

**Corporate Responsibility Report Slovak Telekom 2010** 

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# Contents

<ul> <li>Report parameters</li> </ul>	3
<ul> <li>1. Introduction of Slovak Telekom</li> <li>Address of the Chairman of the Board of Directors and CEO</li> <li>Corporate Responsibility Strategy and Management</li> <li>Company Profile</li> <li>2011 Objectives</li> </ul>	4 4 7 10 19
<ul> <li>2. Responsibility Towards Community</li> <li>Corporate Philanthropy Milestones</li> </ul>	21 31
3. Responsibility Towards Customers	34
4. Responsibility Towards Employees	39
5. Responsibility Towards Environment	46
6. Responsibility Towards Suppliers and Business Partners	54

Annexes	56
Annex 1: List of Reported Performance Indicators	
of the Global Reporting Initiative	56
Annex 2: Excerpt from the Annual Report on use	
of resources from Endowment Fund Slovak Telekom	
with Intenda Foundation for 2010	63
Annex 3: Excerpt from the Annual Report on use	
of resources from Endowment Fund Slovak Telekom	
with Pontis Foundation for 2010	69
Annex 4: Certificates owned by Slovak Telekom	75
Annex 5: Comment by External Assurance	80

# **Report parameters**

- [3.1] Reporting period: calendar year of 2010
- **[3.2] Date of last publication on sustainable development:** 27 May 2010
- **[3.3] Reporting cycle:** once annually
- [3.4] Contact person for any questions regarding the report or its contents: Dominika Péterová, presscentrum@st.sk

### The report is available in electronic form only, at the web page:

http://www.slovaktelekom.sk/?cr-report.

### [3.5] Process for defining report contents:

In this Report on Corporate Responsibility, you will find basic information on Slovak Telekom and on its most significant activities in this area during 2010, categorised by stakeholders – the community, customers, employees, the environment, and suppliers and partners. The stakeholders are defined based on the corporate responsibility local strategy, which draws on the strategy of the parent company Deutsche Telekom. The report is intended for shareholders, investors, business partners, employees, the media, and representatives of the state administration and public sector, non-governmental organizations, the non-profit sector, and others among experts and the general public. The report's purpose is to provide all these addresses a comprehensive document containing summary information on Slovak Telekom's corporate responsibility activity in 2010.

**[3.6] [3.8] Report scope:** This report documents activities only of Slovak Telekom itself; activity of subsidiaries is not included.

**[3.9]** The data published come from the Slovak Telekom's 2010 Annual Report, the Company's own CR Database, and materials of the Company's individual divisions and departments. **[3.11]** Because of the integration of Slovak Telekom with T-Mobile Slovensko on 1 July 2010, the project portfolio and corporate responsibility and corporate philanthropy areas supported have increased.

**[**3.10] The activities of both companies from before the integration [i.e. from 1 January 2010 to 30 June 2010] are also communicated in this report under the sole name of Slovak Telekom.

[3.7] Specific limitations on the scope or boundary of the report: No limitations.

### Accordance with guidelines of the Global Reporting Initiative [GRI]:

This report was created based on the Sustainability Reporting Guidelines from the 3rd Global Reporting Initiative Edition, the international standard, according to which companies prepare corporate responsibility reports. The report is consistent with a B+ rating. It includes the Company's profile, strategy and management, approach, goals for 2011, and 35 performance indicators. **[3.12]** The GRI index is in an annex to the report, featuring a list of indicators reported in all categories – Economic [EC], Environmental [EN], Labor Practices and Decent Work [LA], Human Rights [HR], Society [SO] and Product Responsibility [PR].

### [3.13] Accordance with GRI guidelines was verified by External Assurance,

carried out by Pontis Foundation, the only organisational stakeholder of GRI in Slovakia and certified training partner of GRI for Slovakia and the Czech Republic. The Comment made by External Assurance can be found in an annex to this report. The Pontis Foundation did not perform verification of quantitative or qualitative data given in the report.

# 1. Introduction of Slovak Telekom

# Address of the Chairman of the Board of Directors and CEO

Dear ladies and gentlemen,

We have now gotten through one of the most demanding years of our presence in the Slovak market. During it, we took many decisions as a major employer and business partner, and the largest telecommunications operator, which to no small degree influences how all of society functions. Corporate responsibility activities reflect these significant decisions. On the following pages, I would like to share them with you, also showing you how we realise them. Our Company



**Ing. Miroslav Majoroš** Chairman of the Board of Directors and CEO

has been managing corporate responsibility strategically for six years and this is the first report we publish using the international standards of the Global Reporting Initiative. In doing business we draw first and foremost on customer needs, and their current requirements suggest a strong partner able to make offerings based on their preferences. [[2.9] It is our intent to bring customers integrated solutions provided them with high-quality products and services. Our integration with T-Mobile Slovensko on 1 July 2010 was a major step towards this goal. We do not take lightly our influence on society, and we care about the kind of mark we make. This is another reason that our ongoing aspiration is to do business responsibly and with consideration for the community which we influence. These activities are not about some need of ours to do nice things in a visible way, but rather we do them for broadly social interests. We work on the principle that every good deed helps, and we are constantly seeking opportunities to create conditions for improving the quality of life of those who need help, and also reinforce trust in our Company.

At the same time, we understand that maintaining principles of corporate responsibility implies an ongoing need to improve existing Company processes, and constantly motivate employees, suppliers, partners and customers in their conviction and desire to make things better, more responsible, and with respect for both themselves and others.

[2.9] Integrating Slovak Telekom with its subsidiary T-Mobile Slovensko into one Company has facilitated not just the consolidation of our business activity but also the synchronisation of a portfolio of corporate responsibility and philanthropy projects and areas of support. This has assisted the sharing of knowhow, making programs even more effective and expanding areas where we help. Corporate responsibility principles remain part of our corporate philosophy in our newly integrated Company.

In applying these principles, we endeavour to generate high-quality, reliable and accessibly-priced products and services, such that our customers are satisfied and appreciative of the new technologies' benefits to their personal and working lives. Regarding voice products, we have introduced such accessibly-priced mobile services programs as Bez záväzkov (Rateplan Without Commitments) and Program 40, bringing customers inexpensive calling and a proven combination of a mobile telephone and a service package for a low monthly rate. In internet services we brought out two programs (Turbo 2 Mini and Optik 2 Mini), initially for seniors and later for everyone interested. While preparing for digitalisation, after several years we decided to extend our favoured digital television to all of Slova-kia's territory, thanks to the satellite version of Magio. In the first year more than 40,000 customers chose this product.

I am also pleased that we have expanded in 2010 our portfolio of mobile services for the community of hearing-impaired customers, which Slovak Telekom has now supported through various educational and grant programs for eight years. This year it was an advantageous Mobile Internet at a 40% discount, thanks to which customers can maintain constant contact with the entire world, with a powerful information tool at hand.

Initiating construction of a data centre in Bratislava was a significant milestone in our positioning strategy as an information and communication operator. Building this data centre while taking into consideration GREEN IT concept will bring long-term savings for the provider and for customers using its services. The new centre opened on 1 June 2011.

Because of the nature of our business, we are continuing to monitor the effects of electromagnetic fields associated with mobile communication on the environment and on people. No scientific studies have yet shown a direct influence from mobile telephones' electromagnetic fields or from transmitters on the public's health, but we continue to follow research at both the local level and at the level of the parent company. **[PR6]** Like our customers, we are also mobile telephone users, and we care about wellbeing. This is why we have prepared a publication to answer questions on this topic that interest people. Further, when offering mobile telephones, we publish information on their electromagnetic radiation – SAR.

Again in 2011, Slovak Telekom will add new technologies, services and products to our portfolio. The Company's endeavour is to respond promptly to international trends in telecommunications and ICT technology, and continue concentrating on enhancing customer satisfaction. Our most ambitious goals include expanding the base of our broadband internet by implementing HSPA+ (with LTE still to come). This makes possible the use of further multimedia applications for all three screens – on PCs, mobile telephones and digital television.

One of our Company's absolute priorities in 2011 will be continuing our internal transformation. Our mid-term goal is achieving ongoing growth in revenues, a further decrease of expenses, and enhanced efficiency. This will generate sufficient finances to invest in innovating our Company's products and services, and to be an inspiring employer to the people of our country.

Further, we hope to build a sustainable Company, in keeping with principles of corporate responsibility. Our vision is to be a leader on Slovakia's telecommunications market, and to direct all our activities, including the Company's internal

functioning, such that we become the preferred telecommunications operator for as many of Slovakia's customers as possible.

I trust that you have a pleasant time reading this Corporate Responsibility Report, getting a better overview of our work, and perhaps getting inspired too.

I wish all of you enjoyable reading.

Miroslav Majoroš Chairman of the Board of Directors and CEO

# **Corporate Responsibility Strategy and Management**

**[1.2]** Slovak Telekom has voluntarily committed to conducting business and behaving responsibly and ethically towards all stakeholders and the environment. This is why the Company strives to contribute to improving the quality of life of its customers, employees and their families as well as the local community and society. The principles of corporate responsibility are embedded in the philosophy and strategy of the operation of Slovak Telekom based on the corporate responsibility principles of parent company Deutsche Telekom, subject to approval by the Executive Management Board every year. The principles reflect the employees' Code of Conduct of the whole Group, delineating behaviour standards towards the community, employees, customers, suppliers, partners and the environment. They comprise social, economic and environmental goals. Individual partial goals in these areas are set to improve the environment the Company conducts its business in. Such partial goals include reduction of CO<sub>2</sub> emissions, increasing flexibility of employees at work, customer satisfaction.

The plans of corporate responsibility initiatives pursue long-term objectives in three fundamental pillars of corporate responsibility of the parent company Deutsche Telekom:

- Connect unconnected: Shaping the relationship toward the community. Using various information and communication tools, Slovak Telekom supports activities aimed at removing differences between individual communities, activities helping people with impairments or social disadvantages as well as facilitating development of advanced educational approaches for the public, increasing their digital literacy and developing knowledge-based society; in short using human potential to generate value and societal development.
- Connect life and work: Outlining the strategy in relationship to employees. By using a wide spectrum of instruments such as various forms of remuneration, development and training, the Company promotes a work-life balance regarding its employees.

 Low carbon society: Aimed at reducing the production of pollutants generated by the Company by increasing effectiveness in energy consumption, optimising workspace used, reducing fuel consumption and also testing of alternative fuels in operation.

**[4.8]** Three international certificates awarded to Slovak Telekom are further clear evidence of the fact that the Company abides by corporate responsibility principles. The quality management certificate EN ISO 9001: 2008 confirms meeting European standards, the ability to react to customer requirements and to improve the service provisioning system, including development of new products required by customers. Compliance with corporate responsibility principles pertaining to the environment is reflected in the environmental management certificate EN ISO 14001:2004. In 2009, the Company also met requirements pursuant to the standard ISO/IEC 27001:2005 concerning information security management, thus giving its customers evidence of high quality protection of their data.

[4.1] The primary sponsor of activities in the field of corporate responsibility is the Company's CEO. The CEO unit comprises also the Corporate Communications Section led by a Senior Manager and including specialists responsible for monitoring and implementation of corporate responsibility activities. At the same time, they participate in an international task force within Deutsche Telekom Group and other working groups such as Child safety, Environment, and EMF.

# Key tasks of the Corporate Communication Section in the field of Corporate Responsibility:

- preparation and implementation of the Corporate Responsibility Strategy,
- monitoring and coordination of activities in the field of corporate responsibility at Slovak Telekom,
- development and setting of goals and key indicators in the field of corporate responsibility,
- management and coordination of CR Forum,
- coordination of activities in the field of corporate responsibility within the Deutsche Telekom Group,
- execution and management of activities in the field of corporate responsibility toward the community, volunteering and corporate philanthropy,
- representing the Company in dialogues with external partners, NGOs and at specialised forums,
- mapping and reporting of achievements,
- development of the Company's Corporate Responsibility Report.

The responsibility for individual areas of corporate responsibility lies with the Company's Executive Management Board. In 2010, following the integration of Slovak Telekom and T-Mobile Slovensko, the **CR Forum** (CR – corporate responsibility) was established, whose members are executives and senior managers responsible for key areas (finance, environment, employees, suppliers, customers, marketing, technologies and networks); these individuals guarantee that individual key indicators in the field of corporate responsibility will be delivered. The forum comprises 8 members and is chaired by the Senior Manager for Corporate Communication. The goal of the forum is to oversee the implementation and development of the local strategy for corporate responsibility, monitor performance indicators, develop proposals in the field of corporate in development of reports. Additionally, a team of employees on a lower level is responsible for the CR Database and fulfilment of individual key performance indicators, and reports to the CR Forum.

### [4.1] Corporate responsibility approach

Managerial decisions in the field of corporate responsibility lie within the powers of the CEO with all activities being reported to the Company's Executive Management Board on a regular basis, which among other things also approves the Corporate Responsibility Strategy. Codes and policies pertaining to corporate responsibility are also approved by the Executive Management Board, which bears responsibility for management of all economic, social and environmental areas.

### [4.1] Corporate Responsibility Management



Each employee of the Company is important in the implementation of corporate responsibility principles, and therefore the Company's goal is to educate and stimulate employees, ensuring that the principles and values of corporate responsibility are aligned with the values, needs and motives of every single employee. This is why Slovak Telekom implemented the Code of Conduct, binding for all employees and based on defined corporate values, shaping the corporate culture internally and also in relation to external partners.

[SO4] For Slovak Telekom ethical behaviour is key, and therefore the Company avoids any activity which might be perceived as corrupt. No such practise has been identified in the Company, either with respect to employees or in relation to third parties. **[SO6]** Slovak Telekom never offers, promises or provides illegal benefits, financial or non-financial contributions to political parties, politicians in the home country or other countries or to private sector representatives responsible for adopting decisions in order to gain an advantage or to affect a decision to the benefit of the Deutsche Telekom Group. **[S03]** In order to ensure transparency, since 2009 those selected managers and employees who are in contact with suppliers and external customers, have a decision-making power or access to highly sensitive data have been trained internally in the form of a comprehensive anticorruption program. The programme was supported with an e-learning anticorruption campaign and conventional in-person training in order to increase awareness concerning bribery and corruption globally, while emphasising the need to apply set rules and to respect Slovakia's legislative framework. Moreover, each new employee is obliged to pass an e-learning training course on anti-fraud management. 3,230 employees out of 4,650 have been trained, of which 250 employees were managers and 2,980 non-managers; as of December 2010, this corresponded to 69.5% of trained staff.

Among the key areas of aid provided by Slovak Telekom in the field of corporate philanthropy, which builds on the Corporate Responsibility Strategy are support to contemporary art, innovations in education and utilisation of ICT by handicapped groups by means of the Endowment Fund Slovak Telekom with the Intenda Foundation, long-term support to the hearing-impaired community, support for innovative teachers using ICT in their classes, cooperation with secondary school and university students, promotion of donorship in the form of telecommunication donation campaigns, long-term partnership with the Mountain Rescue service and the Theatre Aréna, and promotion of corporate volunteering within programmes like Naša Bratislava (Our Bratislava), Naša Žilina (Our Žilina), Deň dobrovoľníctva (Volunteering Day), Helping Heads, blood donation and expansion of the National Bone Marrow Donor Register, and assistance in the Tatra mountains.

