungary is committed to the principles of the circular economy and took significant steps in 2024 towards improved waste management and recycling. The company's goal is to minimize environmental impact during operations, with particular focus on the management of electronic waste and the recycling of secondary raw materials.

### 4.4.1 Office and Commercial Waste Reduction

A significant portion of the company's waste originates from office operations and the maintenance of its retail network. The most common types of waste include paper, plastics, and smaller amounts of electronic waste. The deployment of selective waste bins and the digitization of processes—such as the introduction of electronic billing and digital signatures—contributed to a reduction in the amount of waste generated. Furthermore, only paper products sourced from sustainable sources are used in our stores.

Information on generated waste is summarized in the table below.

	2024	2023	Change	Change (%)
<b>Total Amount of Waste Generated (t)</b>	<b>10,107.19</b>	<b>103</b>	<b>+10,004.19</b>	<b>+9,713%</b>
<b>Total Amount of Non-Hazardous Waste (t)</b>	<b>10,106.87</b>	<b>84</b>	<b>+10,022.87</b>	<b>+11,932%</b>
Non-Hazardous Waste Diverted from Disposal (t)	10,066.84	23	+10,043.84	+43,669%
Non-Hazardous Waste Diverted from Disposal for Preparation for Reuse (t)	14.11	23	-8.89	-39%
Non-Hazardous Waste Diverted from Disposal for Recycling (t)	10,052.73	0	+10,052.73	-
Non-Hazardous Waste Directed to Disposal (t)	40.03	61	-20.97	-34%
Non-Hazardous Waste - Landfill (t)	40.03	0	+40.03	-
Non-Hazardous Waste - Other Disposal Operations (t)	0	61	-61	-100%
<b>Total Amount of Hazardous Waste (t)</b>	<b>0.32</b>	<b>19.15</b>	<b>-18.83</b>	<b>-98%</b>
Hazardous Waste Directed to Disposal (t)	0.32	19.15	-18.83	-98%
Hazardous Waste - Landfill (t)	0.32	0	+0.32	-
Hazardous Waste - Other Disposal Operations (t)	0	19.15	-19.15	-100%

Information regarding the methods of managing the generated waste is contained in the tables below, with separate tables for 2023 and 2024, due to the differing data records.

2024		
Method of Treatment	Type of Waste	Quantity (tons)
Sent for Recycling	Industrial Waste (Sewage)	10,026
Sent for Recycling	Paper and Cardboard	26.73
Sent for Recycling	Plastic	0.22
Sent for Recycling	Electronic Waste	13.19
Sent for Recycling	Industrial Waste	0.84
<b>Sent for Recycling</b>	<b>Total</b>	<b>10,067</b>
Disposed in Landfill	Household Waste	40.03
Hazardous Waste Disposal	Electronic Waste	0.14
Hazardous Waste Disposal	Battery	0.18
<b>Disposed in Landfill</b>	<b>Total</b>	<b>40.35</b>
<b>Total Waste</b>		<b>10,107.35</b>
<b>Total Waste, excluding Sewage</b>		<b>81.35</b>

2023		
Method of Treatment	Type of Waste	Quantity (tons)
Sent for Recycling	Paper and Cardboard	22.12
Sent for Recycling	Electronic Waste	0.48
<b>Sent for Recycling</b>	<b>Total</b>	<b>22.6</b>
Incineration	Aluminium	0.0001
Other Disposal Operations	Food, Kitchen, and Green Waste	70
Other Disposal Operations	Electronic Waste	9.85
Other Disposal Operations	Battery, Cell	0.43
<b>Other Disposal Operations</b>	<b>Total</b>	<b>80.28</b>
<b>Total Waste</b>		<b>102.88</b>



Significant changes in waste management data from 2023 to 2024, as presented in the tables above, can be attributed to several factors:

- Methodological Changes:** In 2023, waste classification and quantification were conducted according to the ADEME (Agence de la Transition Écologique) methodology, whereas in 2024, we utilized DEFRA guidelines for waste type classification and calculations. This methodological difference had a substantial impact on data comparability and the reported quantities. The significant changes are primarily due to alterations in data categorization. For instance, in 2023, used oil from the headquarters canteen's grease trap (19.15 tons) was reported as hazardous waste. However, due to methodological changes, this item was excluded from Yettel's waste reports in 2024, as it arose at an external service provider, and thus was not included in the data.
- Data Classification Changes:** In 2024, the classification categories for secondary waste treatment methods were modified. The classification used in 2023 was not fully aligned with DEFRA guidelines, but the 2024 report implemented these guidelines for a more precise and standardized categorization of waste treatment methods. This change particularly affected the statistical representation of non-hazardous waste management.
- Classification of Sewage as Waste:** According to DEFRA guidelines, sewage was included in the waste category in 2024 (10,026 tons), which was not previously listed under this classification. As a result, the total amount of generated waste increased.

- Estimate-Based Calculations:** In cases where precise mass data is unavailable for non-hazardous waste, such as municipal and selective paper waste, we estimated values based on the number of containers transported and their average weight. This calculation method was applied for both years.

The purpose of these methodological and classification refinements is to ensure that waste management data is presented transparently and comparably, in alignment with international guidelines. Yettel is committed to the continuous improvement of sustainability reports and the precise tracking of environmental impacts, and in the future, we will strive to ensure data comparability by applying a consistent methodology.

#### 4.4.2 Commitment to the Circular Economy in Our Commercial Activities

Yettel's long-term goal is to shape its operations along the principles of the circular economy. Waste management and recycling programmes not only serve to reduce environmental footprints but also contribute to the spread of sustainable consumption patterns. The results of 2024 affirm that conscious corporate and community collaboration can yield tangible progress in sustainability. Below, we present our key programmes supporting the circular economy.

	2024	2023	Change	Change (%)
E-waste from Offices (t)	13.37	11	+2.37	+22%
Resold Used Devices (units)	634	N/A*	N/A	

\* In 2023, Yettel did not yet collect data on resold used devices.



### eSIM Technology and Environmental Benefits

To replace traditional SIM cards, we made eSIM technology available to medium and large enterprise customers in 2021, and to residential and small business customers in 2022. This solution is not only more convenient and secure, but it also significantly reduces plastic use and electronic waste generation.

### Device Collection and Awareness-Raising

According to Yettel's nationwide representative surveys, more than half of the Hungarian population stores their unused mobile phones at home. These devices often contain hazardous materials (e.g., lead, mercury) that pose environmental risks if not stored properly. The recycling of valuable metals found in them—gold, silver, copper—can reduce the social and ecological burdens caused by mining. In 2024, we continued the collection of used devices, allowing our customers to receive discounts of up to HUF 30,000 on a new Samsung device purchase if they handed in their old mobile phones at our stores. The submitted devices didn't need to be functional, only intact. In 2024, we collected 18,637 used devices, totalling 2,776 kilograms.

In connection with Earth Day in April and May, we launched the "Greenest Unit" campaign to engage employees in collecting old mobile phones. Plexiglass collection boxes, identified by unit (organizational unit), were placed in the atrium of our office building. At the end of the campaign, the company ensured the recycling of the collected devices. Teams that collected the most devices were rewarded with valuable prizes, further encouraging environmentally conscious behaviour.

### Resale of Used Premium Mobile Phones

In April 2024, Yettel launched a pilot program for selling used, premium-category smartphones. Only A+ rated iPhone devices, checked at 56 points, are offered almost like new, with at least 85% battery life, including a charger and cable. The program aims to provide customers with a more environmentally conscious and cost-effective alternative while reducing the carbon footprint associated with manufacturing new devices. A single recycled phone can save up to 154 kg of raw material extraction and 50 kg of CO<sub>2</sub> equivalent emissions. In 2024, we sold 634 refurbished phones through this initiative.





# 5. Employee Well-being (S1 - Own Workforce)

## 5.1 General Information About Our Own Workforce

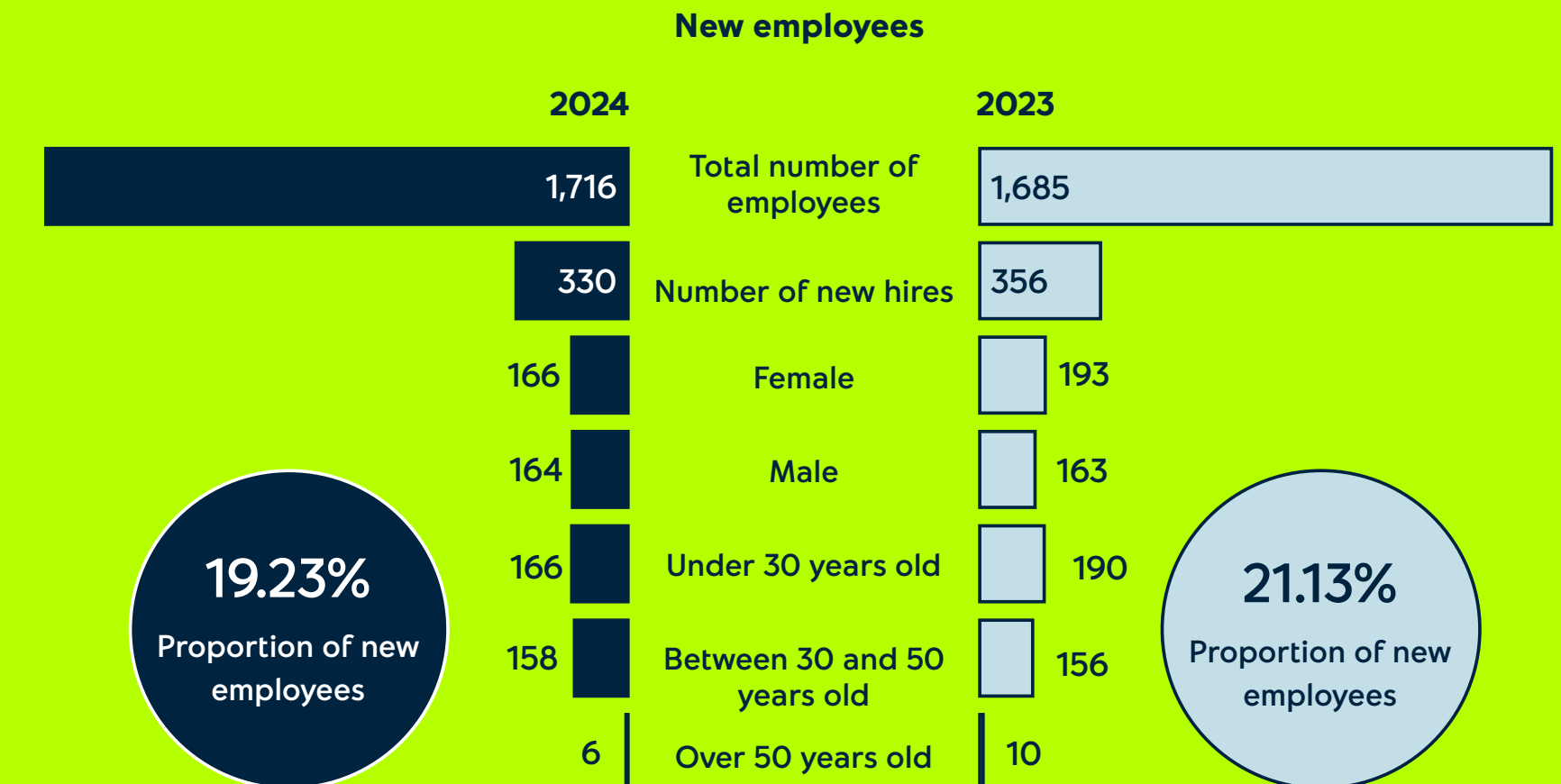
The tables below contain summary information regarding our employees. The employee data is expressed in headcount and reflects the annual average number of employees.

Total number of employees broken down by gender

	Women			Men			Total			
	2024	2023	Change	2024	2023	Change	2024	2023	Change	Change (%)
Number of employees	919	924	-5	797	761	+36	1,716	1,685	+31	+1.84%
Number of permanent employees	854	850	+4	748	713	+35	1,602	1,564	+38	+2.43%
Number of temporary employees	65	74	-9	49	48	+1	114	121	-7	-5.79%
Number of fulltime employees	864	868	-4	790	757	+33	1,655	1,265	+390	+30.83%
Number of part time employees	55	55	0	7	5	+2	61	60	+1	+1.67%



### Turnover



## 5.2 Health, Safety, and Well-being of Our Employees

Participation in the HSSE (Health, Safety, Security and Environment) training is mandatory for all our employees. This training includes the identification, reporting, and management of workplace risks. It also covers the operation of the semi-automatic defibrillator located in the Yettel House. During the reporting year, no serious or fatal work-related accidents occurred within our company.

All our employees are covered by group life and accident insurance, which includes coverage for accidents, hospital stays, surgeries, and provides financial support in cases of childbirth, long-term incapacity for work or disability, and in the event of the employee's death, support for their relatives. Our enhanced private healthcare service can also be extended to family members based on individual choice.

There were no work-related fatalities among our own workforce in either 2024 or 2023. The following table summarizes the development of workplace accidents and related information. In 2023, a total of four workplace accidents occurred among our own workforce, while in 2024 this number decreased to three, representing a 25% improvement compared to the previous year.

Although the number of accidents decreased, this year resulted in a loss of 62 working days due to these incidents, whereas last year there was no loss of workforce due to accidents.

	2024	2023	Change	Change (%)
Number of work-related accidents recorded among own workforce	3	4	1	-25%
Rate of work-related accidents recorded among own workforce*	1.23	2	0.77	-38.5%
Number of work-related health impairment cases recorded among own workforce	0	0	0	0
Number of lost working days resulting from work-related accidents, health impairments, and fatalities	62	0	+62	6,200%

\* The indicator compares the number of reported work-related accidents among our own employees to the total hours worked by them, calculated per one million working hours.

Occupational health and safety are of paramount importance in our organization. Accordingly, all our employees—including those not employed under a traditional employment contract—are covered by our occupational health and safety management system.

At Yettel, we believe that employee well-being is closely linked to work-life balance. The decision to introduce the Recharge program, which will launch in 2025, was made at the end of the year. Under this initiative, employees will be granted one full month of additional paid leave—beyond their annual leave entitlement—after every five years of active service. This initiative will be launched first at the e& PPF Telecom Group level and will apply to Yettel employees as well. Our goal is to

support long-term recreation, physical and mental balance, and professional renewal, while also contributing to employee retention. Additionally, at Yettel House, employees are given the opportunity to work alongside their dogs every Thursday.





## 5.3 Diversity, Equal Opportunity, and Inclusion

Our personnel policy is centred on workplace respect and equality. Our company firmly rejects all forms of harassment and discrimination, maintaining a zero-tolerance approach. At Yettel, no direct or indirect discrimination is acceptable whether based on race, skin colour, national origin, gender, or any other characteristic. In investigating such cases, our core principles always apply: the right to fair procedure, presumption of innocence, independence, privacy protection, and fair and proportionate disciplinary measures—ensuring respectful treatment and the integrity of the work environment. From 2023 to 2024, the number of discrimination-related cases decreased. Yettel's Integrity team, which supports fair operations, recorded only one report related to discrimination or harassment, and no irregularities were found during the investigation. (S1-17 103a)

Yettel Hungary is committed to promoting workplace diversity and a family-friendly corporate culture. In this spirit, the company once again organized its Mother's Day event in 2024, which is unparalleled in Hungary. During this special occasion, mothers had the opportunity to spend a day seeing where their children work, what their daily tasks are, and what challenges they face.

Yettel's nationwide, representative survey revealed that Hungarian society sees a strong link between leadership competencies—such as decisiveness, conflict resolution, problem-solving, and empathy—and the skills developed through motherhood. Eighty percent of respondents believe that experiences gained through parenting are valuable resources in the world of work.

According to the survey results, women often take a greater role in family logistics and organization, while men tend to view these tasks as shared responsibilities. This difference in perception highlights the importance of rethinking family roles and recognizing female competencies to advance workplace equality.

Parallels between leadership and maternal skills are especially prominent among younger generations: 83% of 16-to-19-year-olds consider empathy the most important trait of motherhood, yet they emphasize leadership empathy less. This underscores the need to redefine leadership roles and value emotional intelligence as a key step in shaping the workplaces of the future.

Yettel treats support for parental roles in the workplace as a top priority. The company pays special attention to reintegrating employees returning from parental leave, offering flexible work arrangements and a supportive environment. This effort is reinforced by the introduction of paternity leave in 2021 and grandparental leave in 2023. These initiatives align well with Yettel's sustainability goals, which focus on equal opportunity, diversity, and social responsibility.





### Solidarity in Everyday Life – Internal Support System for Our Colleagues

At Yettel, we believe that corporate culture is not only about performance but also about building a supportive community. In this spirit, we operate the Solidarity Fund, established in 2020 during the COVID-19 pandemic and renewed in January 2023. The Fund continues to actively receive requests and contributions from employees.

Over the past years, the Fund has managed nearly HUF 25 million in gross revenue, of which HUF 10 million was provided by the company, while the remaining amount came from voluntary employee donations. Through these contributions, nearly 100 colleagues have received assistance totalling approximately HUF 18 million.