In developing its strategy, Slovak Telekom also closely watches public perception of the corporate responsibility concept. The Company conducts public opinion surveys to obtain feedback. The results of the corporate responsibility survey from December 2010, with 600 respondents, showed that among Slovak Telekom's corporate responsibility activities the highest awareness was for mobile donation campaigns, support to handicapped or socially disadvantaged groups, Magio beach, support for the national football team, the Slovak Telekom Award, and development of digitalisation. The most frequent association regarding the term corporate responsibility among those surveyed is responsibility toward employees.

# **Company Profile**

[2.1] Slovak Telekom is the largest multimedia operator in Slovakia, with many years' experience and a responsible business attitude. The merger of Slovak Telekom, a. s., and T-Mobile Slovensko, a. s., as of 1 July 2010, led to a universal operator, offering the residential and corporate clients the benefits of comprehensive solutions from one source.

[2.2] Slovak Telekom as the provider of comprehensive telecommunications services offers its customers fixed network services, internet connection, digital television services, data services, sale of terminal equipment and call centre services (under the T-Com brand), mobile communication and mobile internet services (under the T-Mobile brand) and internet content (via the subsidiaries Zoznam and Zoznam Mobile).
[2.3] [3.8] Slovak Telekom owns or co-owns the subsidiaries PosAm, spol. s r. o., Zoznam, s. r. o., Zoznam Mobile, s. r. o., and Telekom Sec, s. r. o. (NOTE: this report only documents activities of Slovak Telekom; activities of subsidiaries are not included).

**[4.8]** The Company is certified for quality management under EN ISO 9001: 2008, for the information security management system under ISO/IEC 27001: 2005 and the environmental management system under EN ISO 14001: 2004 (Annex 4).

[2.10] In 2010 Slovak Telekom received a Via Bona Award for Responsible Market Conduct in the field of corporate responsibility for the Paušál pre nepočujúcich (Rateplan for the hearing-impaired) and an Award for Innovative Social Inclusion Solutions with respect to the long-term impact on the community of deaf and hearing-impaired citizens. The Company won the third prize in the competition Zdravá firma roka (Healthy Company of the Year), honouring efforts made in the field of employee healthcare. Slovak Telekom's project 7th Sense, drawing attention to everyday problems of the hearing-impaired, won the first prize in the PR Prokop 2011 competition targeted at Public Relations projects.

Slovak Telekom is part of the multinational Deutsche Telekom Group (Frankfurt, Amtlicher Handel: DTE/NYSE: DT).

[2.4] Registered Office: Karadžičova 10, 825 13 Bratislava, Slovak Republic
 [2.6] Shareholder Structure:

- Deutsche Telekom AG owns 51% of shares
- the Slovak Republic, represented by the Ministry of Economy of the Slovak Republic owns 34% of shares
- National Property Fund of the Slovak Republic holds15 % of shares **Legal form:** Joint-stock company

### [2.6]

Shareholder	Interest of Share Capital in %	Interest of Share Capital in ths. EUR
Deutsche Telekom AG	51%	440,698
Ministry of the Economy of the Slovak Republic.	34%	293,798
National Property Fund of the Slovak Republic	15%	129,617

### [2.2] [2.5] [2.7] Market:

Customers benefit from the advantages of fixed and mobile telecommunications network, covering almost the whole of Slovakia's territory. Slovak Telekom is the largest telecom operator and broadband internet provider in the country and the only operator to provide internet access over four high-speed data transmission technologies. Customers may use roaming services in mobile operators' networks around the globe. The Company is deemed to be the leader in providing telecommunications services in the most demanding segment of business customers, both in scope and quality of services. Slovak Telekom's product and service portfolio also targets residential customers, including children and the youth, for whom special protection tools in mobile handsets or in the digital Magio television are created. The Company offers services and products suitable for senior citizens, too (special mobile handset, favourable Magio internet programmes Turbo 2 Mini, Turbo 2 Mini Solo (without a fixed line) and Optik 2 Mini) or for the hearing-impaired clients (the hearing impaired monthly Rateplan 'Paušál pre Nepočujúcich' and a discounted mobile internet for the hearing-impaired 'Mobilný internet pre Nepočujúcich').

**[**4.14] [4.15] List of stakeholder groups involved in cooperation with the Company: Stakeholder definition and prioritization derive from an analysis of the Company's business activity and definition of impact, opportunities and potential risks. Priority stakeholders involve customers, employees and trade unions, vendors, living environment, shareholders, and the public and non-profit sectors. Their expectations, problems and feedback to the Company's activity are mapped in a dialogue with every stakeholder. **[**4.17] Dialogue forms are varied and these are used with regard to its efficiency with a specific group (further details available in individual chapters). Because of the integration, stakeholders with the highest priority in 2010 were employees and customers.

**[2.8] Total employees as of 31 December 2010** (i. e. not including leased staff and part-timers): **4,650** 

**Financial performance** (involves only Slovak Telekom excluding subsidiaries). Separate Financial Statements prepared in accordance with International Financial Reporting Standards (IFRS) for the year ended 31 December 2010.

• Revenue: EUR 669,468 thousand.

• Total equity and liabilities: EUR 2,029,146 thousand, of which equity is EUR 1,667,070 thousand and liabilities are EUR 362,076 thousand.

### EC1]

Indicator (KPI)	in ths. EUR
Revenue	669,468
Other operating income and financial income	228,763
Operating costs	(592,125)
- of which: Staff costs	(120,033)
- Depreciation, amortisation and impairment losses	(178,891)
- Taxes (excluding income tax) and duties	(915)
- Donations	(22)
Financial expense	(1,402)
Current tax	(25,006)
Deferred tax	6,416

In 2010 Slovak Telekom paid dividends in amount of EUR 132,933 thousand.

**[EC4]** In 2010, Slovak Telekom received no financial assistance from the state (tax relief, subsidies, investment grants, financial stimuli, etc.).

**[EC8]** Through the products and services offered and via corporate philanthropy tools, Slovak Telekom invests into the society where it operates and participates in its development. Such investments into the public and non-profit sectors and into services developing Slovakia's information and communication infrastructure are represented for instance by the provision of public voice services, increasing 3G penetration (covering the population by 3G network has increased to 42% in 2010), internet access provision, investments into normalisation of the society by means of the Endowment Funds Slovak Telekom, provision of telecommunications services to several non-profit organisations at favourable conditions, free operation and telecommunications arrangements for the Mountain Rescue emergency help line 18 300, providing numbers Linka pre budúcnosť (Line for Future), Národná linka na pomoc obetiam obchodovania s ľuďmi (National Hotline for Victims of Human Trafficking) free of charge and providing technology equipment for public fundraising (proceeds from telecommunications fundraising campaigns in 2010 exceeded EUR 531,000).

### [4.1] Corporate Governance:

[4.4] The General Assembly is the supreme body of the Company. As a shareholder or business partner in its subsidiaries, Slovak Telekom exercises its rights through participating at annual general assemblies, or exercises the authority of the general assembly in companies where it is the sole shareholder/partner. Shareholders submit their proposals at the general assemblies. Annual Report and annual financial statements are also approved at the general assemblies which are held at least once a year.

The Board of Directors has 7 members and is the Company's statutory body authorised to act on behalf of the Company in all matters and represent it visà-vis third parties. The Board of Directors strategically governs the activity of the Company and decides on all Company matters, unless these are reserved by legal regulations or the articles of association to be the authority of other Company bodies, or unless delegated by the Board of Directors to other bodies. The Board of Directors appoints the Company's Executive Management Board and delegates the necessary powers. Meetings of the Board of Directors, in which all shareholders are represented, are held at least six times a year. [] [4.2] The Chairman of the Board of Directors is at the same time the Company's general director.

[4.6] To avoid conflict of interests, under Art. 8 Clause 16 and 17 of the Company's Articles of Association, a board member must not conclude transactions in their own name, which transactions relate to the scope of business, act as an intermediary for other persons for business transactions, take part in the business of another entity as a partner with unlimited liability, be a Supervisory Board and act as a statutory body or member of a statutory body

or another corporate body of another legal entity with a similar scope of business, save for a legal entity in which business of Slovak Telekom is involved.

[4.3] **The Supervisory Board** is a controlling body of the Company, which consists of 9 members and represents all Company shareholders as well as employee representatives. It oversees the Board of Directors in its exercise of powers and the conduct of the Company's business activities. Supervisory Board meetings are held at least once in a quarter.

The **Executive Management Board** of Slovak Telekom has 6 members and is responsible for the running of the Company in accordance with the decisions of the Board of Directors. It approves strategic and procedural affairs of individual units. It meets on a weekly basis; at its sessions it approves proposals submitted by senior managers responsible for individual areas. Members of the Executive Management Board report on their activity to the Board of Directors. The Executive Management Board approves the Corporate Responsibility Strategy on an annual basis.

[4.4] [4.16] The Executive Management Board meets employees in management and non-management positions at informal events titled Roadshows, where employees are offered space for discussion. Social dialogue with the Company concerning adherence to the collective labour agreement and employees' rights is maintained by the Slovenský odborový zväz pôšt a telekomunikácií (Slovak Trade Union of Posts and Telecommunications) and Odborový zväz Telekom (Telekom Trade Union), which represent Slovak Telekom, a. s. employees. In 2010, the main economic and social topics in such dialogues concerned integration and its impact on the employees and the Company's operation.

**[HR5]** In 2010, none of the Company's activities were identified that might endanger rights of freely organising and collective bargaining.

[4.7] [4.9] Biographical data available at www.slovaktelekom.sk in section O nás (About Us) contain information about professional competencies of the Executive Management Board members in the telecommunications sector, as well as information about their practical experience, which guarantee effective Company management in line with the Slovak Telekom strategy in the economic, environmental and social areas.

To keep the corporate bodies always informed, on monthly basis they receive reports about Company and how objectives are achieved, the Annual Report, plus consolidated and individual financial statements, and a Corporate Responsibility Report. The Environmental Report is submitted to the corporate bodies once a year.

Regularly every two years, employees take part in a large Deutsche Telekom Group employee satisfaction survey, participate in the HR Customer Satisfaction survey of the Deutsche Telekom Group annually, and a Mood Check survey is held on a regular basis, too. This is a survey checking the in-house mood in the Company, finding out about overall satisfaction with the work of the Human Resources Unit and the management. The results are reported to the Executive Management Board for review.

### Organization structure:

- The Unit reporting to Chief Executive Officer provides internal audit, corporate development, corporate communication, corporate affairs, and strategy and process management services.
- The Marketing Unit encompasses the management of the consumer segment, the business segment, product management, marketing information and analyses, marketing communication, customer development and retention, and content and premium service management.
- The Sales and Customer Care Unit manages services provided to customers, key account sales, sales to corporate clients, retail network sales, sales channels strategy and planning, alternative channel management and sales support.

- The Network and IT Unit deals with technology strategy, architecture and financial management, fixed and mobile network services and technologies, information and business technologies, and providing ICT services provision and operating security.
- The Finance Unit involves controlling, procurement, customer financial relationship management, shared services, and reporting and accounting procedures, as well as treasury and tax department.
- The Human Resources Unit is responsible for HR services, processes and organisation, employee training and development, compensation and benefits system, employee relations and occupational safety.

[4.5] The Company has developed a comprehensive system for setting and evaluation of goals, which consist of several components and cover the organisation's key areas. The goal set-up and evaluation system derives from the companywide integrated planning process. Corporate goals are its core component and are integrated in objectives on all management levels within the organisation. Individual goals, specific to individual functional areas, are directly linked to the corporate goals. The individual goals cover principal areas of the business, as well as specific areas facilitating sustainable development over the long run. [4.10] Evaluation and compensations derive right from the Company's total performance for all managerial levels and are mutually linked. The Executive Management Board regularly discusses corporate performance and evaluates the total performance quarterly. The evaluated performance is subsequently submitted for discussion to a compensation body, i.e. a Compensation Committee. The Compensation Committee is also in charge of performance evaluation for the Executive Management Board; it puts forward suggestions and approves compensation evaluated against the goals defined for the period under review.

## [4.12] [4.13] Slovak Telekom has been an active member of the following 24 Slovak organisations:

 Slovenská obchodná a priemyselná komora – SOPK (Slovak Chamber of Commerce and Industry) (since 1997)

- Americká obchodná komora v Slovenskej republike (American Chamber of Commerce in the Slovak Republic) (since 2001)
- Slovensko-nemecká obchodná a priemyselná komora (Slovak-German Chamber of Commerce and Industry) (since 2004)
- Republiková únia zamestnávateľov RÚZ (National Union of Employers) (since 2007)
- Podnikateľská aliancia Slovenska PAS (Business Alliance of Slovakia) (since 2001)
- Fórum pre komunikačné technológie CTF (Communications Technologies Forum) (since 1997)
- IT Asociácia Slovenska ITAS (IT Association of Slovakia) (since 2003)
- Slovenská asociácia pre káblové telekomunikácie SAKT (Slovak Association for Cable Communications) (since 2005)
- Slovenská asociácia pre elektronický obchod SAEC (Slovak Association of Electronic Commerce) (since 2003)
- Fórum kreatívneho priemyslu CIF (Creative Industry Forum) (since 2008)
- Inštitút pre elektronickú zdravotnú dokumentáciu Prorec (Institute for Electronic Healthcare Records) (since 2008)
- Partnerstvá pre prosperitu PPP (Partnerships for Prosperity) (since 1 December 2010)
- Klub firemných darcov (Corporate Donors Club) (since 2007)
- Business Leaders Forum BLF (since 2004)
- HN klub (HN Club) (since 2006)
- Medzinárodný klub SR (International Club of SR) (since 1995)
- Slovenská asociácia finančníkov (Slovak Association of Finance and Treasury) (since 1997)
- Združenie pre riadenie a rozvoj ľudských zdrojov (Slovak Association for Human Resources Management and Development) (since 1998)
- HR Open Forum (since 2003)
- Slovenská asociácia BOZP a OPP (Slovak Association for Health Protection and Safety at Work and Fire Protection) (since 1 January 2011)
- Asociácia pre prenositeľnosť čísla (Number Portability Association) (since 2005)
- Spoločnosť pre projektové riadenie (Project Management Association of Slovakia) (since 2002)

- Rada pre reklamu RPR: Etický kódex reklamnej praxe (Slovak Advertising Standards Council – Advertising Practice Code of Conduct) (since 1998)
- Slovenská asociácia pre vedomostnú spoločnosť SAKS (Slovak Association for Knowledge Society) (since 2008)

The Company is represented in the International Telecommunications Union (ITU), where it has been a member of the standardisation sector (since 1993). Slovak Telekom is a shareholder in EURESCOM (European Institute for Research and Strategic Studies in Telecommunications; since 1993) and a member of the following organisations:

- ETNO (European Telecommunications Network Operators Association) (since 1993) Slovak Telekom is a signatory of the ETNO Sustainability Charter, under which it has committed to promote a long-term sustainable development strategy, in particular protecting the living environment, social progress and economic growth
- ETIS (E- and Telecommunications Information Services) (since 1994)
- ETSI (European Telecommunications Standards Institute) (since 1996)
- GSM Association Europe (through Deutsche Telekom)
- FreeMove Alliance (through Deutsche Telekom)

The above organisations' bylaws are at the same time codices, also impacting the objectives of Slovak Telekom. One of the Company's major priorities is to act transparently, in compliance with the law and the Slovak and EU regulatory frameworks. Slovak Telekom adheres with due care to obligations ensuing from the specific regulation concerning all businesses on the electronic communications market, supports open and full competition and subscribes to correct relation-ships vis-à-vis competitors, customers and suppliers.

Slovak Telekom is one the founding members of an informal association titled Business Leaders Forum (since 2004). By signing Memorandum o spoločenskej zodpovednosti firiem (Corporate Responsibility Memorandum) the Company declared its interest to voluntarily integrate a set of principles taking into account social, ethical and environmental aspects of business into its corporate strategy and also to inspire other companies operating in Slovakia to corporate responsible business. From 2007 onwards, the Company has been a member of **Klub firemných darcov (Corporate Donors Club)**, a prestigious association of companies active in business in the Slovak Republic and involved in corporate philanthropy.

### Compliance with internal regulations and laws:

**[SO4] [SO2]** In line with the Group's methodology, Slovak Telekom annually assesses compliance risks within the Company. The risk of corruption – active and passive – is part of such assessment. The Company follows the Directive on Anti-corruption Measures, which defines employees' duties in respect of third parties in order to intensify business relationships transparently, and it regularly evaluates its business units in terms of corruption risks and fraudulent conduct towards third parties. No such case has been reported to date. An obvious part of monitoring such behaviour is the Ethics Line. This is a vehicle where employees or third parties may report cases suspicious of fraudulent and corrupt conduct. If such a case falls in the category of "ethical motions", it is dealt with by the Ethics Committee composed of employees – a representative of the Compliance Office, and representatives of HR, security and the Corporate Communication Section. If there is a suspicion of fraud, such case is investigated by security employees; if there is a conflict of interest, it is investigated by an appointed working commission.

# Executive Management Board of Slovak Telekom



## Ing. Miroslav Majoroš

Chairman of the Board of Directors and President (until 30 June 2010) Chairman of the Board of Directors and Chief Executive Officer (as of 1 July 2010)



### Mgr. Petra Berecová

Executive Vice-President for Human Resources (as at 30 June 2010) Chief Human Resources Officer (as of 1 July 2010)



**Dipl. Ing. Rüdiger J. Schulz** Senior Executive Vice-President for Marketing, Sales and Technology/ COO (until 30 June 2010) Chief Operating Officer Network and IT (as of 1 July 2010)



## Ing. Milan Vašina

Chief Executive Officer of T-Mobile Slovensko (until 30 June 2010) Executive Director for Marketing, Sales and Customer Services (from 1 July 2010 to 31 December 2010)



Szabolcs Gáborjáni-Szabó, CFA Member of the Board of Directors and Senior Executive Vice-President for Finance (until 30 June 2010) Member of the Board of Directors (from 1 July 2010 to 28 April 2011) and Chief Finance Officer (from 1 July 2010 until 31 March 2011)



**Ing. Dušan Švalek** Chief Marketing Officer (as of 1 January 2011)



**Ing. Igor Matejov** Chief Sales and Customer Service Officer (as of 1 January 2011)



Dr. Robert Hauber Chief Financial Officer (as of 1 April 2011) and Member of the Board of Directors (as of 28 April 2011)



Ing. Pavol Kukura, PhD. Executive Vice-President for Strategy and Regulatory Affairs/CSRO (until 30 June 2010)

# Board of Directors of Slovak Telekom

- Ing. Miroslav Majoroš Chairman
- Ing. Martin Mác Vice-Chairman (since 2 December 2010)
- Szabolcs Gáborjáni-Szabó Member (until 28 April 2011)
- Dr. Robert Hauber Member (since 28 April 2011)
- Albert Pott Member (since 27 April 2010)
- Dr. Ralph Rentschler Member
- Ing. Róbert Sándor Member (since 2 December 2010)
- Ing. Miloš Šujanský, M.B.A. Member (since 17 June 2010)

## Other Members of the Board of Directors in 2010:

- Ing. Jaroslav Volf Vice-Chairman (until 17 June 2010)
- Ing. Juraj Beňo Vice-Chairman (from 17 June 2010 to 2 December 2010)
- Dr. Lutz Schade Member (until 27 April 2010)
- Ing. Ivan Doletina Member (until 17 June 2010)
- Ing. Vladimír Zeman Member (until 17 June 2010)
- prof. Ing. Liberios Vokorokos, PhD. Member (from 17 June 2010 to 2 December 2010)

# Supervisory Board of Slovak Telekom

- Andreas Hesse Chairman (since 27 April 2010)
- Ing. Katarína Lešková Vice-Chairman (since 2 December 2010)
- Cornelia Elisabeth Sonntag Member (since 27 April 2010)
- Dr. Hans-Peter Schultz Member (since 27 April 2010)
- Ing. Miroslav Galamboš Member (since 2 December 2010)
- Ing. Jan Vozár Member (since 2 December 2010)
- Ing. Július Maličký Member
- Milan Brlej Member
- Ing. Ján Hláčik Member

# Other Members of the Supervisory Board in 2010:

- Wolfgang Hauptmann Chairman (until 27 April 2010)
- Pavol Dlhoš Vice-Chairman (until 17 June 2010)
- Ing. Slávka Jánošíková Vice-Chairman (from 17 June 2010 to 2 December 2010)
- Dr. Albert Matheis Member (until 27 April 2010)
- Norbert Schmidt Member (until 27 April 2010)
- Ing. Jiřina Perényiová Member (until 17 June 2010)
- Ing. Anton Štefko Member (until 17 June 2010)
- Ing. Vincent Straka Member (from 17 June 2010 to 2 December 2010)
- Ing. Jaroslav Volf Member (from 17 June 2010 to 2 December 2010)

# 2011 Objectives and

### Environment

- Carrying out current status analysis, defining measures and setting for the key indicators and objectives in energy and CO2 emission consumption reduction for the upcoming period (2012 – 2015).
- Replacing R22 coolant in at least 55 devices.
- Removing two diesel tanks and implementing measures focused on enhancement of security of engine generators.
- Improving security against hazardous substances leakage in at least one facility.
- Continuing activities focused on removing unused, underground telecommunications cables and arranging for their recycling, leading to re-utilisation of 980 t of unused cables.
- Creating conditions for recycling of at least one municipal waste component for 85% of the Company's employees.
- Re-certifying the environmental management system EN ISO 14001: 2004.

## **Employees**

- Continuing creation of a new common corporate culture.
- Providing special care of employees affected by the consequences of organisational changes in the Company ("exit management").
- Planning and implementing career development focused on key employees.
- Preparing draft Collective Labour Agreement for 2012.
- Continuing employee educational and development activities.
- Bringing the alignment of the remuneration and benefit system to a close.
- Launching a plan focused on employee health.
- Implementing the occupational health protection and safety system (Slovak abbreviation: BOZP) in compliance with OHSAS 18001.
- Continuing co-operation with schools and students (Telekom Day 2011 Conference, Diploma Thesis, SOŠ (Slovak abbreviation for Secondary Technical Schools) co-operation and conference, professional internships, and the like).

- Enhancing employee motivation and announcing another year of employee recognition: Service Hero and Best Performer Award.
- Continuing employee satisfaction research.
- Introducing a new Code of Conduct.
- Assessing compliance risks within the Company.
- Ensuring further alignment with legal framework and Code of Conduct in customer contact.
- Educating new hires and newly appointed managers who work in areas subject to corruption pressures.
- Creating new applications and aligning electronic HR tools to make work in selected processes more effective.

## Customers

- Beginning implementation of integrated system for fixed and mobile line businesses in the customer care area.
- Unifying customer telephone numbers of fixed and mobile services customers.
- Rolling out an on-line channel aimed at bringing customers possibilities to solve requirements via the internet.
- Developing new customer satisfaction measurement methods to increase customer satisfaction.
- Continued achieving of above-standard TRIM\* index values within the Deutsche Telekom Group.
- Increasing the number of mobile phones delivered to T-Centres for ecological disposal.
- Expanding the portfolio of green products offered.
- Continuing expansion of the portfolio for special needs groups.
- Continuing to offer children's products with options to activate protection features such as audiotext services and adult content blocking.
- Expanding the base of customers using active electronic billing.

### Suppliers and business partners

- Using CR forms for classification of TOP 100 suppliers.
- Continuing in electronic procurement of vendors and services and in selection of the vendors based on transparent and fair tenders.
- Disseminating the concept of corporate responsibility among Slovak Telekom suppliers.

### Community

- Strengthening involvement of employees in volunteering activities of the Company (used clothing collection, Naše mesto (Our City), Hlavy pomáhajú (Helping Heads), environmental volunteering, blood donation, and Volunteering days).
- Continuing the interconnection between support of the hearing-impaired and the Company's products and services.
- Organising training courses of sign language for sales representatives and the general public.
- Continuing to provide support to hearing-impaired businessmen and announcing the 5th year of the Hladáme ďalší zmysel (Looking for Another Sense-FOR BUSINESS) grant programme.
- Introducing parental lock for fixed and mobile internet services customers, and co-operating with the eSlovensko organisation in enhancing public consciousness on child protection in the Internet.
- Announcing the 6th year of the competition for innovative teachers: Slovak Telekom Award.
- Continuing support for fundraising of non-governmental organisations by providing them fixed-line and mobile collections.
- Within the scope of the Endowment Fund Slovak Telekom with the Intenda Foundation, announcing three grant cycles in the fields of the support for contemporary art, disadvantaged groups, and innovations in education.
- Opening the 8th year of the Employee Grant Programme (emphasising volunteering activities).
- Continuing support for activities performed by children from orphanages.

- Continued monitoring international research focused on EMF influence on the health of the population.
- Disseminating the concept of Slovak Telekom's corporate responsibility.

# 2. Responsibility Towards Community

Community aid at Slovak Telekom is based on Deutsche Telekom's – the parent company – principle of **"Connect unconnected"**. Slovak Telekom uses information and communication facilities to aid activities for mitigating differences between individual communities, to support those with impairments or social disadvantages, or to develop modern education. It also aims at supporting the hearing-impaired, volunteering, and contemporary art.

All projects, activities and partnerships with non-profit organisations supported by the Company are implemented under its Corporate Responsibility Strategy, which is annually put forward by the Corporate Communication Section and approved by the Executive Management Board.

Colleagues from other departments and units (especially internal and external communication, legal, finance, human resources and IT) also take part in community aid projects to assist corporate responsibility specialists from the Corporate Communication Section.

Large companies such as Slovak Telekom are being approached by individuals and organisations on a daily basis, as they seek assistance, support or a sponsor for their project. Slovak Telekom's assistance may be requested via an electronic form available on the Company's website. All applications and projects are assessed based on their match with the strategy for corporate responsibility, sponsorship and planned budget. Some philanthropic activities are executed through corporate endowment funds administered by the Intenda Foundation and the Pontis Foundation; financial resources are distributed by means of grant mechanisms.

The other forms of support focused on community investments and fundraising development for non-profit organisations are carried out directly by Slovak Telekom.

#### In 2010 Slovak Telekom supported the community through:

- grant programmes (for support to those with impairments and the socially disadvantaged, the Hearing-impaired community, contemporary art, access to ICT, and innovation in education, by means of the Endowment Fund Slovak Telekom with the Intenda Foundation and Endowment Fund Slovak Telekom with the Pontis Foundation),
- direct financial resources totalling EUR 139,395 (for promotion of cultural, community and volunteering projects, support to the hearing-impaired, and the Slovak Telekom Award),
- in-kind donations (supporting non-governmental organisations with the Company's products and services),
- mobile and fixed-line fundraising,
- employee volunteering activities (including the employees' own volunteering projects, Naša Bratislava (Our Bratislava) and Naša Žilina (Our Žilina), Deň dobrovoľníctva (Volunteering Day), Hlavy pomáhajú (Helping Heads), clothes and toy collections),
- Iong-term cooperation with non-profit and partner organisations (including Úsmev ako dar (Smile as a Gift), Nadácia pre deti Slovenska (Children of Slovakia Foundation), Veľký Slavkov – Dom na polceste (Veľký Slavkov Halfway House), Horská záchranná služba (Mountain Rescue Service), and Dobrý anjel (Good Angel)).

Thanks to the integration with T-Mobile Slovensko, the portfolio of CR projects and supported areas and corporate philanthropy of Slovak Telekom has widened. Individual projects are mutually complementary, and this helps connect groups of people or organisations on which the aid is focused. The assistance is even more effective owing to shared know-how and established cooperation with various partner organisations and NGOs.

### **Endowment Funds Slovak Telekom**

After the integration of Slovak Telekom and T-Mobile Slovensko in July, both companies' endowment funds have continued their work as efficient tools to put corporate responsibility activities in practice. The Endowment Fund Slovak Telekom with the Intenda Foundation focuses on fostering contemporary art in various regions throughout Slovakia, on promoting innovation in education, and supporting physically or socially challenged groups and individuals. The Endowment Fund Slovak Telekom with the Pontis Foundation finances activities focused on the Hearing-impaired community and employees' community projects. As part of community support, the Foundation has long supported the Halfway House "Dom na polceste – Veľký Slavkov", which provides assistance to young men after their wardship ends.

### Opening the Information World to Everyone for Three Years in a Row

The Endowment Fund Slovak Telekom with the Intenda Foundation supported **56 projects** and **23 individual applicants** in 2010, in the amount of **EUR 227,484.36**. Financial resources were distributed based on assessment by independent specialised committees in four grant cycles, and one call for talented socially-challenged students.

A grant cycle focusing on contemporary art support, for which 147 entities applied, was open in February through March 2010. The committee selected 21 projects from various Slovak regions, which received grants totalling almost EUR 80,000. The supported projects included, among others, the theatre performance Dunaj-dráma, joining professional and homeless actors on the stage for the first time, and the young photographer Šymon Kliman with his Partizáni (Partisans) project, featuring pictures of the Slovak National Uprising heroes.



Preview of the "Painted Bird: Bastard" dance trilogy, a funded contemporary art project.



Thanks to the grant, pupils from the Elementary school in Komárno modernised the school's robotic system and took part in an international contest in robot programming.

In March and April, elementary, secondary and special schools, civic associations and non-profit organisations operating at schools could register to apply for a financial grant aimed at supporting innovation in education. 117 entities showed interest, from which 10 extraordinary innovative projects were selected and given almost EUR 40,000 in total. One of them was the Región pod lupou (The Region Up Close) project, in which children from elementary school in Obyce produced a multimedia CD, to serve as teaching aid for their regional education subject. Pupils from the



Civic association PERSONA and their funded project of integrated learning center for education and social integration of young with disabilities, opened for public.

Elementary school at Pohraničná street in Komárno were offered a chance to succeed in an international robot programming contest, as the school modernised its robotic systems using the granted funds.