The Fund's goal is to provide one-time, targeted support to colleagues facing unexpected, serious life situations—such as health crises, family difficulties, or housing problems—who have no access to other forms of support. Applications can be submitted up to twice per year during active employment.

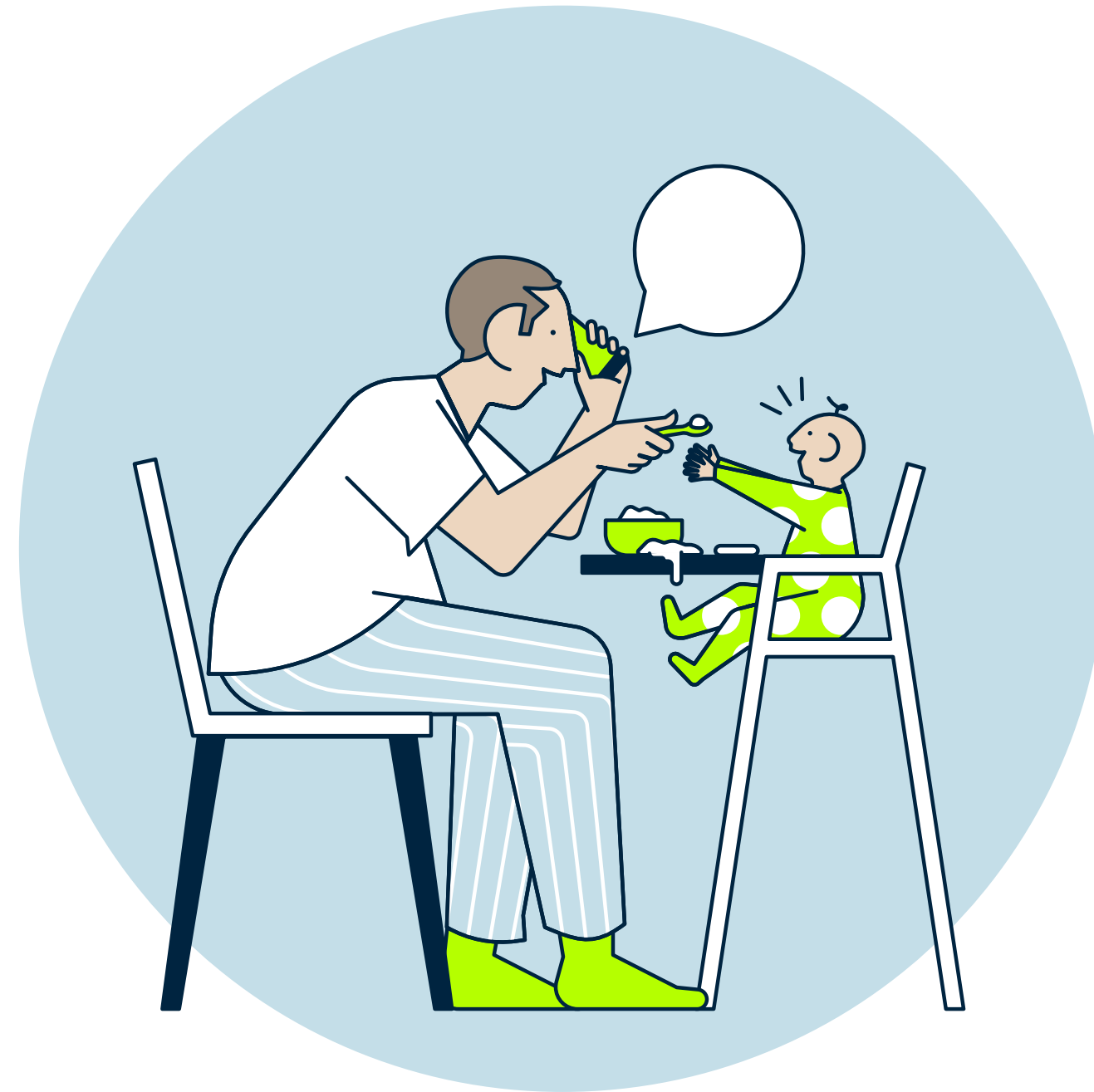
The support provided concrete assistance in a variety of life situations:

- Funding for the treatment of serious illnesses
- Procurement of medical equipment
- Improvement of housing conditions
- Support for the healthcare needs of family members

Feedback from colleagues confirms that the Fund has a real impact on their lives, so we plan to maintain it in the coming years as well.

### Family-Friendly Yettel

As a family-friendly workplace, in 2023 we launched a new programme that grants 5 days of paid leave to employees whose grandchild is born. This leave is available to both grandmothers and grandfathers. Additionally, since 2021, every father working at Yettel is entitled to 20 days of paternity leave within one year of the birth or adoption of a child, in addition to the state-provided days off.



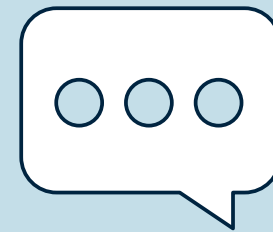


### Diversity Month at Yettel – Programmes for an Inclusive Culture

May 21<sup>st</sup> is recognized internationally as World Day for Cultural Diversity, and in 2024, Yettel designated the entire month of May as Diversity Month. Together with our employees, we aimed to shape the company's mindset through the following programs:

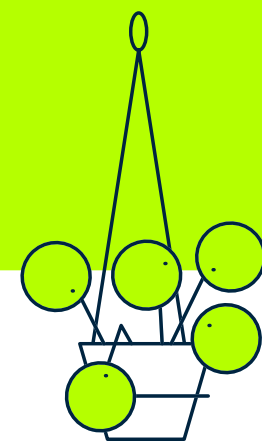
#### Strengthening Inclusive Thinking – Communication Initiatives.

At the beginning of the month, Balesh Sharma, CEO of the e& PPF Telecom Group, shared his thoughts in a video message, emphasizing the strategic importance of diversity across the group. Yettel's goal is to inspire employees to think beyond social bubbles, helping us better understand our customers and set an example for our business partners.



#### Craft Fair – Supporting Social Enterprises.

During the craft fair held at the Yettel office building, organizations supporting disadvantaged and differently abled individuals showcased their products. Participants could also create their own jewellery and keychains using recycled Yettel SIM cards.



#### “Szociopoly” Board Game – Raising Awareness About Financial Vulnerability.

Through an interactive, guided board game, we reflected on the realities of social inequality. In teams, our colleagues experienced the challenges faced by low-income households. The game offered insights into welfare systems, public employment, maternity benefits, and family allowances, while fostering empathy and social sensitivity through decision-making scenarios.

#### Unconscious Bias Workshop – Self-Reflection and Perspective Shaping.

Dr. Zsuzsa László, lecturer at ELTE and diversity expert, led a workshop for our employees to help identify and manage everyday unconscious biases. The interactive session aimed to deepen participants' understanding of their own cognitive distortions and their impact on workplace relationships.

#### Maternity Day – Supporting the Return to Work.

We welcomed colleagues currently on maternity leave to ease their transition back into the workplace. We provided practical information, supportive conversations, and a presentation by the psychologist of our “Számíthatsz ránk!” (“You Can Count on Us!”) programme.



#### Intergenerational Collaboration – Integrating Values.

Andrea Princz, consultant at SteiGen, facilitated a discussion on the roles of different generations in the workplace. The goal was to better understand how generational differences can be embraced as strengths in creating a dynamic and collaborative work environment. The event was held in hybrid format and made available online.



We registered the month's events in the calendar of the HBLF EU Diversity Charter Hungary, further reinforcing our commitment to actively building an inclusive and diverse workplace culture.

## 5.4 Skills and Knowledge Development

Yettel's success depends on the expertise and skills of our employees. That's why it is especially important for us to support lifelong learning, continuous professional development, and the creation of a workplace environment that promotes physical and mental balance as well as long-term satisfaction.

To foster continuous growth, we introduced a performance evaluation system called Impact Dialogue, which provides regular feedback to our colleagues on their individual performance. The system enables the setting of personalized goals, tracking progress, and evaluating the achieved "impact"—all aligned with the expectations of the given role. This approach supports not only professional advancement but also the conscious development of career paths.

To ensure our colleagues' knowledge remains up to date, we offer a wide range of classroom and online training opportunities, both mandatory and optional. We also encourage participation in professional conferences, knowledge-sharing forums, and training sessions—with a special emphasis on digitalization.



In 2024, the number of hours spent on further training was as follows:

Total number of training hours provided to and completed by female employees for mandatory and legally required training

**2,020 hours**

Total number of training hours provided to and completed by female employees for career and skills development training

**11,249 hours**

Average number of training hours per female employee

**14.44 hours**

Total number of training hours provided to and completed by male employees for mandatory and legally required training

**1,582 hours**

Total number of training hours provided to and completed by male employees for career and skills development training

**9,119 hours**

Average number of training hours per male employee

**13.43 hours**



# 6. Commitment to Our Customers

Mobility, accelerated lifestyles, and the transformation of business models present new expectations from our customers. Our goal is to create genuine value for every consumer segment through reliable, high-quality services.

The needs of our residential customers are diverse, ranging from young individuals seeking digital solutions to older customers preferring more traditional tools. It is important to us to engage with everyone in the way that suits them best.

For our corporate partners, flexibility, cost-efficiency, and sector-specific solutions are at the forefront—whether dealing with large enterprises or smaller companies.

## 6.1 Quality Policy

As one of Hungary's largest mobile service providers, Yettel Hungary plays a key role in voice-based and broadband mobile services. Our objective is to deliver the highest possible quality services to our customers, in alignment with our mission and vision. We do this to be a reliable long-term partner to those with whom we collaborate.

We believe in the importance of continuous improvement and the application of the best available technologies. In designing our services and in our communications, we strive for simplicity. We aim to provide our customers with the greatest possible freedom in using our services while maintaining continuous, transparent, and authentic communication.

We are committed to providing compliant services that meet or exceed regulatory requirements. Customer and partner satisfaction, as well as meeting their quality expectations, are of utmost importance to us. We provide our employees with regular training and further education, taking quality aspects and reliability into account when selecting our partners. Our commitment is understood and represented by our subcontractors and suppliers as well.

To ensure the implementation of the principles and objectives set out in our quality policy, we provide the necessary resources and have operated a certified ISO 9001 quality management system since 2009.



## 6.2 Customer Data Protection and Cybersecurity

At Yettel Hungary, we are committed to the protection of customer data and cybersecurity, supported by a range of measures we have implemented.

### Data Protection Policies

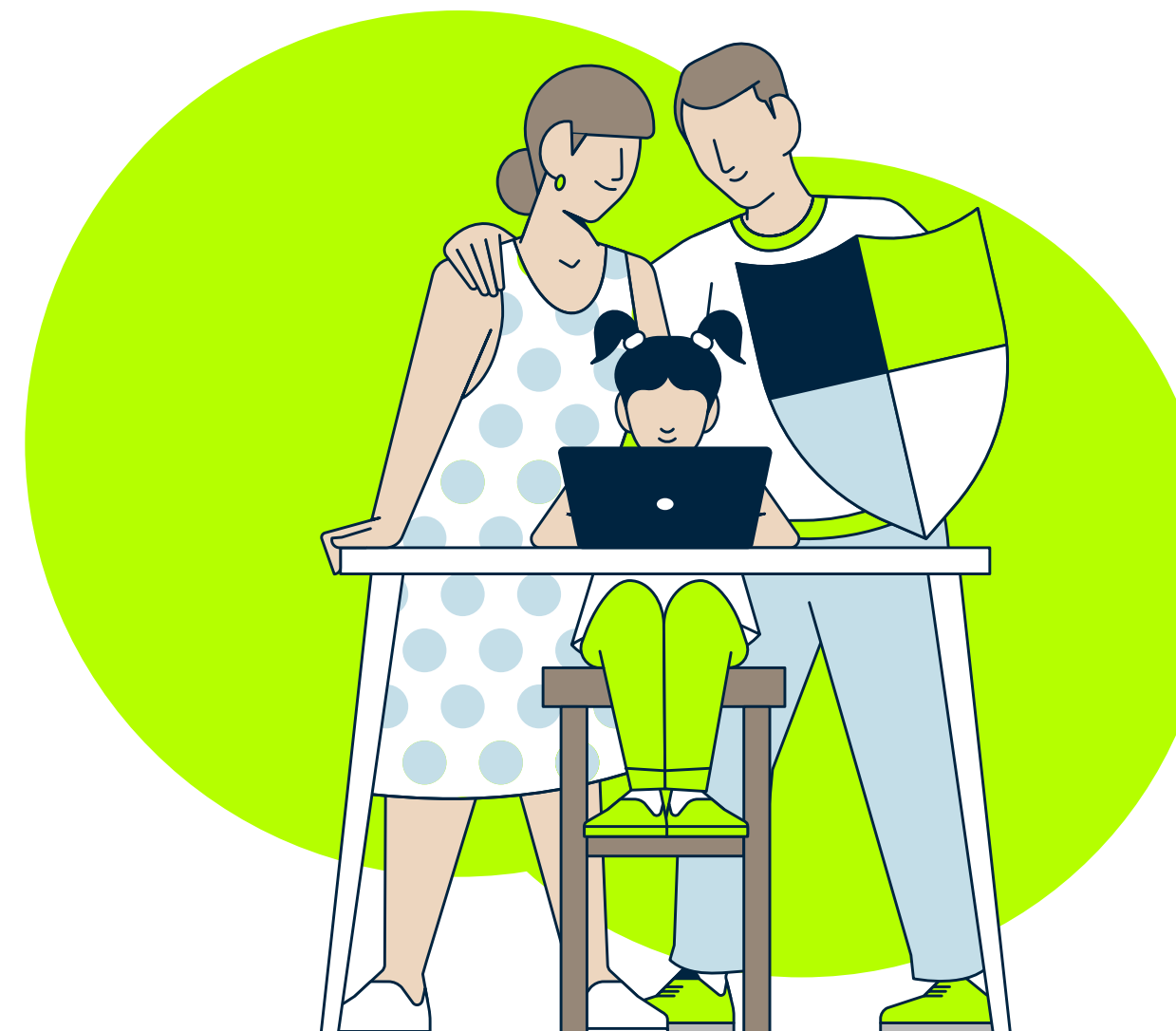
Yettel has clearly defined data protection policies that ensure the secure and legally compliant handling of customer data. These policies detail the types of data collected, how they are used, and the rights customers have regarding the management of their data. The secure handling of customer data is the responsibility of the Legal Department's Data Protection Unit, while the confidentiality of information generated during our services is ensured by the Cybersecurity Team through established procedures and measures.

### Advanced Technological Solutions

Yettel employs modern technological solutions and protocols to safeguard data. These include encryption, access control, firewalls, and other security measures that actively contribute to minimizing data security risks.

### Protection of Children's Data

Data from individuals under the age of 16 is collected only with the consent of their legal representatives. In the event that such data is received without authorization, we immediately notify the legal representative, request consent, and if consent is not granted, the data is deleted. For services intended for individuals under 16, we always seek approval from the legal representative and simultaneously inform them of the applicable data protection rights.



### Ongoing Training and Awareness

Employees receive regular training on data protection, secure data handling, and the latest trends in cybersecurity. This ensures that all staff understand the importance of data protection and are equipped with up-to-date knowledge to address threats and challenges.

### Continuous Monitoring and Audits

Our company maintains detailed records of data processing activities and reports any data protection incidents in accordance with applicable laws. Our information security policies place strong emphasis on information management practices. Our expert data protection team conducts regular internal audits. Through these routine security audits and checks, Yettel continuously monitors and evaluates its data protection practices to promptly address any deficiencies.

Yettel Hungary's Privacy Statement is available at the following link:  
<https://www.yettel.hu/jogi-kozlemeny/adatvedelem>





## 6.2.1 Data Security Reporting

In 2024, the system for recording data security reports and confirmed incidents was revised. In 2025, the Group will transition to a new, standardized set of data security indicators, enabling the elimination of significant country-specific discrepancies and differing interpretations, thereby ensuring comparability and transparency across the entire organization. Accordingly, the new indicator will be published for the year 2025.

## 6.2.2 Data Security Services

As a result of Yettel's data security efforts, the number of active security services has shown significant growth over the past three years: while there were 35,550 active services in 2022, this number increased to 253,007 in 2023 and further to 395,860 in 2024. In parallel, the size of the applicable customer base has slightly decreased, from 2,577,525 individuals in 2022 to 2,282,277 in 2024.

The penetration rate—which indicates the prevalence of active security services within the customer base—has also steadily increased: 1% in 2022, 11% in 2023, and 17% in 2024. This trend clearly reflects the gradual introduction of data security services and the organization's commitment to security-conscious operations.

	2024	2023	2022
Number of active security services	395,860	253,007	35,550
Size of the applicable customer base	2,282,277	2,351,433	2,577,525
Penetration (%)	17%	11%	1%

As part of Yettel's sustainability strategy, we place particular emphasis on data protection and information security. Our goal is to provide data protection solutions to at least 20% of residential customers by 2028. In 2024, we had already achieved 17% coverage in this area.