Grant cycles aiming at integrating people with impairments and socially disadvantaged people into society using information and communication technologies were opened in April/ May and August/September. Together

25 exceptional projects were given the amount of almost EUR 95,000. The Endowment Fund helped open an information centre for developing social relationships among seniors, a dictionary for hearing-impaired children called "Hovoriace ruky" (Talking Hands), e-learning for sight-impaired youth, and the Plamienok day centre for families mourning over their deceased children.

Within the individual applicant scheme, in 2010 the Fund supported 23 physically or socially challenged talented students aged 14-20, who received contributions to purchase a computer, notebook or internet access. The total amount dedicated to this was almost EUR 13,000.

An overview of all supported projects and activities is available at the Fund's website www.fondst.sk.

### We Understand the Hearing-Impaired

The hearing-impaired represent a significant community, which has been supported by Slovak Telekom for more than eight years. Activities are aimed mainly at integrating these people into society. 2010 introduced new forms of cooperation through which Slovak Telekom let the public know that the hearing-impaired are part of our society. Within the **7. zmysel (7<sup>th</sup> Sense) project**, 7 popular personalities played



Famous people experienced both funny and tense moments with the 7<sup>th</sup> Sense project.

the role of a deaf person and had to cope with 7 various real life situations during 7 days, using only sign language. Slovak Telekom's initiative thus allowed the public to observe, for the whole week, how difficult life is for a person without hearing.

The project's climax was the celebration of **International Day of the Deaf** in a Bratislava shopping mall on 24 September 2010, also featuring the personalities who took part in the 7th Sense project. Together with the Myslím (I am thinking) civic association, the Company commemorated this day with the public through a programme rich in cultural events, presenting both



Mária Čírová singing the song Búrka (Storm) on the International Day of the Deaf, with an interpreter creatively signing in the background.

hearing-impaired performers and some well-known artists. Songs of Miro Jaroš and Mária Čírová were creatively translated into sign language. Fashion models by a hearing-impaired designer were presented by Ivana Surovcová and Kristína Farkašová, among others. Hearing-impaired actors and dancers also performed.

Also in 2010 the Company prepared a free course of sign language basics, where 20 new participants from among the public could learn to communicate with the deaf in various real life situations. Course participants included parents of deaf children, civic association employees, social workers, students, and one hearing-impaired person who could not communicate with friends using sign language. At the beginning, the most difficult thing for them was to get their hands moving. The desire to learn was strong. Slovak Telekom is thus connecting the world of those with and without hearing.

One of the forms to facilitate communication with the hearing-impaired is **sales staff**, **trained in sign language**, who work at Slovak Telekom's shops. In 2010, 33 sales people started to learn sign language, and another 12 who had mastered it before improved their skills in an intermediate course. Sales personnel at Slovak Telekom may communicate with the hearing-impaired using their language at **67 T-Centres**.



At Slovak Telekom, sales staff in 67 T-Centres can communicate with the hearing impaired using their language.

In September the Company launched a new product – Mobilný internet pre Nepočujúcich (Mobile Internet for the hearing-impaired) with a 40% discount. The product adds to the existing Paušál pre Nepočujúcich (Rateplan for the hearing-impaired) offering a large number of text messages (SMS) at a special price.





Beginning businessmen from among the hearing-impaired at the training course Ako začať podnikať (How to Start a Business).

hearing-impaired citizens in setting up their own business, where they can fully apply their talents. In 2010 the Company organised the third annual grant programme Hľadáme ďalší zmysel - PRE PODNIKANIE (Looking for Another Sense - FOR BUSINESS), financed from the Endowment Fund Slovak Telekom with the Pontis Foundation in the total amount of EUR 52,929. Direct support to the hearing-impaired in the form of financial contributions to start business came to EUR 33.173. The rest was used to train the hearing-impaired in business skills. The one-week course Ako začať podnikať (How to Start a Business) presented with interpretation in Nový Smokovec in February 2010 was attended by 13 selected hearing-impaired. The goal of this training was to inform the hearing-impaired about economic and legal aspects of starting up a business, and the procedure for how to proceed in developing their business and marketing plans. Upon finishing the course participants received a certificate that they completed training accredited by the Slovak Ministry of Education, also enabling them to apply for grants to start their business at offices of labour, social affairs and family. Towards the end, 11 hearing-impaired successfully presented their business plans before the evaluation committee and received support of up to EUR 3.200 to start the business. Again, business plans were varied, including hair-dressing, carpentry, photography and construction work. The

grant programme How to Start a Business has helped a total of 40 business people to run a successful business in the long term. Information on the grant programme is available at www.nepocujucipodnikatelia.sk.

Slovak Telekom in 2010 also organised marketing skills training for those who are without hearing and already doing business. Lectures were selected based on direct requests from the hearing-impaired, who were mostly interested in presenting their business via the Internet and social networks. Martin Štrba, Internet Sales Division Manager from the largest Internet bookshop Martinus.sk, and the successful children's photographer Katarína Rogelová-Husenicová, were among the lecturers to advise businessmen on how to survive in fierce competition.

### **Employees' Free Time Well Spent**

Corporate volunteering at Slovak Telekom saw two new activities. It became one of the first companies in Slovakia to motivate its employees not only to donate blood but also **to join the Slovak National Bone Marrow Donors Registry**. The project, entitled **Malý veľký dar (Little Great Gift)**, was organised twice, during working hours of employees. A total of **87 people** took part and donated **36.5 litres of blood**. 28 complied with requirements for registration with the Slovak National Bone Marrow Donors Registry. Planting **600 young spruce trees** in the devastated Tatras area while assisted by forest rangers from the state forestry Štátne lesy TANAP (State Forest) was also a success. Furthermore, employees took part in collections of clothing, medical equipment, books and toys for children; in the Hlavy pomáhajú (Helping Heads) programme to help various organizations through skills and knowledge and in the events Naša Bratislava (Our Bratislava), Naša Žilina (Our Žilina) and Deň dobrovoľníctva (Volunteering Day), whose goal is to involve employees from different companies in volunteering activities.

Through the Endowment Fund Slovak Telekom with the Pontis Foundation, the Company also promotes getting employees engaged in the community's benefit: using **the employee grant programme Pomáhame komunite (We Help the Community)**. Employees recommended a total of 117 projects from across



Malý veľký dar (Little Great Gift): special blood donation.

Slovakia. In the 7<sup>th</sup> year of the programme, a committee comprising experts from various areas of the non-profit sector assigned grants resources totalling **EUR 100,000** to **86 projects**.

Three volunteering activities were devised by employees themselves. These were financially supported by **EUR 1,500** in total, under **the Employee Volunteering Project programme**. Volunteers engaged in refurbishing and making cosier the premises of the Social Service Home (DSS) Hrabiny and its surroundings. Others got involved in preparations for a St Nicolaus event for children and adults frequenting a specialised treatment facility for autistic people in Žilina-Bánová, and the last project concerned working with drug addicts and their relatives in and around the town of Poprad.

Altogether, **262 employees** joined volunteering activities, of which 150 employees participated in their free time.

Employees also joined in-house fundraising campaigns, collecting a total of **EUR 9,580** to help people in earthquake-affected Haiti in January, a summer camp for children from flood-afflicted areas in June, and for the purposes of Hodina detom (Hour for Children) and Maurícius, an orphanage for hearing-impaired children.

### Help to Flood-Afflicted Slovakia

In June, Slovakia was hit by devastating floods. Slovak Telekom decided to help mitigate the flood impact in several ways: replacing the damaged equipment of people living in the affected areas, such as fixed line equipment, set-top-boxes, and routers; forgiving two months' fees; and giving customers extra credit for their prepaid cards. Endowment Funds Slovak Telekom donated EUR 30,000 to aid flood victims, and employee fundraising collected more than EUR 4,500 for a summer camp for children from the flooded areas.



Employees talking about floods and their will to help.

### Promoting Donations through Telecommunications Fundraising

Slovak Telekom utilises communications technologies and know-how **to develop a donors' culture** in Slovakia. It endeavours to appeal to and motivate its customers to help and contribute financially to specified public fundraising campaigns. The Company selects its partners carefully and checks if the money reaches the subject to whom it was donated. It oversees the campaigns' transparent execution, and compliance with legislation. Fundraising campaigns are operated free of charge, and 100 percent of the collected resources are always distributed to the beneficiary. In 2010 the Company organised **14 mobile fundraising campaigns and 34 campaigns via the DMS system** (Donor text messages), collecting over EUR 350,000. The Company continued operating **3 free-of-charge numbers serving the public** – Národná linka pomoci obetiam obchodovania s luďmi (National Hotline for Victims of Human Trafficking), Národná linka pomoci obetiam domáceho a sociálneho násilia (National Hotline for Victims of Domestic and Social Violence) and Linka pre budúcnosť (Line for the Future).

Dobrý anjel (Good Angel), helping families with a seriously ill child or parent, is another telecommunication campaign advertised by Slovak Telekom among its clients in May, with the announcing of May as the month of Dobrý anjel at T-Centres. Sales staff wore a Dobrý anjel badge and informed customers about a new option for direct monthly contributions to the Dobrý anjel system, which could be activated along with service activation at a T-Centre. The objective was to promote donor awareness, and link the Company's services to doing good. In October, Slovak Telekom followed up on this activity and expanded customers' options to include MAX klub points as an optional contribution to Dobrý anjel.

### **Supporting Modern Forms of Education**

As of September 2010, teachers from kindergartens, elementary, secondary and special schools enrolled their projects on how to use information and communications technologies in teaching, into the 5th annual **Slovak Telekom Award** competition. **161 projects applied** to compete for interesting financial awards, with 121 participants taking part in the contest for the first time. Scope of ICT use, attractiveness for

pupils, and both the practical and timeless aspects of the applied tools and methods were evaluated. The commission comprised 12 academics, who – this year for the first time – also considered the projects' presentations by finalists. Presentations were followed by mutual discussion and experience sharing with teachers. The fifth year saw several innovations. A third of all teachers and project presentations in the competition made use of video; and a campaign was launched to draw attention to the need for making modern technologies part of the teaching process. The Slovak Telekom Award team visited the three last year's winners together with celebrities from the region, to show the public how the winning projects are put in practice. So, instrumentalist Marián Čekovský met in downtown Košice with Roma children from a special elementary school in Hrčel. The actor Jozef Vajda visited elementary school pupils in Bytča, where the children were discovering the town's cultural heritage. And Kuly (a rock singer) joined students for a geography lesson at the Piaristist grammar school in Nitra, creating electronic maps.



Kuly at a desk, producing electronic maps during a geography lesson.

Slovak Telekom has supported the development of informatisation at schools for several years. The Slovak Telekom Award competition aims at public promotion and recognition of those teachers and educators who endeavour to modernise the teaching process and continue trying to inspire pupils to apply modern technologies when learning.

Slovak Telekom Award winners received their prizes at a ceremony held in Bratislava on 2 December. Those with the best works in each category received **EUR 1,400 for first prize, EUR 900 for second** and **EUR 550 for third**, respectively. Moreover, first place winners in each category were awarded an extra **EUR 1,400 for their schools.** The possibility to make their methods visible was also recognition for all the teachers. The projects entered became part of the virtual library available at www.cenast.sk, to serve as inspiration for other teachers. After this fifth year, the virtual library now features **more than 800** works and projects.



Slovak Telekom Award Ceremony with the Partička comedy group.

### **Cooperation with Schools and Students**

The education portal www.edunit.sk, designed for secondary school teachers focused on the telecommunications industry, fosters collaboration with teachers and educators. Dozens of lectures and presentations on technical topics, prepared by Slovak Telekom's specialists, are available from the portal. Schools may download and use them as practical and comprehensive study material. Teachers themselves may contribute their own materials and ideas to the portal.

A technical conference for teachers and administrators of secondary schools in telecommunications is held annually under the title **New Trends in Telecommunications**. The third conference was held in September 2010.

For university students, Slovak Telekom organised **the sixth annual students' technical conference Telekom Day**. The principal topic was technology integration. Eighty students from Slovak colleges and several from a sister university in Leipzig had the chance to learn about innovations in the telecom sector directly from Slovak Telekom specialists. The Company thus in this way gave students the opportunity to add practical information to their knowledge acquired at the university. The conference presents a platform for networking with the Company's experts with respect to working on a diploma thesis and gives opportunities to present one's capabilities when resolving case studies and perhaps arrange for a future job position.

Slovak Telekom offers young people a chance to work part-time and get practical working experience even before completing their studies. Full-time students may carry out such graduate practice in the field of information technologies, telecommunications infrastructure, human resources, marketing, finance and strategy. As part of long-term student support, Slovak Telekom accepts applications from university students for a diploma thesis consultant, and secondary school pupils may participate in specialised lectures or direct excursions to the Company's technology facilities.

### [PR6] Child Protection on the Internet

Today, mobile handsets and the internet have become children's "toys". Their utilisation, however, poses certain risks, which children and youth may not be aware of all the time. **[14.8]** Slovak Telekom with its T-Mobile brand is **one of signatories** of the Národný kódex bezpečného používania mobilných služieb (National Code of Safe Mobile Service Use) and also actively implements measures defined in the European Framework for Safer Mobile Use by Younger Teenagers and Children. The Company is a sponsor of the Zodpovedne sk project, whose goal is to provide consulting and raise awareness among children (through the educational stories at www.ovce.sk) and adults on responsible use of internet and mobile communication. Slovak Telekom automatically blocks all pages with illegal content to all mobile internet users, and offers the option also to block mobile access to paid adult services. Reporting child pornography on the internet via a web form available on the Company's website has also been enabled. Slovak Telekom deems prevention, parent-to-child contact to explain internet dangers, and of course education of children at schools, to be the most crucial in this respect. In 2010 the Company participated in developing a brochure on safe internet use for teachers, as a teaching aid.



Preview of the website OVCE.sk.

### Long-term Partnerships

Slovak Telekom continued collaborating with the **Theatre Aréna** in 2010, and under the T-Com brand it became a general partner for the performances S brokovnicou na manžela (A Shotgun for My Husband) and Arzenik a staré dámy (Arsenic and Old Ladies).



Emil Horváth and others in the performance Arsenic and Old Ladies at Theatre Aréna.

In sports, the 2009 platinum partnership of T-Com brand and Slovak Football Association and the Slovak National Team continued. In 2010 support to the Mountain Rescue Service entered its twelfth year, taking care of hikers' safety, and support also continued for the non-profit organisations Úsmev ako dar (Smile as a Gift), Nadácia pre deti Slovenska – Hodina deťom (Children of Slovakia Foundation – Hour for Children) and the Halfway House Domov na polceste Veľký Slavkov. Slovak Telekom opened a new computer room for health-impaired children in the Social Services Home (DSS) at Hrabiny, Nová Baňa, with two live "mice" at the ceremony to symbolise the connection of the virtual and real worlds. The expanded and barrier-free classroom will enable children with impairments to get together at one place and let them adapt to working on a common task with others, and at the same time offer space for making new friends. The classroom is also open to use by parents of those clients who have limited Internet access.



Ceremony to open PC classroom for health-impaired children at DSS Hrabiny at Nová Baňa, with two live "mice" to illustrate connecting the virtual world to the real world.