Yettel considers it essential that its customers use the internet safely and confidently. To support this, we introduced the **NetPajzs** internet protection service, which is a key element of digital sustainability and data security. The service aims to protect users from fraudulent and phishing websites and contribute to a safer online environment.

NetPajzs operates based on a continuously updated database capable of identifying and blocking malicious websites. The protection is automatically activated within the Yettel network, so users do not need to take any additional action. However, it is important to note that the service only functions during browsing on the Yettel network without a VPN, and does not provide protection against abuses within applications or phishing attempts transmitted via messaging apps (e.g., SMS, Viber, Messenger); nevertheless, it can prevent access to malicious websites contained in such communications.

The effectiveness of NetPajzs is demonstrated by the fact that in December 2024, 33% of hundreds of thousands of users were targeted by phishing attacks, which the service successfully blocked within the network. This protection not only enhances the security of individual users but also contributes to the sustainability of the digital ecosystem.

Our initiatives supporting digital security also include:



Promoting the use of strong, unique passwords.



Applying multi-factor authentication (e.g., SMS codes, biometric identification.)



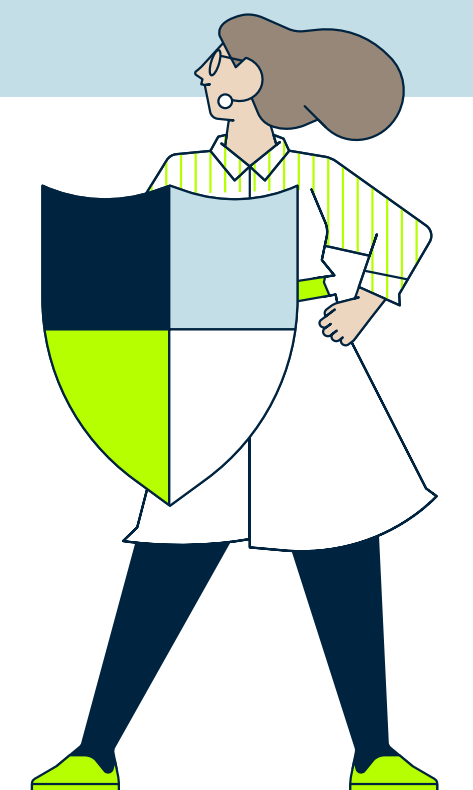
Regular software updates to ensure the latest security patches.



Encryption of sensitive data.



Choosing reliable cloud service providers and thoroughly reviewing their terms of service.



## 6.3 Continuous Improvement of Customer Experience

Continuous improvement of the customer experience is a top priority for us at Yettel Hungary, achieved through the following measures:

### Customer Research and Analysis

To continuously improve our services and customer experience, we regularly research and analyze our customers' needs, expectations, and feedback. These insights help us determine the right directions for development.

### Innovation and Service Development

We continuously work on improving our services by introducing the most innovative mobile communication products, internet connections, and digital solutions, ensuring that our customers always have access to the latest technology.

### Customer Service Enhancement

Our customer service team delivers high-quality support; they undergo continuous training to respond quickly and effectively to customer inquiries and issues.



### Customer-Centric Service and Digitalization

At Yettel, we place great emphasis on meeting customer needs and ensuring their satisfaction. This is reflected in the wide range of customer service options we offer, including telephone support, in-store assistance, and online service platforms. Our goal is to make access to support and information as simple and efficient as possible for our customers. Key tools of our customer-centric approach include:

- **Multichannel Customer Service:** Yettel provides various contact options, enabling every customer to find the most suitable way to manage their affairs.
- **Direct Contact:** Customers can reach our customer service by phone, in person, or even via video chat.
- **Online Self-Service:** Numerous service types can be handled quickly and conveniently online through the Yettel website.
- **Expert Support:** The company places great importance on ensuring that trained professionals provide expert assistance in resolving customer issues.

### Integration of Customer Feedback

We actively collect and incorporate direct feedback from our customers—whether complaints, suggestions, or compliments—to improve our services and enhance the customer experience.

### Quality Assurance Programs

Through our quality assurance programs, we continuously monitor the quality of our services and the level of customer experience, enabling early detection and resolution of potential issues.

Through these measures, Yettel Hungary continues to hold a leading position in maintaining and enhancing customer experience, thereby fostering customer satisfaction.

	2024	2023	2022
Satisfied customers (%)	67%	63%	61%
Number of satisfied customers	1,764	1,466	1,401
Total number of customers that participated in a customer satisfaction survey	2,649	2,318	2,303

Nearly three-quarters of our stores nationwide are dog-friendly, helping make everyday life more comfortable and safer for our customers and their pets. Every store provides water bowls and mats for dogs and cats. Pet-friendly stores are marked with window stickers, and customers can also check our website to see which locations welcome pets.



## 6.4 Responsible Marketing Practices

Through our marketing communications, we reach a significant audience; therefore, it is a fundamental requirement for us that the information conveyed to our customers meets the expectations of fairness, accuracy, and transparency. We place particular emphasis on complying with high legal and ethical standards in this area. Through our responsible operations, we respect the rights of our customers and societal values, while supporting the positive perception of our products and services. Yettel's legal committee, established for this purpose, reviews all marketing communication materials prior to publication.

Yettel Hungary applies responsible marketing practices and, through these, follows the principles outlined below:

### Transparent Communication

We strive to ensure that our marketing messages are clear and accurate. We provide reliable information about our products and services, including pricing, terms, and any applicable limitations, enabling our customers to make informed decisions.



### Ethical Advertising Activities

We are committed to ethical advertising practices, avoiding misleading claims and aggressive marketing techniques. Our goal is to reach our target audience in a respectful manner.



### Data Protection

In our marketing activities, we pay special attention to the privacy of our customers, ensuring that the handling of personal data complies with legal requirements and our own data protection policies.

### Emphasis on Sustainability

Our campaigns consistently integrate sustainability aspects, with a strong focus on showcasing our eco-friendly product portfolio and responsible operations, which play a strategic role in building a long-term sustainable future.



### Diversity and Inclusion

When designing our marketing materials, we consider diversity and inclusion, striving to ensure that our messages are relevant to all social groups.

### Responsible Partnerships

As part of responsible marketing practices, we cooperate with partners who share our commitment to ethical and sustainable operations.

### Corporate Social Responsibility

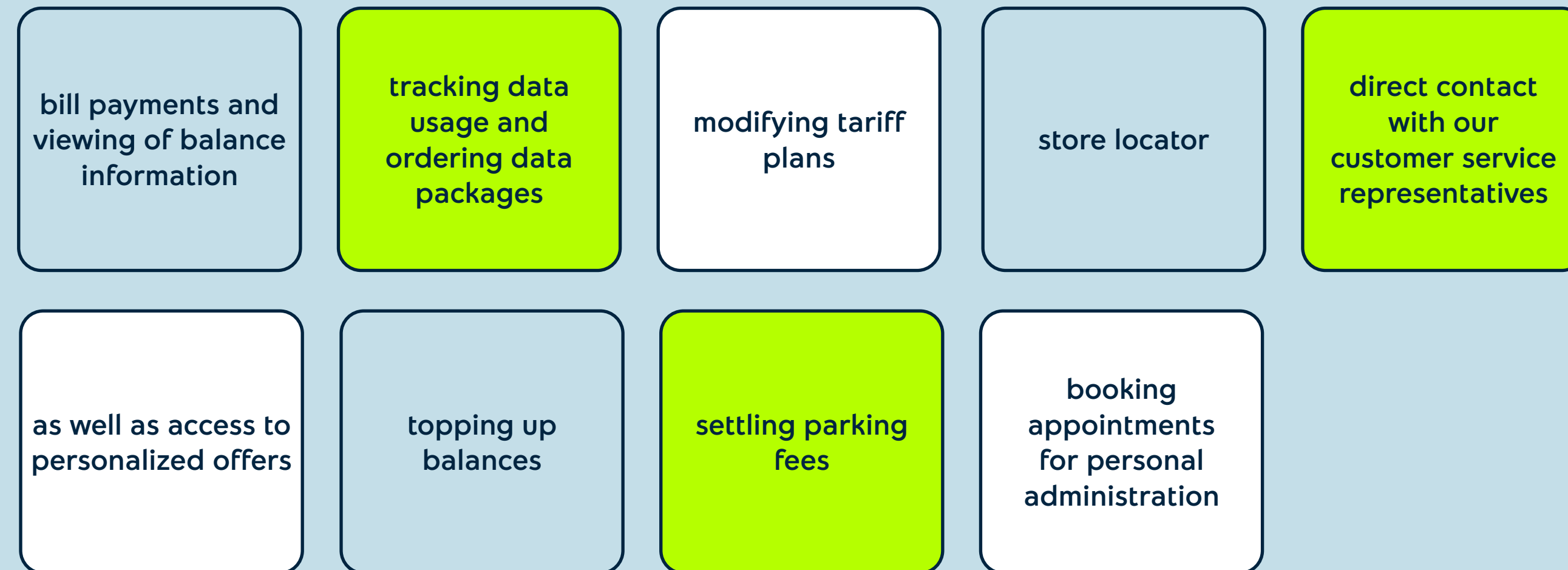
We actively support social initiatives and programs aimed at community building and addressing local social issues, which we also emphasize in our marketing communications. More detailed information about our corporate social responsibility programs can be found in Chapter 8.