### Magio beach

In 2010 Slovak Telekom organised **the fourth year** of a unique Bratislava project titled **Magio beach**. It was open from 25 May till 1 September 2010. There were **143,000 visitors**, who found a true summertime atmosphere reminiscent of Californian beaches, almost in the capital's very centre and ranging over 25,300 square meters. A children's playground was part of the beach, with its 12 play items and a smaller playground for the youngest kids. There were also three beach volleyball courts and one beach football field. Badminton, table tennis and darts were popular among the visitors, too. 400 deckchairs, 680 seats in two bars and reading corner. Magio internet guaranteed constant information access to all beach visitors via free Wi-Fi connection.



143,000 visitors relaxed on the Magio beach in 2010.

Football was the beach's dominating spirit, and thanks to Magio digital television, the beach became a popular place to watch matches during the World Cup, especially those played by the Slovak National Team. Football also brought together children from orphanages, celebrities, sportsmen and sports reporters in **the exhibition match Futbal spája (Football Connects)**, held on the Magio beach on the very last day of school. It was another of the philanthropic activities of Slovak Telekom in support of the Spoločnosť priateľov detí z detských domovov Úsmev ako dar (Smile as a Gift) over more than 10 years. The match kicked off public fundraising, with Slovak Telekom as its first contributor. The match was broadcast live on TV screens located around the Magio beach, evoking the atmosphere of football's World Cup.



Exhibition match Futbal spája (Football Connects) brought together children from orphanages and celebrities, and kicked off a public fundraising campaign for children orphanages.

### Sharing Experience on Corporate Responsibility

In 2010 Slovak Telekom sponsored multiple conferences, such as HNClub on philanthropy and Fórum firemnej filantropie (Corporate Philanthropy Forum). Conference participants shared experience from implementing philanthropic projects and on their contributions – as businesses – to building up a strong and sustainable society.

# **Corporate Philanthropy Milestones**

### January

• **SOS Haiti:** The Endowment Fund Slovak Telekom donated EUR 10,000 to aid those affected by the Haiti earthquakes, and EUR 2,506 was collected by employees.

### February

- Via Bona 2009: Award won for functioning responsibly in terms of corporate responsibility, for the Rateplan for the deaf. Another award was won for innovative social inclusion in the matter of ongoing influence on people who are deaf and hearing-impaired.
- Training for future entrepreneurs among the deaf: 13 individuals with hearing impairments participated in the course How to Start a Business for future entrepreneurs among the deaf, held at Nový Smokovec.

### March

- **Protecting children:** Preparation of a brochure for internet-related child protection, as a teaching aid for educators, in cooperation with the e-Slovensko organisation.
- Hearing-impaired entrepreneurs launch their businesses: 11 individuals who completed the course How to Start a Business for future entrepreneurs in the Tatras successfully defended their business plan for grants to launch their business, for up to EUR 3,320, in the 3rd grant cycle of the program Hladáme d'alší zmysel – PRE PODNIKANIE (Looking for Another Sense – FOR BUSINESS).

## April

- Employee volunteering: Collection of clothes, health aids, books and toys for children.
- Sign language training for sales staff: 48 employees of T-Centres learned the basics of sign language.
- Green telephone included in mobile phone offer as a part of responsibility towards environment: Sony Ericsson Elm which is environmentally friendly because it is made from recycled materials and does not contain any dangerous chemicals.

## May

- Presentation of the fifth Corporate Responsibility Report: This report included information on the Company's Endowment Fund's functioning and on successful projects and approaches in the various areas of corporate responsibility.
- Good Angel Month at T-Centres: Sales staff wear Dobrý anjel (Good Angel) buttons, informing customers of a new option to activate regular monthly contributions to the Dobrý anjel system when activating services in T-Centres, and of the chance to help sick children in this way.
- For a cultured society: As part of the 9th grant cycle of Endowment Fund Slovak Telekom with the Intenda Foundation, 21 contemporary art projects from various regions in Slovakia were supported, with a total amount of almost EUR 80,000.

### June – July

- Malý veľký dar (Little Great Gift): Slovak Telekom introduced the Malý veľký dar project at its own initiative. It motivates employees to both donate blood and enlarge the Slovak National Bone Marrow.
- Football Connects: Noted personalities played a non-traditional exhibition beach football match at Magio beach with children from orphanages in Holíč and Zlatovce. At the same time, the public collection Úsmev ako dar (Smile as a Gift) was launched to support orphanage children, with the first contribution coming from Slovak Telekom.
- Employees at Naša Bratislava (Our Bratislava): Apart from their own Malý veľký dar activity, employees joined in other associated activities, such as Behpre život (Run for Life) and helping in social service homes and the Sloboda zvierat (Freedom of animals) animal shelter.
- Innovation in education: 10 projects were supported as part of the 10th grant cycle of Endowment Fund Slovak Telekom with the Intenda Foundation, in the total amount of almost EUR 40,000. These projects are bringing modern forms of

instruction to the educational system, using information and communications technology.

- Flooding: Free of charge, in the affected areas we exchanged customers' damaged fixed-line, set-top-box, and router equipment, excused two monthly payments for services, and added credit to prepaid cards. Endowment Fund Slovak Telekom donated EUR 30,000 to aid flooding victims, and an employee collection donated EUR 4,542 for a camp for children who lost their homes in the flooding.
- Modern technology helping: As part of its 11th grant cycle, Endowment Fund Slovak Telekom with the Intenda Foundation supported young people who are physically, mentally and sensorially disadvantaged, with a total amount of nearly EUR 45,000. The 11 projects supported, utilising information/communication technology, include the Hovoriace ruky (Talking Hands) dictionary for children who are deaf, E-learning for those with visual impairments, and the Plamienok day centre.

### August

 A new forest in the High Tatras as a part of responsibility towards the environment: Slovak Telekom employees volunteered to plant 600 spruce seedlings in the damaged Tatranské Zruby area, under supervision of TANAP State Forest foresters.

### September

- Special mobile internet price for the deaf: Among its products as part of responsibility towards disabled, Slovak Telekom included a new item for the deaf
   Mobile internet at a special price of 40% off, bringing in 10,000 MB for only EUR 11.99 per month.
- 7th Sense: This successful PR campaign bridged the world of the hearing and the hearing-impaired. 7 well-known personalities joined in, with each having to work through one of 7 life situations while relying only on sign language. The project took place over seven days, culminating in celebrations of the International Day of the Deaf at a shopping centre in Bratislava, for which the Company was the main sponsor.

- Sign language training for the public: 20 individuals participated in this course in the High Tatras, fully funded by Endowment Fund Slovak Telekom with the Pontis Foundation in an effort to bring together the worlds of the hearing and hearing-impaired.
- Employees at Naša Žilina (Our Žilina) and Volunteering Day: In Žilina, regional employees of Slovak Telekom assisted during a day filled with volunteering activities, and all over Slovakia Slovak Telekom volunteers chose places and helped there during Volunteering Day.
- The chance to be a volunteer in one's own way: Through this volunteer-oriented employee grant programme, the Company supported three employees' own projects.
- Mobility Week: The Business Leaders Forum (an association of companies fostering corporate responsibility), and Slovak Telekom as one of its members, supported European Mobility Week, which promotes healthier modes of transport.

### October

- Helping the Community: The Company announced its employee grant program, to support realisation of projects in communities around Slovakia.
- Entrepreneurs with hearing impairments: Participants from the three previous years of the grant program Hladáme ďalší zmysel – PRE PODNIKANIE (Looking for Another Sense – FOR BUSINESS) received training in marketing/communication skills during a weekend course, financed by Endowment Fund Slovak Telekom with the Pontis Foundation.
- Hladáme ďalší zmysel PRE PODNIKANIE: The 4th annual program was opened, focused on supporting education and consulting and also serving to launch specific small businesses of individuals with hearing impairments.
- Chances to join the Good Angels: Slovak Telekom expanded customers' opportunities to contribute to the Dobrý anjel (Good Angel) project by using their club points from the MAX klub loyalty programme.
- There is work at the Shelter house at the halfway point: Endowment Fund Slovak Telekom with the Pontis Foundation provided additional finances to

support the work of young men at Halfway Home Veľký Slavkov, who will have to leave orphanages after the end of their wardship.

### November

- Forum for corporate philanthropy: The Company was the co-organizator of a conference on new trends in philanthropy.
- New PC classroom for children with physical impairments: Slovak Telekom donated a computer classroom to the Social Service Home (DSS) Hrabiny in Nová Baňa. This is to help children with mental, physical and multiple impairments to overcome communication barriers, and to build their computer skills.
- Conference for technical university students: At Telekom Day, the sixth annual expert conference for students in their final years at technical university, students got a unique opportunity to get to know of the latest trends and vision direct from the Company's experts, and to hear lectures focused on the technology and applications that Slovak Telekom uses. This year's main theme was integrating technology.
- Telephone for seniors as a part of responsibility towards disabled: Slovak Telekom became the first to include an offering for a new model of mobile telephone for seniors, Emporia Talk Premium. This model grew out of long years of research on this target group, and thus it features larger buttons, simple controls, louder tones, and a speaker compatible with hearing aids.
- Helping people with social disadvantages: As part of its 12<sup>th</sup> grant cycle, the Endowment Fund Slovak Telekom with the Intenda Foundation, with the purpose of using information and communications technology to improve the chances for a full life for people threatened by social exclusion, supported fourteen projects from all over Slovakia, with the total sum of EUR 50,000.

#### December

 Slovak Telekom honours teachers: For the fifth time, the Company recognised teachers as part of support for developing informatisation. For innovative use of information and communications technology in instruction, 16 teachers from all over Slovakia received financial awards of up to EUR 1,400 for teachers and for schools.

- Fulfilling dreams of talented, disadvantaged students: through financial support totalling almost EUR 13,000 (for the purchase of a new computer, notebook or internet connection), the Endowment Fund Slovak Telekom with the Intenda Foundation enhanced the self-education of 23 young disadvantaged students, helping them to achieve their individual goals and dreams. In total, the Endowment Fund Slovak Telekom with the Intenda Foundation allocated nearly EUR 228,000 in 2010.
- Malý veľký dar (Little Great Gift) continues: The Company decided to repeat the Malý veľký dar activity, with a total of 47 employees participating, donating 18.5 litres of blood. After meeting eligibility requirements, 10 employees signed up with the Slovak National Bone Marrow.
- Hlavy pomáhajú (Helping Heads): In cooperation with the Pontis Foundation, Slovak Telekom took part in the Hlavy pomáhajú programme. Its purpose is to give employees the chance to join in and help using their know-how for a not-profit organization of their choice in their free time.
- Corporate responsibility and people: A survey was conducted, to measure the public's perception of corporate responsibility.
- Collection for children's home residents who are deaf: At the Company's Christmas party, the open collection among employees took in EUR 1,114 for the Maurícius orphanage for the deaf. The Company made an additional donation, and together with the employee collection the children's home received the sum of EUR 1,600.

# 3. Responsibility Towards Customers

At Slovak Telekom customer needs come first. The Company aligns all activities and in-house operations to achieve positive benefits for customers, in terms of approach, care and service quality. By applying responsible business principles, it strives to create customer conditions such that it be perceived as a reliable, innovative and affordable partner. What is crucial is that customers have positive experience with the Company at all contact points; all communications should be as convenient as possible, and customers' requests resolved on the first attempt.



The Company aspires to provide solid quality and reliable services to its customers. Ongoing improvement efforts are highlighted by an EN ISO 9001:2008 guality certificate. The certificate confirms that Slovak Telekom complies with European standards and is capably responding to customer requirements and improving its service provision system, including the development of new products requested by customers. Certification covers service provision processes and customer acquisition, as well as customer care and design and development processes. The quality management system has been in place since 2004. The customer approach at Slovak Telekom is influenced by initiatives of Deutsche Telekom, its parent company, which constantly bring in new tools directly impacting both customer satisfaction a its measurement, in all countries of DT's footprint. Therefore, Slovak Telekom can immediately respond to market requirements and implement process solutions to anticipate customers' questions or prevent complaints. All such solutions have positive impact on customers and their experience and also have a preventive function.

#### **Customer Communication**

A variety of channels is used for communication with customers. They can order products and services directly at sales points called T-Centres, via telephone through call centres, or using an online application at the web site www.t-com.sk and www.t-mobile.sk.

Installation service can be ordered at precise times, with the technician coming at customer-preferred times, even outside regular business hours or at weekends. Customer Services Centre agents are available to answer customers' questions or give explanations when necessary, at the number **0800 123 456** for T-Com and **12 345** for T-Mobile services.

Customer communication also takes place through corporate and marketing communication. Through articles and advertising, customers may learn about the latest offers and the Company's operations. In 2010, Corporate Communication answered 637 requests from journalists on various areas of our business. [PR6] In marketing communication, all released adverts and publicity information first of all respect the Act on Advertising and Act on Consumer Protection. In addition to the obligation to adhere to legislation, the Company also committed to follow the Advertising Practice Code of Conduct, issued by the Slovak Advertising Standards Council, of which Slovak Telekom is a member. Every communication activity is thoroughly thought out to comply with the Code of Conduct. / [PR7] In 2010 there were only two breaches from among numerous advertisements and promotional infor-mation, namely breach of the Advertising Act, resulting in sanctions. A statistical overview for 2010 shows that 12 petitions were filed with respect to Slovak Telekom to review a particular advertisement's compliance with the Code of Conduct, and of these: 1 petition was sustained as positive (i.e. the advertisement was in conflict with the Code of Conduct), 2 petitions were partially positive (i.e. only in one part of the petition) and 9 petitions were negative (the respective advertisements were not in conflict with the Code of Conduct).

**T-Centre:** A joint retail network of branded telecommunications shops has been in place for three years now. They offer a comprehensive portfolio of the voice, data and internet products and services and terminal equipment provided under the T-Com and T-Mobile brands under one roof. Today, Slovak Telekom's retail shops practically cover the entire territory of Slovakia and are accessible to all customers. Shop addresses, including contact information and business hours, are available



on Company websites. Sales staff trained in sign language basics work in 67 T-Centres.

**Call Centre:** Providing Customer care services to T-Com and T-Mobile clients is the main focus of call centres. Call Centres operate via several toll-free phone numbers, through which customers obtain all necessary information on all the Company's products and services. The **0800 123 456** number of the Customer Service Centre is the most frequently used for T-Com fixed line services, as is **12 345** for mobile services under the T-Mobile brand. Here customers may inquire about services provided, and order them directly or ask questions about how to order. If a client has a technical failure on a T-Com service, or needs help with self-installation, outages, lower connection quality and the like, operators at **0800 123 777** can even carry out measurements and give advice on configuration/settings.

For mobile services, technical support is provided through the 12 345 line. Since 2008 the Company has offered operator lines at 12 999 (a deaf person calling people with hearing) – with a text, written by a hearing-impaired in a text telephone, read by an operator to a party with hearing and 12 777 (a person with hearing calling someone without hearing) – where an operator will rewrite the communication to a text for a hearing-impaired person and read the text from a hearing-impaired person to the called party with hearing. In this way a hearing-impaired person can communicate with other service users who have standard telephones.

The **Info Asistent 12 111** service has become very popular, providing information on travel timetables, accommodation and recreation possibilities, the opening hours of various institutions, winning lottery numbers, and job offerings. In addition to customer care, Call Centres also focus on the sale of T-Com and T-Mobile products. After the integration of Slovak Telekom and T-Mobile Slovensko in 2010, call centres' share in sales of residential products was 37%.