These responsible marketing practices not only focus on sustainability and ethical operations but also ensure that we authentically represent our values and act as a responsible player in the market.

## 6.5 Digital Self-Service for a Sustainable Customer Experience

A key element of Yettel's digital customer service strategy is the Yettel mobile application, which provides direct access to services via smart devices. The app aims to offer our subscribers a fast, convenient, and transparent way to manage services, thereby reducing the need for in-person administration and increasing the share of self-service solutions.

The application offers, among other features:



The Yettel app is available on both Android and iOS platforms and can be downloaded from the Google Play Store and Apple App Store. By prioritizing digital administration, we not only enhance the customer experience but also contribute to reducing paper-based processes and promoting resource-efficient operations.





# 7. Digital and Social Innovation

At Yettel Hungary, ensuring that our digital services are accessible and usable for everyone is a strategic priority. Our actions go beyond technical compliance—they reflect our deep commitment to creating a digital environment that is inclusive and usable for all.

## 7.1. Connectivity and Digital Inclusion Projects

### 7.1.1 Digital Access for All

Yettel Hungary Ltd. is dedicated to ensuring that its digital services are accessible and usable by everyone, regardless of individual capabilities, life circumstances, or technological devices. In line with this commitment, we launched our project, aimed at making our public websites accessible for residential subscribers.

### 7.1.2 Network Development and 5G: Reliable Access for Everyone

	2024	2023	2022
Population covered by 5G services (number of people)	4,739,889	3,010,995	1,554,062
Total population of Hungary (number of people)	9,584,627	9,599,744	9,610,403
Coverage rate (%)	49.5%	31%	16%

## 7.2 Digital Innovation in Everyday Life

### 7.2.1 Automated Self-Service Store at Yettel House

In September 2024, we took another step towards integrating digital solutions into enhancing the employee experience by initiating the setup of a fully automated, self-service store at Yettel House. The new store operates without sales personnel or cash registers, with purchases made exclusively through a mobile application. Sensors built into the shelves automatically record selected products, and payment is conducted digitally.

When designing the product range, we considered feedback from our staff, ensuring that the automated store offers healthy foods, snacks, and heatable main dishes, among other items. By introducing this solution, we aim to incorporate technological advancements into our everyday operations, thereby strengthening Yettel's innovative, digitally-oriented employer brand.

## 7.3 Partnerships for Social Innovation

### 7.3.1 Digital Education in Schools: ProSuli Programme

Launched in 2015, our **ProSuli** programme is a digital education initiative supporting teachers in confidently and effectively utilizing digital tools in education. The program aims to make digital opportunities accessible to everyone through technology, thereby contributing to the improvement of educational quality and strengthening social equality.



Key events associated with the programme in 2024 included:

#### Digital Methodology Training for Teachers

The initiative has assisted nearly 1,000 teachers from over 170 schools in enhancing their digital methodological knowledge, thus contributing to more modern education for students. Since 2021, the programme has offered free, 30-hour accredited training sessions available both in-person and online. These sessions not only promote digital innovation but also provide opportunities for professional development and community building among educators. Additionally, ProSuli supports schools' efforts toward digitalization by providing mobile internet access, facilitating modernization in education and the conscious use of technological tools.

The **Teacher's Day** event has become a key milestone of the programme, hosted in 2024 at Yettel House in Törökbálint.

#### Curriculum Development Grant

In 2024, ProSuli launched its fifth curriculum development grant, focusing on the role of artificial intelligence and virtual reality in education. The goal was to encourage teachers to develop innovative teaching materials that facilitate the integration of AI into teaching, especially in the fields of science, mathematics, and language education.

#### Professional Days and Collaborations

Every month, the ProSuli program highlights a topical digital theme. Recently, artificial intelligence—offering numerous possibilities for educational innovation—has been emphasized. This led to the professional day in Pécs at Cserepka School, where teachers from more than twenty institutions gathered. The event aimed to provide practical knowledge on AI integration in education and showcase inspiring examples for enriching teaching.

Collaborations aimed at developing digital competencies also play a crucial role in the programme. For the third time, the University of Debrecen's Faculty of Humanities and the Diószegi Kis István Reformed Bilingual Primary School and Art School in Berettyóújfalu held a joint professional day under ProSuli. The event featured demonstration lessons and student competitions centred around digital curriculum development, teacher training, and skills development for students. The event exemplifies the successful collaboration between Yettel, the University of Debrecen, and the participating school, supporting the conscious and effective use of digital tools in education.



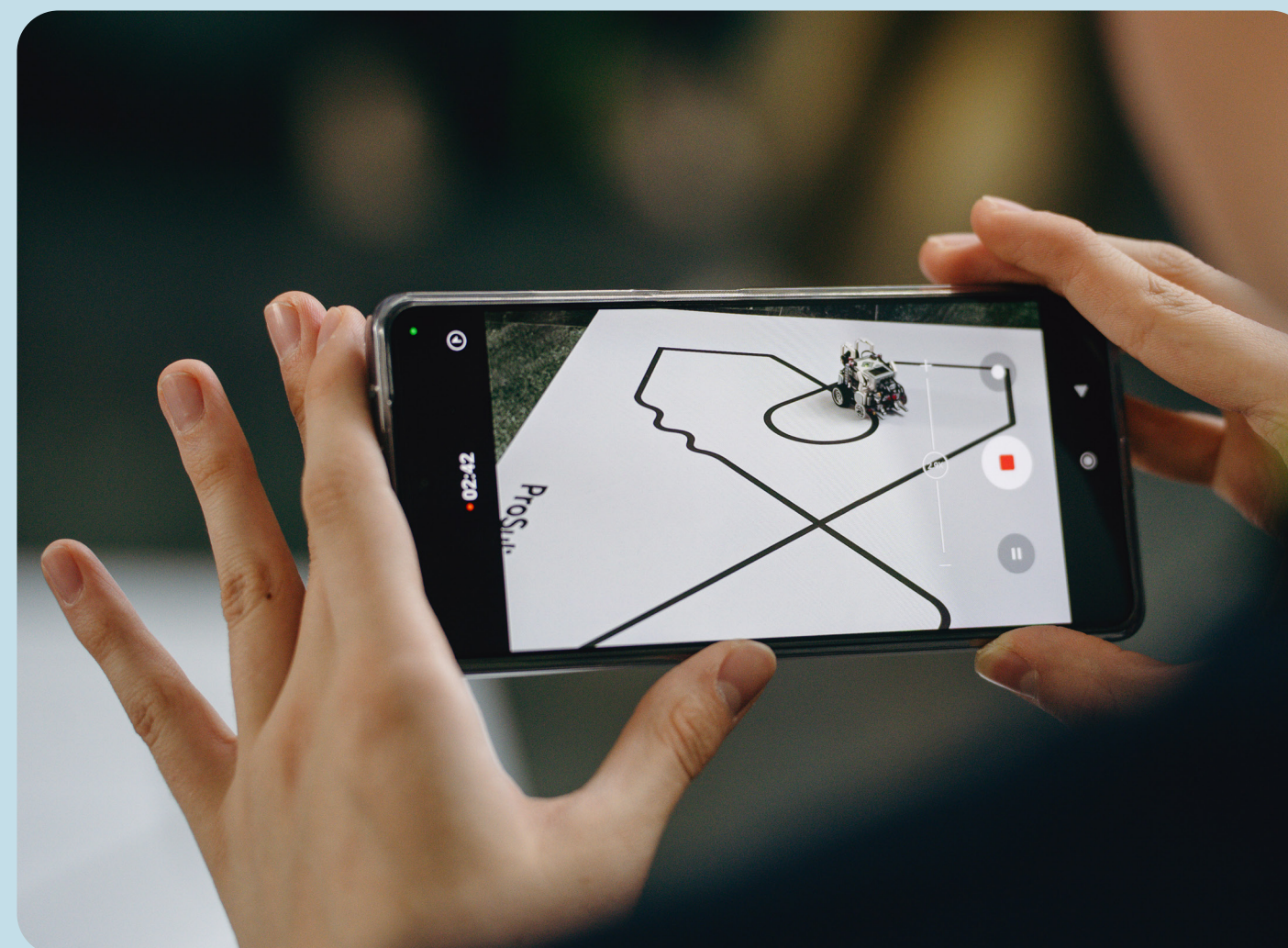
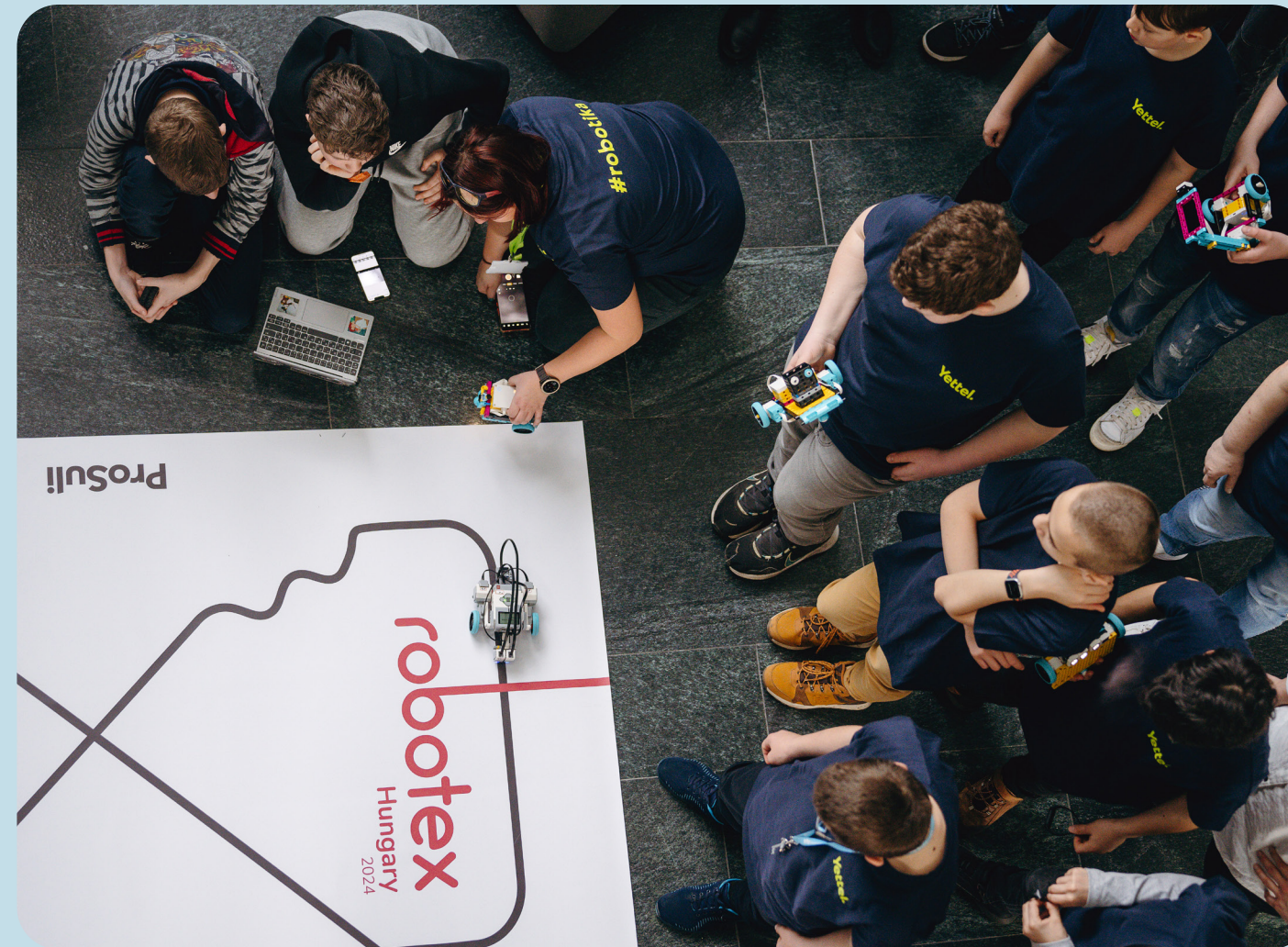
### Robotics Competitions for Students

In the 2024/2025 school year, alongside teacher training and safe internet use, the ProSuli program is focusing on robotics education. The previous annual competition format is replaced by a comprehensive school-year-long preparation period and a series of regional and national competitions, promoting deeper development of students' technological competencies.

The winners in the primary and secondary school categories will showcase their skills in December at the Robotex International competition in Tallinn. Yettel provided equipment to 12 schools, facilitating technological access and the development of practical skills.

### ProSuli Ambassador Programme

Launched in September 2023, the ProSuli Ambassador Programme aims to promote the nationwide adoption of digital teaching methodologies. In 2024, experienced educators from five regions actively supported participating schools and offered consultations to interested teachers. The program fostered digital competency development and encouraged collaborative professional communities. In the fall of 2024, the ambassador program was replaced by a "traveling ambassador," providing greater flexibility and efficiency in reaching schools nationwide.



### 7.3.2 Digital Inclusion Fund

Yettel is committed to ensuring that technology is not just a privilege but an opportunity for everyone. In this spirit, we launched the Digital Inclusion Fund in 2021 in partnership with the Hungarian Red Cross, aiming to reduce digital exclusion among socially vulnerable groups. Participants included children's homes, transitional family homes, nursing homes, and healthcare and social service providers, with the Hungarian Red Cross' independent expert committee evaluating the applications. Over three years, the program provided digital devices such as laptops, smartphones, and tablets worth a total of HUF 50 million to 250 families and public institutions. Funding was sourced from the budget of corporate events cancelled due to the COVID-19 pandemic, giving new purpose to unused resources. Nationally, the grant received 600 applications, of which 255 were positively evaluated. The devices were particularly beneficial for children with learning difficulties or physical disabilities, supporting access to education, communication, and job searches.

The results of the Digital Inclusion Fund underscore that access to technology is not only a tool but also a chance for learning, growth, and social participation. This initiative has elevated our sustainability efforts to a new level, strengthening our social responsibility and community commitment.



### 7.3.3 Strategic Partnership for Digital Infrastructure Development

On 30 April 2024, Yettel Hungary Ltd. signed a collaboration agreement with representatives of the Hungarian government and CETIN Hungary. The document aims to advance the development of the domestic digital ecosystem, with a particular focus on modernizing the mobile network infrastructure, integrating small- and medium-sized enterprises digitally, enhancing cybersecurity awareness, and strengthening innovation and higher education connections.