E-Shop: the electronic shop has been in operation since 2008. Customers can order fixed line products at www.t-com.sk. New "basket" functionality was launched in May 2010, improving the customers' overview of purchases by displaying individual items to be paid for. Clients may order new services or make use of a special promotion on their existing products. The website www.t-com.sk is, however, not focused exclusively on sales. Existing customers may use the web to configure their services (e.g. to programme remote recording on their Magio box via www.magio.tv), change contact information, access electronic invoices, or lodge a complaint. The website www.t-mobile.sk also gives T-Mobile clients an e-shop, which they can use when the validity of their Rateplan programme, Fix programme or Mobile internet is nearing the expiry date. These processes are automatic, and the required Rateplan programme or other chosen product will be delivered by courier directly to the address specified by the customer during the ordering process. Slovak Telekom delivers all products ordered via e-shop for free. Slovak Telekom's clients receive additional discounts of from EUR 10 up to 50 for orders made on-line.



For T-Mobile services, customers who need help or cannot make up their minds may fill in a short questionnaire, based on which they are later contacted by an agent. The website also offers options such as activating and viewing electronic invoices, and seeing and reviewing mobile handsets on offer; clients may read the reviews in a Facebook application: http://apps.facebook.com/mobilgallery/.

Both the web pages www.t-com.sk and www.t-mobile.sk are also linked to social networks. Separate Facebook pages are in use for Magio television, the Magio beach, and Kariéra v Telekome (Career at Slovak Telekom) and Slovak Telekom, through which the Company wants to get closer to people and listen to their questions and opinions. Other activities on social networks include the Twitter channel http://twitter.com/T\_Presscentrum. All advertising spots are placed at the YouTube portal, so that a wide public may watch them.

### [PR5] Feedback Provision

Slovak Telekom uses various tools to obtain customer feedback. Based on results from individual surveys, the Company develops measures which are the primary means to manage customer satisfaction.


TRI\*M Index T-Com 2010

The major tool to measure customer satisfaction is the TRI\*M survey, conducted quarterly by an independent agency. The result of this survey is the TRI\*M index (customer satisfaction and loyalty index), which allows benchmarking not only with other telecommunications operators in Slovakia and across Europe, but also with various industries. Slovak Telekom has used this tool to measure customer satisfaction since 1998.

A high customer satisfaction level has verified the Company's strong position on the Slovak telecommunications market. TRI\*M results for the residential segment have ranked Slovak Telekom among the top European telecommunications operators, with an index of 72 achieved in fixed line and 75 in mobile

## **TRI\*M Index T-Mobile 2010**



67

AverageT-Mobile 2010 – Business customers

Average Achieved by European Companies Providing Mobile Network Services

services. Above-average satisfaction of business clients, expressed by a TRI\*M index of 69 achieved for fixed line services and 74 for mobile services, keeps Slovak Telekom among the top firms in the Deutsche Telekom Group.

Another international survey carried out continually throughout the year is the ICCA (International Customer Contact Analysis) survey. In the past, it was primarily focused on contact centres, and therefore on customer contact via telephone; at present it covers additional communication channels – person-to-person contact at T-Centres and with technicians, as well as written communication via letters and emails. The major goal is to obtain feedback on the Company's communication with customers.

In addition to international TRI\*M and ICCA surveys, Slovak Telekom makes use of other internal and external surveys. These include surveys carried out immediately after customers' contact with the Company (automatic satisfaction check) as well as complex surveys focusing on specific processes (service installation, fault clearance/repairs, courier service delivery of goods ordered, etc.).

After the integration on 1 July 2010, surveys in Slovak Telekom harmonised to introduce homogeneous access to giving feedback by both T-Mobile's mobile customers and T-Com's fixed line customers.

In addition to the above surveys, Slovak Telekom also makes use of individual customer suggestions, blogs, claims, complaints and responses through the Hlas zákazníka (Customer Voice) platform to obtain more feedback.

**[PR8]** When contacting its customers, Slovak Telekom pays attention to protecting privacy and personal customer data. In 2010, the Company observed no data loss or justified complaint of infringement on customer privacy. Only one complaint was confirmed of unauthorised manipulation of personal data.

## 4. Responsibility Towards Employees

Slovak Telekom provides, through various efficient management tools, attractive working conditions for employees. Taking as its starting point the Deutsche Telekom strategy of applying the principle **"Connect Life and Work"**, it uses a wide variety of methods for supporting balance between employees' work and private activities. Working conditions reflect diverse forms of remuneration, development, motivation and career development, including key employee retention projects. Among the Company's key objectives is to remain an attractive employer for the external market and to provide high-quality services to its employees. The basic human resources strategy includes support in the area of post-integration and transformation activities, ongoing alignment of systems and processes, final adjustments to remuneration structures, convergence between corporate cultures, establishment of proper education and development, negotiation with social partners, and providing professional consultation in the employment law area.

In their work, Slovak Telekom's employees above all follow the following corporate values, which are also guiding principles for the entire Deutsche Telekom Group:

- Customer delight drives our actions,
- Respect and integrity guide our behaviour,
- Team together Team apart,
- Best place to perform and grow,
- I am T count on me.

**[4.8]** The ethical behaviour and activity of Slovak Telekom's employees is governed by the **Code of Conduct**, which is based on the defined corporate values, setting the rules of behaviour towards one another and towards external partners. It stipulates desired behaviour in relationships among employees, towards contracting partners, suppliers, and customers. It defines what the corporate principles mean in everyday work and what contribution they bring to it. The Code of Conduct is applied equally to all companies falling under the Deutsche Telekom Group. It symbolises the interconnection of the companies and the vision, values and strategy of the parent company. Adherence to it is obligatory for all employees. The Code of Conduct is available at the Company's web site: www.slovaktelekom.sk/?eticky-kodex.

Feedback on adherence to the ethical business principles and employees' ethical behaviour is obtained through a control tool, which is the **Line of Ethics**. The Line is available for all employees and external partners. They can send their suspicions regarding breach of the law, the Company's Directives, or the Code of Conduct, by telephone at the number **0800 111 711**, by mail to Corporate Service Division – Compliance, Karadžičova 10, 825 13 Bratislava, or by email to etickykodex@st.sk.

Basic principles of all employees' decision-making include morals, ethics, legal standards, and corporate values. A fair approach to customer needs and wants is every employee's priority. Employee behavioural standards have been defined

by Slovak Telekom. **[1.8]** Employees are also subject to the Social Charter of the Deutsche Telekom Group, in which the Group declares that it promotes fundamental social principles that respect the cultural, ethical, social, political and legal diversity of the nations and companies in which the Company is established. **[HR4]** In 2010, the Company recorded one incident regarding gender-based discrimination. The case was solved through a mediator by concluding an Agreement to settle the dispute by mediation.

[LA4] All Slovak Telekom's internal employees (that is, exclusive of leased staff and part-timers) are subject to the Collective Labour Agreement, which regulates individual and collective relations between the employer on one hand and the employees represented by Trade Unions (Slovak Trade Union of Posts and Telecommunications and Telekom Trade Union) on the other hand, and stipulates employee rights and obligations stemming from the employment in the Company.
 [LA5] The Company is obliged to give information about significant operational changes at least one month beforehand.

#### **Employee Structure of Slovak Telekom**

**[EC7]** In the employee selection process, Slovak Telekom uses an interview and assessment centre.

**[LA13]** In 2010, the Company employed **4,650 employees**, of which roughly 60% were men and 40% were women. The Board of Directors, which governs the Company from a strategic aspect, consisted of 100% men as of 31 December 2010, of which 42.9% were 30-50 years of age and 57.1% aged 50 and more.

**[LA1]** 4,626 employees were full-time employees and 24 were part-time employees. 4,280 employees work based on employment contracts drawn for an indefinite period of time, and 370 employees for a definite period.

**[LA13]** The data provided as of the last day of 2010 show that the average age of the employees was 38.7, more than 48% of employees were university graduates and 52% of employees completed secondary school with school-leaving exam. 29% of employees were employed in the Company for less than

5 years, 23% for 5 to 10 years (inclusive), and 48% for more than 10 years. 44 people with impairments were employed in the Company as of the last day of 2010.

**[LA13]** Employee structure by nationality is as follows:

Nationality	Number
American	1
Bulgarian	1
Czech	26
Dutch	1
Croatian	1
Hungarian	69
German	3
Polish	3
Russian	3
Slovak	4 534
Italian	1
Ukrainian	7

Over the course of the last year, the Company hired 203 new employees from outside the Company. Of those, more than 80 were recent university graduates. 538 employees changed their positions within the Company.

**[LA2]** Slovak Telekom also keeps records on fluctuation on a gender basis. Over the course of 2010, 230 men and 215 women left the Company, which represents a workforce decrease of 9.57%.

**[EC7]** The share of top management from among local hires in crucial operational positions reaches high values, exceeding 80%.

#### 📒 [LA1]

#### Percentage-based regional workforce structure:



#### 2010: A Key Year in Compensation and Employee Benefits

Regarding the integration of the Companies, the organisational structure of a new Company was gradually formed in the course of the first half of 2010, and all systems in the compensation and benefit areas were set and adjusted in turn.

For the Human Resources Unit, the adjustment process also meant setting up a variable scheme of compensation for managerial positions, since the joint management originated on the day of the legal merger, making it possible to apply common rules for a job family as a whole. Over the course of the several months following the merger, the Company developed a compensation scheme for the other job families implemented in the first half of 2011. The employees were further compensated based on the individual performance, which was also reflected in the payment of the individual bonus.

**[LA12]** All full-time employees were included in the performance management system, where their performance is evaluated on a regular basis and they are acquainted with the possibilities of personal development and career advancement. Furthermore, managerial employees (up to the level of senior managers) were included in the Performance and Potential Review, an international evaluation system to evaluate all managerial employees of the entire Deutsche Telekom Group.

Common employee benefits, provided in "cafeteria" form, which means selection from a service offering defined in advance through which employees could apply discounts or more favourable purchase conditions (for example for health care or relaxation options), were successfully set at the very beginning of the merger of the Companies. Employees were allowed to choose from a varied scale of services in the same way as before the Companies were merged. They could also activate employee products and services from the fixed network portfolio and use mobile service discounts via coupons for themselves or their friends. An increase in third parties that provide the employees discounts for their products and services was another advantage for the employees. In 2010, employees could also make use of flexible working hours, partial sick-leave wage compensation, financial social aid in case of adverse life events in the family, and a special allowance for supplementary pension insurance.

**[EC3]** Slovak Telekom pays pension benefits and other long-term advantages under plans providing stipulated allowances and benefits.

In the case of plans providing stipulated allowances, Slovak Telekom pays contributions to publicly or privately managed pension plans or plans destined for ensuring payment of due sum in case of an employee leaving on obligatory (pension insurance) or contract (supplementary pension savings) bases. The contribution amount is derived from the gross salary. Upon the payment of such contributions, Slovak Telekom shall not have any further payment obligations. In 2010, the employer's contributions for pension insurance totalled EUR 11,461 and contributions for supplementary pension savings EUR 795 thousand.

Under the plans providing stipulated benefits, Slovak Telekom pays severance payments and jubilee rewards. There were no special funds earmarked for these benefits; the obligation stemming from the benefits stipulated includes the current value of the obligation decreased by the costs of the services provided which have not yet been posted. The value of the obligation valid as of 31 December 2010 amounted to EUR 2,912 thousand.

**[LA3]** Benefits to which full-time employees are entitled include: extraordinary bonuses, Tip Finder rewards for recommending a customer, career supplements, jubilee rewards, social aid, benefit cafeteria, supplementary pension insurance contributions, advantageous provision of obstacles at work (extra days off when wedding or death in family), advantageous sick-leave pay in compliance with the Collective Labour Agreement, time off beyond the scope of holidays during two days per year, and payment of severance pay or termination pay.

Employee benefits have been structured in such a manner that family members can also use them. For several years, employees' children have been able to participate in summer camps managed by highly experienced supervisors. Children and their parents appreciate the versatile culture and sports programme, pleasant environment of Central Slovakia, and appealing prices.

#### **Education and Development**

**[LA11]** In 2010, the priority aim of education was development of employees that are in direct contact with customers and of managers' leadership competencies. The plans included: the New manager plan for new and promoted managers, the Adaptation plan for new employees, the Educational Project using funds provided by the European Social Fund for Regional Employees, the Leadership plan for

project managers, and the Project Academy. Development of skills necessary to cope with and manage changes was also a priority. In the change management area, 50 workshops for managers were held under the guidance of internal facilitators.

Slovak Telekom carried out 690 internal and external educational events in 2010, in which 5,500 people participated. The average number of educational days per employee was 1.7. [[LA10] The average costs of the education per employee totalled EUR 210. Adaptation and product training courses and soft skills training were the focus of front line employee development. Internal trainers taught 3,600 trainees during 900 days in these areas. Again in year 2010, employees were also allowed to select from self study forms: e-learning programmes (focused on development of PC skills, language skills, and product and service knowledge), language courses available on CDs, or borrowing of literature from the library.

As part of internal activities aimed at supporting a customer-oriented corporate culture, several colleagues won prizes in the Service Hero competition for the best employee of each working sections. Colleagues who performed well at making a great contribution to the Company were awarded Best Performer Award.

**[LA11]** The Company does not provide special career termination plans, but the opportunities for training and development of employees and managers during employment at Slovak Telekom naturally enhances their skills and knowledge and therefore also their labour market competitiveness. The employees leave the Company based on agreements with the employer under the conditions agreed in the Collective Labour Agreement, which ensures the welfare of such people beyond the scope of legislative obligations. Aid and support on the part of the Human Resources through consultation and advisory services or practical advice in job seeking is a matter of course. In individual cases, this means help with a package of skills needed for seeking a new job or planning a career. When employment is terminated, special priority is given to protecting people with impairments, disabled employees, and single parents with underage children.

#### **Occupational Health Protection and Safety**

**[LA6]** An occupational Health Protection and Safety Commission (Slovak abbreviation: BOZP) exists at the Company level, to supervise occupational health protection and safety. It was established by the Executive Management Board in compliance with the Act of the National Council of the Slovak Republic on the BOZP and the Internal Organisational Regulation for Safety and Health Protection at Work in ST, a.s. The BOZP Commission consists of the employer's representatives (between 25 and 50% of the commission) and representatives of the employees, that is, representatives of Trade Unions, who constitute a majority.

**[LA9]** The Company cooperates with two Trade Unions: the Slovak Trade Unions of Posts and Telecommunications and the Telekom Trade Union. The Collective Labour Agreement, Section III, Subsection 10, includes collaboration with the representatives of the relevant Trade Union body in applying measures aimed at safety and health protection at work in Slovak Telekom.

The Organisational Regulation for Safety and Health Protection at Work in Slovak Telekom, which is to be approved by the Company's Management, Art. 8, sets forth the rights of the Trade Union bodies in carrying out revision, obtaining information, participating in meetings, and arranging for BOZP.