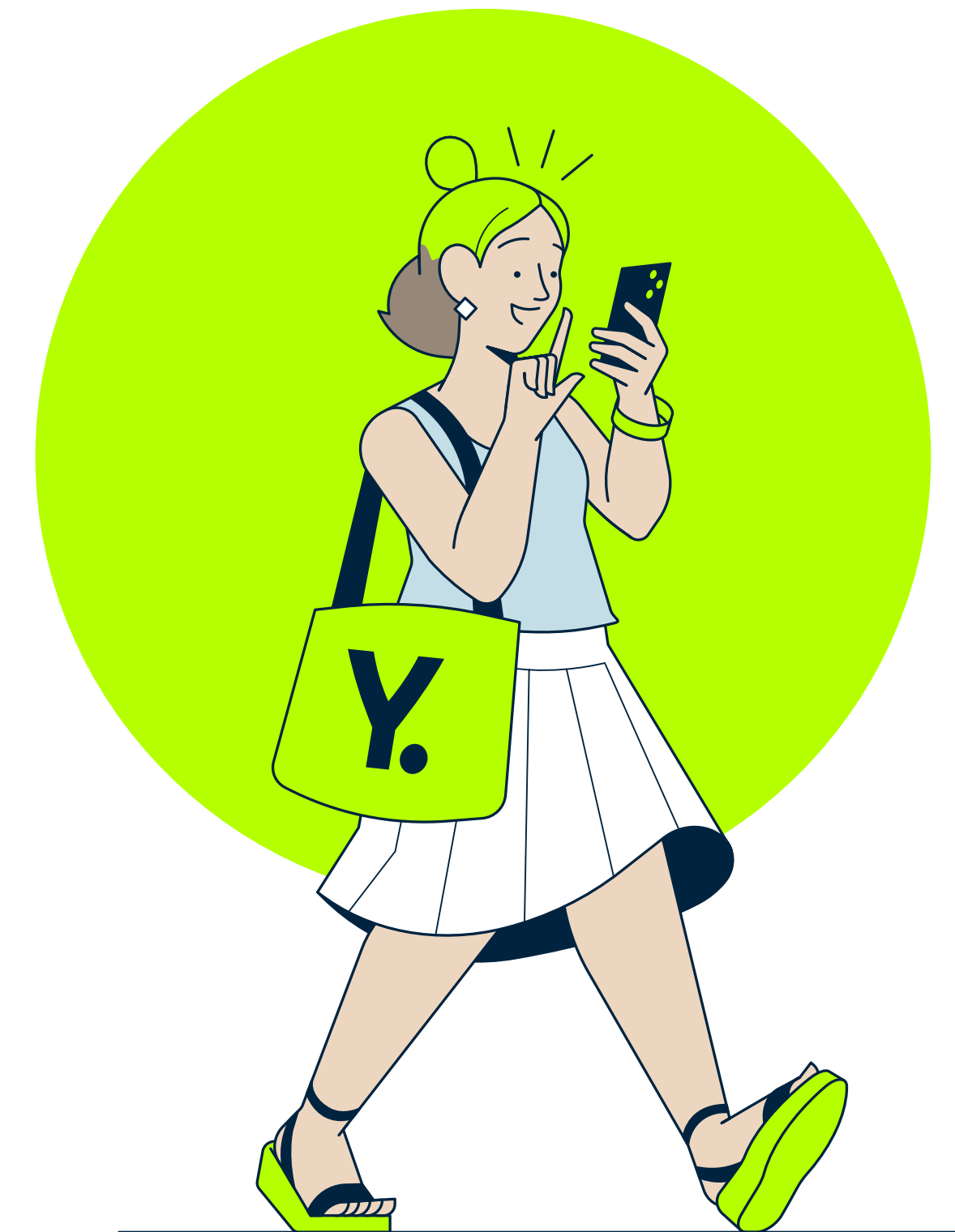
Under the agreement, Yettel and CETIN Hungary will invest at least HUF 72 billion in mobile network development between 2024 and 2028. The goal is to achieve 99% nationwide outdoor 5G coverage by the end of 2028. As part of the programme, reference projects will be launched to facilitate the practical application of 5G technology, particularly among domestic businesses.

The initiative also includes collaboration in developing state-owned networks and expanding users' cybersecurity knowledge. Through partnerships with higher education institutions, Yettel supports the development of digital competencies and the strengthening of the innovation environment.

The agreement contributes to sustainable digital development and aligns with Yettel's long-term objectives, which prioritize the societal utilization of technological advancements and inclusive digital access.

### 7.3.4 Intra-sector Collaboration for Responsible Telecommunications

Yettel has actively participated in the professional consultation process within the framework of the Telecommunications Coordination Council (HÉT), aimed at establishing joint commitments among telecommunications providers. Participation in this work allowed the company to contribute its expertise and operational practices toward defining sector-level objectives.





# 8. Community Engagement and Social Responsibility Programmes



## Collaborations for Social Integration

Since 2011, Yettel has been collaborating with the **Association for People with Disabilities** in the field of telemarketing. Through this partnership, the organization provides employment opportunities for individuals with visual impairments, physical disabilities, and other reduced work capacities. Over the years, numerous successful campaigns have been carried out, and the resulting stable business relationship contributes to strengthening social inclusion through corporate operations.

In 2024, we continued to support the **ROMASTER talent development programme**, which was launched in 2007 as a joint initiative of the Hungarian Business Leaders Forum (HBLF) and IBM Hungary. The program aims to create real opportunities for young Roma to pursue higher education, acquire competitive knowledge, and successfully enter the labour market—either as employees or through their own enterprises. Yettel supports participating youth not only with scholarships and digital devices but also by involving its employees in mentoring. Mentors meet with their mentees quarterly, assist with career planning, and inform them about internship opportunities.

## Initiatives to Promote Gender Equality

According to Eurostat's 2022 data, the proportion of female scientists and engineers in Hungary is around 30%, significantly below the EU average. One of the key pillars of Yettel Hungary's corporate social responsibility strategy is the promotion of gender equality, particularly in technology and engineering careers. In this spirit, on International Women's Day we announced, and on 22 May 2024 we launched, the **"Girls in Tech"** scholarship programme in collaboration with Óbuda University. The programme specifically supports the professional development of female students pursuing studies in IT and engineering. Its goal is to encourage young women to choose STEM fields (science, technology, engineering, and mathematics) and help reduce gender disparities in these sectors. Under the scholarship programme, a total of HUF 5 million is awarded annually, distributed among four selected

students each semester. Applications are evaluated by a professional jury delegated by Yettel and Óbuda University, based on the applicants' academic plans and commitment. The support goes beyond financial aid: participants also receive professional consultation opportunities from our company's experts during their research period and after graduation. The programme was launched as a pilot, and the university will decide on its continuation based on the evaluation of experiences. We believe that a more inclusive and diverse workplace environment is beneficial not only socially but also from a business perspective. Through the "Girls in Tech" scholarship programme, our long-term goal is to contribute to building a society where every talented young person can thrive professionally—regardless of gender..

In April 2024, Yettel joined the nationwide career orientation initiative **"Girls' Day"** for the third consecutive year, organized by the Association of Women in Science in cooperation with CETIN. The programme aims to present the opportunities within STEM fields to girls aged 13-18 through hands-on experiences. During the event held at Yettel House, participants were welcomed with lectures, interactive discussions, and technology demonstrations. Visitors gained insight into how mobile networks operate, learned about our digital innovations, and received information on safe internet usage. The initiative

seeks to dismantle gender stereotypes surrounding STEM careers and encourage girls to confidently pursue studies and careers in these fields. Yettel is committed to promoting diversity and equal opportunity and considers it essential to make the technology sector accessible to future generations. We also encouraged our colleagues to recommend the programme to their children's schools to help reach as many participants as possible.



### **Social Responsibility in Times of Crisis**

In 2024, Yettel placed special emphasis on supporting its customers and communities during natural disasters. In response to the domestic flood situation, our company provided a one-time, five-day, free unlimited data package for domestic use to all residential customers with voice-based tariffs who do not have unlimited data access. The aim of this initiative was to facilitate communication with family members, friends, authorities, and aid organizations during this critical period. This measure reflects our commitment to social responsibility and ensuring digital connectivity—especially in situations when people need it most.

Since 2013, we have maintained a strategic partnership with the Hungarian Red Cross, focusing on telecommunications cooperation related to disaster management tasks. Additionally, we support the operation of the First Aid Service at Lake Balaton.



### Together for the Christmas Miracle Our Holiday Season Donation Initiatives

During the festive season, we find it especially important to stand behind initiatives that bring real joy and support—together with our colleagues and customers. In 2024, our Christmas campaign once again centred around a key CSR programme, carried out in collaboration with the Hungarian Baptist Aid. The goal of the initiative was to fulfil the Christmas wishes of 1,200 teenagers, helping make the holiday a truly memorable experience for them. As part of the campaign, we relaunched the **KicsiPakk** program, through which our colleagues could fulfil specific wishes of children in need. The aim of the initiative is to ensure that children living in state care receive gifts that reflect their personal desires. The KicsiPakk initiative engages more and more colleagues each year, and we are proud that members of the Yettel community actively contribute to strengthening a culture of social sensitivity and solidarity.



### Employee Volunteer Programmes

Since 2022, our headquarters has been enriched with a 100-square-meter community garden, developed in collaboration with the MyFarm Harta team and our volunteer colleagues. The goal of chemical-free farming is to grow food in the most natural way possible, leveraging the building's eco-friendly features. Half of the vegetables produced are used by the volunteer gardeners, while the other half is available to our employees for a symbolic fee, further reinforcing a sense of community.





# Appendix - List of indicators

Adatpont	ESRS Topic/Subtopic/Disclosure Requirement	Oldalszám
SBM -1	Strategy, business model and value chain	8
BP-1	Basis for preparation of the sustainability statement	18
IRO-1	Description of the process to identify and assess material impacts, risks and opportunities	19
SBM-2	Interests and views of stakeholders	23
GOV-1	Role of administrative, management and supervisory bodies	26
E1-2	Policies for climate change mitigation and adaptation	20, 30-31
E1-5	Energy consumption and mix	20, 33
E1-6	Scope 1, 2 and 3 gross and total GHG emissions	20, 35-36
E5	Circular economy - Waste reduction	20, 38
S1	Own workforce	21, 41
S1-17	Own workforce - Equal treatment and opportunities	43
S2	Workers in the value chain	21
S4	Consumers and end-users	21
G1	Business conduct	22
Company-specific	Data protection and cybersecurity	49