Trade Unions cooperate under the BOZP:

- in the area of allocation of personal work protection items, cleaning agents, and protective drinks,
- through participation of the Trade Unions' representatives in everyday inspections of the working environment and working conditions, in revisions carried out by the State Administration's bodies, in investigation of occupational injuries, and in case of complaints regarding threats to employee health and safety,
- through annual inspections done by the Labour Inspectorate of the Trade Union, and alcohol and special inspections,
- the BOZP Commission gives its opinion on all regulations meant to ensure the BOZP,

- training courses of the employees' representatives in the BOZP regulations is held once every two years,
- the right to refuse to do hazardous work is embedded in the Internal Organisational Regulation for Safety and Health Protection at Work in Slovak Telekom, a.s., Art. 7.

[LA7] Number of injuries, number of lost and omitted days as a consequence of work

	Number
Total number of injuries	9
Total number of occupational diseases	0
Number of lost days due to injury	286
Total number of days of absence from work (exclusive of holiday, study, maternal/paternal leave, and care of a sick family member)	106,5
Proportion of absences (percentage of absences to the total number of business days)	0,009 %

#### Interconnection between Work and Leisure Time Activities

Advantages contributing to the balance between employees' work and private activities include the possibility of working from home, (i.e. "home office"), flexible working hours, and provision of notebooks and phones enabling access to business e-mail. In order to support the interconnection between work and leisure time activities, the Company organises a company-wide party for employees throughout the country at least once a year. The first shared party for the employees of both Companies Slovak Telekom and T-Mobile Slovensko was held on the Magio beach on the day of integration, 1 July 2010. Another, called the Bukekela Party, was organised before Christmas. Almost 3,500 employees from 55 cities gathered under one roof for a party spread over 15,000 square meters. Lively music, a snack bar all night long, a chill-out zone, interactive competitions and other activities ended the integration year of 2010 on a distinctive note. The Company also invites parents on maternal or parental leaves to take part in such events,

and they attend them with pleasure and in large numbers. Mothers and fathers were also given nice Christmas gifts in 2010. The Company gave gifts to parents with new little family members, and provided several other benefits to parents on maternal or parental leaves, such as fixed products and services for Company employees, the possibility to use discount coupons for mobile services, the use of a Company mobile phone, and regular subscription to the corporate magazine.



#### Employee Researches and Dialogue with Slovak Telekom Employees

[4.4] Several times a year, employees had opportunities to meet with representatives of the Executive Management at informal events throughout Slovakia called "Roadshows". They could directly pose questions to Executive Management members there and get answers. The key communication tools over the course of the entire integration year were: Internet, corporate magazine, and employee and managerial events, and also creative poster campaigns, which were mainly intended to create a positive atmosphere and employee loyalty to the integrated employer. The Company has also created a corporate blog, in which employees can write their observations and engage in discussions; in which even the Company's Management often participates.

[4.16] Teambuilding activities, which support working teams and their performance, are a place of dialogue among colleagues, but also with superiors. Their selection and focus mainly depend on the need of a particular team and the objective which the team wants to achieve. Activities bringing an element of fun, and also an opportunity to look into how the team functions and the communication of its members or, as the case may be, other aspects of collaboration which the team intends to develop, proved very fruitful. The teambuilding activities of the managers are mostly interlinked with a particular business topic or workshop. Interconnection of teambuilding activities and volunteering activities enjoy increasing popularity.

The employees engage in a vast Employee Satisfaction Research project of the Deutsche Telekom Group's employees on a regular basis, every two years. The year 2010 was no exception. Employee research also included spirit@telekom research carried out in October 2010, which over four-month intervals monitors the development of single key areas, focused on corporate culture, employee satisfaction and corporate loyalty.

The research, in which more than half of the employees engaged, indicated that more than 71% of employees feel good or very good in Slovak Telekom, and also identify strongly with the Company. 82% of employees are satisfied with their work. The research also wanted to discover the perception of corporate responsibility. 98% of the employees responding are satisfied with the status of the Corporate Responsibility Strategy and its component areas. The research again confirmed the high-level perception of the importance of customer-friendly behaviour of Slovak Telekom employees, a perception level that exceeds the average level of the Deutsche Telekom Group.

The employees of Slovak Telekom also participate in the HR Customer Satisfaction research of the Deutsche Telekom Group on an annual basis, which intends to find overall satisfaction with the work done by the Human Resources Unit. The results showed that the rate of employee satisfaction with the human resources services provided at Slovak Telekom is above the average of the Deutsche Telekom Group.



In 2010, the Company aligned the Employee Tip and EFE plans into a single plan, which will keep the name of Employee Tip. The plan concerns payment of a financial bonus to employees for recommendation of eligible candidates for job positions to be filled.

## 5. Responsibility Towards Environment

In 2010, Slovak Telekom for the third year successfully continued developing its environmental management system in compliance with the EN ISO 14001: 2004 standard. The Company has taken up a proactive standpoint on protecting the environment in line with the environmental objectives stipulated in the Deutsche Telekom Group, and also in compliance with the Sustainability Charter it adopted as a member of the European Telecommunications Network Operators' Association (ETNO) in 2004. These objectives go beyond the scope of the obligations resulting from Slovak legislation, whereby the Company has joined the efforts of the most advanced European communities to equally take into account economic, social, and ecological aspects of doing business and



pushing through the use of advanced telecommunications services as alternatives to activities having negative impact on the environment.

In its strategy, Slovak Telekom applies the principle defined by its parent company: **"Low carbon society"** and therefore the particular activities of the Company in the human environment area also include systematic emission reduction, recycling of waste, electric devices and packages, separate waste collection, and water protection. Deutsche Telekom, which has set itself the goal of becoming a leader of corporate responsibility, sets forth new standards in this area on a regular basis for all the members of the Deutsche Telekom Group.

Taking into account the integration in July 2010, the environmental influence mentioned here is a summation of influences of Slovak Telekom and T-Mobile Slovensko prior to the merger and summarisation of the influences following the merger of the said Companies

#### **Air Protection**

Slovak Telekom influences air quality by using fuel and energy whose consumption has been continually monitored. The consumption monitoring is a starting point for adopting measures targeted to enhance efficiency of their use. Increase of energy efficiency is a significant component both in protecting air and protection against climate change. Slovak Telekom directly consumes natural gas (for heat production) and engine fuel (in transport and backup electrical sources): diesel, petrol, and compressed natural gas (CNG). They are all non-renewable resources, though it must be said that fuel oil and petrol are enriched with a bio-active component (in 2010, 3.7 to 5.75% of energetic volume) which can be considered renewable resources.

#### Gas Consumption, 2007 - 2010

Year	Gas (kWh)	Gas (GJ)
2007	35,203,705	126,733
2008	27,586,329	99,311
2009	21,454,515	77,236
2010	20,922,002	75,319

Gas Consumption in Slovak Telekom (mil. kWh) in 2007 - 2010



Source: Slovak Telekom Note: Data in the table include data on both Companies: Slovak Telekom, a. s. and T-Mobile Slovensko, a. s.

#### Fuel Consumption in Transport, 2007 – 2010

Year	Petrol (litres)	Diesel (litres)	CNG (kg)
2007	2,135,978	1,018,789	2,023
2008	2,001,416	984,639	3,410
2009	1,753,750	920,159	2,730
2010	1,763,123	1,062,853	2,400

#### Fuel Consumption in Slovak Telekom (mil. I) in 2007 - 2010



Source: Slovak Telekom

Note: Data in the table include data on both Companies: Slovak Telekom, a. s. and T-Mobile Slovensko, a. s.

The above mentioned data indicate that gas consumption showed a decreasing tendency in the long term. Fuel consumption, despite measures adopted (car number reduction by 148 compared to 2009), slightly increased. This has to do with the expansion of the scope of the territorial spheres of individual employees resulting from the reduction of their number, and the related necessity to drive a higher number of kilometres.

Fuel consumption to operate backup electrical sources is, compared with the previous two years, negligible. Furthermore, this mainly depends on the scope of electric power outage, and so it is hard to influence. 28,317 l of diesel and 10,956 l of petrol was consumed for this purpose in 2010.

#### [EN3] Direct Energy Consumption in 2010

Fuel	Natural Gas	Fuel Oil	Petrol	CNG	Total
Consumption in GJ	75,319	38,770	58,814	130	173,033

Source: Slovak Telekom

Note: Data in the table include data on both Companies: Slovak Telekom, a. s. and T-Mobile Slovensko, a. s.

#### **[EN20]** The fuel used produced the following emissions in 2010:

Emission type	SP	SO <sub>2</sub>	NO <sub>x</sub>	CO	VOC	TOC
Amount in kg	4,190.92	63.21	18,742.02	2,818.13	560.63	459.84

Source: Slovak Telekom

Note: Data in the table include data on both Companies: Slovak Telekom, a. s. and T-Mobile Slovensko, a. s.

#### SP: solid pollutants

**SO**<sub>2</sub>: sulfur oxides expressed as sulfur dioxide

NO<sub>2</sub>: nitrogen oxides expressed as nitrogen dioxide, NO2

**CO:** carbon monoxide

VOC: organic gases and steam expressed as total weight

TOC: organic gases and steam expressed as total organic carbon

General emission factors issued by the Ministry of Environment of the Slovak Republic were used to specify emission amounts. Application of specific methods of emission specification was impossible due to lack of necessary data. Slovak Telekom continues systematic work on effective use of energy sources, in order that emission production from internal sources be rational and justifiable economically. The Company does not only influence air quality directly through emissions, but also indirectly, by using electric power and heat purchased from vendors. Since the data on primary power sources from which they were produced are not available, it is impossible to better quantify such influence. Details about indirect power consumption can be found in the next section.

#### **Protection against Climate Change**

Carbon dioxide production is of crucial significance in influencing climate. At Slovak Telekom, it is produced as a by-product of fuel consumption mentioned above in transport, combustion of natural gas, usage of heat in remote heating, and mainly in electric power consumption.

Electric power is a decisive factor in ensuring the functioning of telecommunications technologies. The rapid pace of development necessitates usage of the state-of-the-art technologies, and here Slovak Telekom is one of Europe's leaders, though these technologies often require large amounts of power.

Despite activities focused on electric power reduction through enhancing the Company's employee environmental consciousness – which brought local consumption decrease (mainly in offices) –total power consumption increased; this situation was above all caused by extending telecommunications technology aimed at expanding the customer service portfolio.

#### Electric Power Consumption, 2008 – 2010

Year	Electric Power (kWh)	Electric Power (GJ)
2008	97,826,001	352,174
2009	105,266,683	378,960
2010	107,416,507	386,699



Electric Power Consumption in Slovak Telekom (mil. kWh) in 2008 - 2010

#### Heat Consumption in Remote Heating Systems, 2008 - 2010

Year	Heat (kWh)	Heat (GJ)
2008	11,894,722	42,821
2009	11,976,174	43,114
2010	13,185,767	47,769

Source: Slovak Telekom

Note: Data in the table include data on both Companies: Slovak Telekom, a. s. and T-Mobile Slovensko, a. s.

Heat consumption for remote heating mainly depends on external temperatures during the heating period. Consumption increase in 2010 was caused only by the length and intensity of cold periods.

#### Indirect Energy Consumption in 2010

Type of energy	Electric power	Heat	Total
Consumption in GJ	386,699	47,769	47,769

Source: Slovak Telekom

Note: Data in the table include data on both Companies: Slovak Telekom, a. s. and T-Mobile Slovensko, a. s.

Measures aimed at protection against climate changes also include diligence regarding devices containing fluorinated greenhouse gases. Though fluorinated greenhouse gases are not as widely used as those causing carbon dioxide production, they have a much higher heat absorption effect (in some cases even up to 22,000 times more) and they remain in the atmosphere without decomposition for a very long time. Slovak Telekom owns more than 1,500 devices containing such gases, of which 818 contained 3 kg or more in 2010. The devices were subject to leakage tests in compliance with Act No. 286/2009 based on the regulation of the European Parliament and Council No. 842/2006. All devices containing fluorinated greenhouse gases are moreover maintained in good technical condition in order to prevent gas leakage.

#### **Ozone Layer Protection**

Devices that use methylene chloride (R22) as a coolant are used to ensure telecommunications technology cooling. This coolant is among the hydrofluorocarbons (HFCs) which are known for their high reactivity with ozone. If they leak into the atmosphere, they damage the Earth's ozone layer. This is why the European Parliament and Council have adopted Regulation (EC) No. 2037/2000 enjoining a gradual prohibition of the use of these substances. They will not be allowed in air-conditioning devices from 1 January 2015. Slovak Telekom therefore adopted a plan of step-by-step adaptation of such devices, either by replacement of the coolant with another type (where viable), or by replacement of the entire device.

Source: Slovak Telekom Note: Data in the table include data on both Companies: Slovak Telekom, a. s. and T-Mobile Slovensko, a. s.

An objective had been set for 2010 to replace the R22 coolant in 35 air-conditioning devices. This objective was exceeded, with R22 replaced in 78 devices in 2010. The R22 coolant is still used in more than 500 operating devices, but the lifespan of some of them comes to an end in the forthcoming years, which means their coolant need not be replaced.

#### Water Management and Water Protection

In operating telecommunications facilities, Slovak Telekom uses substances (products from crude oil, heavy metals, acids, or cooling fluids) which constitute a potential danger to some parts of the environment, like water and soil; fuel oil handling is especially dangerous.

In 2010, two fuel oil tanks for storage of fuel intended for backup electrical sources were removed. Having been used for a long period of time they constituted a potential risk of underground and surface water pollution. Protection from emergency leakage of dangerous chemicals from engine generators and acid-containing batteries in the environment was improved on eight premises. In the water management area, water consumption and waste water quality released from the Company's own purification plants (sewage treatment plant and oil and grease traps) were key priorities for the Company from a long term perspective.

#### Water Consumption, 2008 - 2010

Year	Water from Public Water System (m³)	Water from Inter- nal Resources (m³)	Total Consumption (m³)
2008	98,120	11,839	109,959
2009	111,626	12,691	124,317
2010	99,535	16,812	116,347



#### Water Consumption in Slovak Telekom (thous. m<sup>3</sup>) in 2008 - 2010

Source: Slovak Telekom

Note: Data in the table include data on both Companies: Slovak Telekom, a. s. and T-Mobile Slovensko, a. s.

#### EN8] Water sources in 2010

Source	Amount in m <sup>3</sup>	%
Municipal water suppliers	99,535	85.55
Underground water	15,902	13.67
Surface water	910	0.78
Total	116,347	100

Source: Slovak Telekom

Note: Data in the table include data on both Companies: Slovak Telekom, a. s. and T-Mobile Slovensko, a. s.

Monitoring water consumption is the first requirement for discovering how it can be reduced. It was monitoring that enabled detection of faulty pipelines, whose removal resulted in decreasing water consumption compared with 2010. In order to save drinking water we are focusing our attention on increasing the share of non-potable

service water usage (for example for watering greenery) and recycled water usage (for cleaning of vehicles). **[EN10]** The recycled water volume was 12 m<sup>3</sup> in 2010, which represents 0.01% of the volume of the mass of water consumed . Total consumption is significantly influenced, in addition to the technical condition of the devices through which the water is taken, by employee behaviour.

The quality of the waste water released from the Company's own purification plants may directly influence the quality of watercourses and groundwater. Thanks to proper management (improved sewage treatment, setting up aeration conditions according to pollution level and the like) and cleaning in compliance with operational regulations, declared efficiency of the purification process was achieved again in 2010.

#### Waste Management

In waste management, Slovak Telekom strives to apply the principles embedded in the latest legislation of the European Union, giving focus to ensuring of re-use of the largest possible amount of waste produced. Since material usage is technologically and economically limited, the latest legislation also highlights increased energetic recycling of waste, which is better than its mere storage, as is widespread in the Slovak Republic. Company also followed this tendency – to the extent possible – in management of waste produced by Slovak Telekom in 2010. Maintaining a high level of recycling (45.7%), Slovak Telekom successfully increased the energetic recycling ratio (23.2%), mainly with wooden waste.

#### EN22] Methods of recycling or disposal of waste in 2010

Waste management method	Amounts (t)	%
Recycling	1,464.411	45.72
Landfill	984.049	30.72
Energetic recycling	743.61	23.22
Re-use	6.39	0.20

Waste management method	Amounts (t)	%
Biologic treatment	3.041	0.10
Physical and chemical treatment	1.42	0.04
Total	3,202.921	100

#### EN22]

Methods of Recycling or Disposal of Waste in Slovak Telekom in 2010



Source: Slovak Telekom Note: Data in the table include data on both Companies: Slovak Telekom, a. s. and T-Mobile Slovensko, a. s.

EN24] Most waste was recycled or disposed of in the Slovak Republic, except for a small amount of waste exported abroad (less than 2%). Hazardous waste (180 t) was transported exclusively within the territory of the Slovak Republic. Regarding the total amount of waste produced by Slovak Telekom in 2010, it can be stated that the decreasing tendency from previous years persisted. The lesser extent of modernising telecommunications technologies (stemming mainly from implementation of economising measures) and downsizing compared with 2009 resulted in lower production of all waste types, including municipal waste.

#### Total Waste Production in Slovak Telekom in 2006 - 2010 in Tons

Type of Waste	2006	2007	2008	2009	2010
Hazardous	322	339	254	253	180
Other	3,964	3,699	3,715	3,054	3,023
Total	4,286	4,038	3,969	3,307	3,203

#### Waste Production in 2006 – 2010 in Tons



Note: Data in the table include data on both Companies: Slovak Telekom, a. s. and T-Mobile Slovensko, a. s.

Activities commenced in 2009, targeted on removing unused, underground telecommunications cables and arranging for their subsequent recycling, also continued in 2010. Such activities considerably contribute to efficient use of natural resources. The goal was to remove and arrange for recycling of 800 t of cables; in the end, 955 t was removed.

Efforts to improve conditions for employees to recycle at least one municipal waste component failed in 2010. 80.3% of all employees still have such possibilities at their workplaces.

Slovak Telekom is also striving to enhance the efficiency of natural resources in relation to customers; for example it prefers sending invoices for services in electronic form instead of on paper. For new customers of internet services, electronic invoicing is the pre-set form. Sending of paper invoices is, in contrast, subject to payment. More than 25% of customers were using electronic billing as of 31 December 2010. Another example is the inclusion of terminal equipment manufactured from recycled materials among products which can be bought at the Company's sales points (for instance the Sony Ericsson Elm).

#### **Expenditure on Environment Protection**

Slovak Telekom consistently strives to reduce the unfavourable effect of its business on the environment, an activity which requires considerable financial resources.

**[EN30]** Operational expenditures on activities in environmental protection totalled more than **EUR 790,000** in 2010. These expenditures were mainly used for recycling and disposal of waste, prevention of leakage of dangerous chemicals, and ensuring adherence to electromagnetic radiance limits. Along with this, Slovak Telekom expended more than **EUR 830,000** in 2010 for 59 environmental protection-related investments. The investments were primarily projects for protection from emergency leakage of dangerous chemicals into ground and surface water, and replacement of obsolete types of air conditioning

devices aimed at preventing coolant leakage and hence also damaging of the Earth's ozone layer.

[EN30] Costs for prevention and environmental management
EUR 830,000

#### Conclusion

Fundamental environmental policy principles include paying attention to the consequences of business decisions on the environment and the Company, and energy consumption and waste production reduction. These activities result in the main initiatives or investments in environment protection area defined in this chapter. **[14.11]** Slovak Telekom retained a high environmental protection standard in 2010. A list of environmental risks is updated on a regular basis in order to remove them more rapidly and more intensively. The auditors expressed their appreciation to Slovak Telekom for developing an environmental management system implemented in compliance with the EN ISO 14001: 2004 standard. The Company actively co-operated with all companies of the Deutsche Telekom Group and in the European Telecommunications Network Operators' Association (ETNO) in providing conditions for improving human environmental protection throughout Europe. **[16.28]** Environmental protection authorities carried out five inspections; they found no irregularities, and no fine was imposed.

## 6. Responsibility Towards Suppliers and Business Partners



Slovak Telekom is one of the largest customers of goods and services in Slovakia. The Company's policy is to execute all tenders for suppliers in electronic form, through an organisational unit responsible for procurement. This unit's task is to carry out professional purchase of goods and services under optimal purchase conditions. In the supplier selection process, the Company lays stress on transparency and quality.

Slovak Telekom cooperated with more than a thousand vendors in 2010. The main challenge in 2010 was to integrate the central purchases of Slovak Telekom and T-Mobile Slovensko into a single effective organisational unit using the best practices and rules of both companies.

The purchase process is certified in line with the quality management system standard EN ISO 9001: 2008. Under the internal control system update process, the purchase gradually phased out SOX 404 (Sarbanes - Oxley Act) and ICFR (Internal Controls Over Financial Reporting) principles, replacing them with ICS (Internal Control System) principles. Basic tasks of the internal control systems include creating a transparent control environment which protects financial data destined for the capital market from improper use.

The Company prefers long-term cooperation with reliable vendors, and therefore quality of goods and services provided by the vendors of important commodities are regularly audited. In tenders for external procurement of products and services and in archiving of relevant documents, responsible employees obey strict internal corporate guidelines binding for all tenders. The transactions are documented and archived in compliance with the Registry Administration Regulations valid at Slovak Telekom. Transactional control mechanisms, particularly applying the four eye principle and obligatory segregation of powers precluding conflict of interest, are a matter of course. All such practices markedly reduce the probability of attempts at dishonest practices.

Slovak Telekom was a pioneer in introducing transparent electronic tenders and auctions in Slovakia's market. At present, it is ranked among the leaders in this area and also within the global Deutsche Telekom Group.

Slovak Telekom prefers business partners certified in their specialties, and takes care that they adhere to regulations and standards applicable in the European Union and that they do businesses ethically and in compliance with the laws valid in the Slovak Republic.

## Annexes

# Annex 1: List of Reported Performance Indicators of the Global Reporting Initiative

#### Profile Disclosure

Aspect	GRI	Description	Page
Strategy and Analysis	1.1	Statement from the most senior decision-maker of the organization.	4, 5, 6, 19
	1.2	Description of key impacts, risks, and opportunities.	7
Organizational Profile	2.1	Name of the organization.	10
· ·	2.2	Primary brands, products, and/or services.	10
	2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	10
	2.4	Location of organization's headquarters.	10
	2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	10
	2.6	Nature of ownership and legal form.	10

Aspect	GRI	Description	Page
	2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	10
	2.8	Scale of the reporting organization.	11
	2.9	Significant changes during the reporting period regarding size, structure, or ownership.	4, 5
	2.10	Awards received in the reporting period.	10
Report Parameters	3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	3
	3.2	Date of most recent previous report.	3
	3.3	Reporting cycle.	3
	3.4	Contact point for questions regarding the report or its contents.	3
	3.5	Process for defining report content.	3
	3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	3
	3.7	State any specific limitations on the scope or boundary of the report.	3
	3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	3, 10
	3.9	Data measurement techniques and the bases of calculations.	3
	3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement.	3
	3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	3
	3.12	Table identifying the location of the Standard Disclosures in the report.	3, 56 - 62
	3.13	Policy and current practice with regard to seeking external assurance for the report.	3, 80
Governance, Commit- ments, and Engagement	4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	7, 8, 12
	4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	12
	_		

Aspect	GRI	Description	Page
	4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	12
	4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	12, 44
	4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	13
	4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	12
	4.7	Process for determining the compositions, qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	13
	4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	7, 10, 28, 39, 40, 75 – 79
	4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	13
	4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	13
	4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	53
	4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	13, 14
	4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations.	13, 14
	4.14	List of stakeholder groups engaged by the organization.	11
	4.15	Basis for identification and selection of stakeholders with whom to engage.	11
	4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	12, 44
	4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	11

#### Performance Indicators – Economic (EC)

Aspect	GRI	Description	Page
Management approach			11, 12, 13
Economic performance	EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, do- nations and other community investments, retained earnings, and payments to capital providers and governments.	11
	EC3	Coverage of the organization's defined benefit plan obligations.	41
	EC4	Significant financial assistance received from government.	11
Market presence	EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	40
Indirect economic impacts	EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	11

#### Performance Indicators – Environmental (EN)

Aspect	GRI	Description	Page
Management approach			7, 46, 53
Energy	EN3	Direct energy consumption by primary energy source.	48
Water	EN8	Total water withdrawal by source.	50
	EN10	Percentage and total volume of water recycled and reused.	51
Emissions, effluents and waste	EN20	NOx, SOx, and other significant air emissions by type and weight.	48
	EN22	Total weight of waste by type and disposal method.	51
	EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	52
Compliance	EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	53
Overall	EN30	Total environmental protection expenditures and investments by type.	52, 53

#### Performance Indicators – Labor Practices and Decent Work (LA)

Aspect	GRI	Description	Page
Management approach			7, 39, 41, 42
Employment	LA1	Total workforce by employment type, employment contract, and region.	40, 41
	LA2	Total number and rate of employee turnover by age group, gender, and region.	40
	LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	42
Labor/management relations	LA4	Percentage of employees covered by collective bargaining agreements.	40
	LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	40
Occupational health and safety	LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes.	43
	LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	43
	LA9	Health and safety topics covered in formal agreements with trade unions.	43
Training and education	LA10	Average hours of training per year per employee by employee category.	42
	LA11	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	42
	LA12	Percentage of employees receiving regular performance and career development reviews.	41
Diversity and equal opportunity	LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	40

#### Performance Indicator – Human Rights (HR)

Aspect	GRI	Description	Page
Management approach			12, 13, 39, 43
Non-discrimination	HR4	Total number of incidents of discrimination and actions taken.	40
Freedom of association and collective bargaining	HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	12

#### Performance Indicators – Society (SO)

Aspect	GRI	Description	Page
Management approach			7, 9, 15, 54, 55
Corruption	SO2	Percentage and total number of business units analyzed for risks related to corruption.	15
	SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	9
	SO4	Actions taken in response to incidents of corruption.	9, 15
Public policy	SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	9

#### Performance Indicators – Product Responsibility (PR)

Aspect	GRI	Description	Page
Management approach			34, 36, 37
Product and service labelling	PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	36
Marketing communications	PR6	Programmes for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	5, 28, 35

Aspect	GRI	Description	Page
	PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	35
Customer privacy	PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	38

## Annex 2: Excerpt from the Annual Report on use of resources from Endowment Fund Slovak Telekom with Intenda Foundation for 2010

Projects supported in the 9th grant cycle of EF ST Support for contemporary art

Subject	Project	Region	Amount (€)
Illah van Oijen	Human Landscapes: Košice	multiple regions	6,000.00
Združenie pre súčasnú operu	Napichovači a lízači (Impalers and Lickers)	Bratislava	5,000.00
Kassákovo centrum intermediálnej kreativity "K2IC"	Transart Communication – Public Dialog	Nitra	4,000.00
PHOTOPORT, občianske združenie	slovakphotography.com	Slovakia	2,000.00
SPACE	Crazycurators Biennale 3	Bratislava	2,500.00
KARTEL	"Der Drang nach Osten" - Paralely ku kolonialite a post-kolonialite v stre- doeurópskom priestore (Parallels to colonialism and post-colonialism in Central Europe)	Bratislava	2,000.00
Piussi Zuzana	Documentary film Muži revolúcie (Men of the Revolution)	Bratislava	6,000.00
Truc sphérique, občianske združenie	Creation and premier of a dance piece by Jaro Viňarský and Pavel Zuštiak: THE PAINTED BIRD	Žilina	4,000.00
literarnyklub.sk, občianske združenie	Literárny klub (Literary Club)	Slovakia	2,000.00
Divadelná skupina Trnava	Enhancement of the Divadelné štúdio DISK repertoire – staging of the piece POLYLÓG	Trnava	4,848.44
Ateliér Pluto	Poézia Cassovia (international poetry festival)	Košice	4,000.00

Subject	Project	Region	Amount (€)
BONA FIDE, občianske združenie	Jana Bodnárová: Dievča z morského dna (Girl from the Bottom of the Sea)	Košice	4,000.00
Kliman Šymon	PARTIZÁNI (PARTISANS) (a collection of photo-graphs/storytelling)	multiple regions	5,000.00
TAM-TAM	Staging of Ivan Vyrypajev's JÚL	Bratislava	3,000.00
Občianske združenie VEĎ	ANGELIKA	Bratislava	4,000.00
Asociácia súčasného tanca	NU DANCE FEST 2010 – 5th annual	Bratislava	4,500.00
Nadácia – Centrum súčasného umenia	Cena Oskára Čepana 2010 (Oskár Čepan Award, 2010)	Slovakia	4,000.00
ATRAKT ART – združenie pre aktuálne umenie a kultúru	REMAKE 2010: NET.ART AND AUDIOVISUAL PERFORMANCES	Slovakia	2,000.00
DIVADLO BEZ DOMOVA	DUNAJSKÁ DRÁMA (DANUBE DRAMA)	Bratislava	3,500.00
elledanse	"Sen noci súčasnej" ("A Contemporary Night's Dream") – working title	Bratislava	5,000.00
Mgr. Art. Betko Miloš	KVINTOVÉ VARIÁCIE SLOVENSKÝCH SKLADATEĽOV (VARIATIONS ON FIFTHS BY SLOVAK COMPOSERS)	Bratislava	2,500.00
Total: 21 projects			79,848.44

#### Projects supported in the 10<sup>th</sup> grant cycle of EF ST Support for innovation in education

Subject	Project	Region	Amount (€)
Základná škola, Školská 289, Obyce	Región pod Iupou (The Region Up Close)	Nitra	2,720.00
Základná škola Rudolfa Dilonga, Hviezdoslavova 823/7, Trstená	MY aj VY - PRÍRODNÍ BÁDATELIA (WE and YOU - NATURAL INVESTIGATORS)	Žilina	2,499.00
Základná škola J. A. Komenského, Komenského 1, Michalovce	Schola Pictus	Košice	5,000.00
Základná škola s materskou školou, Zábiedovo 68, Zábiedovo	Detská ekopolícia z terénu do lavíc (Child Eco-Police, from Outdoors into School)	Žilina	4,811.12
Gymnázium, J. Kollára 2, Žiar nad Hronom	Myslíme ekologicky (We Think Ecologically)	Banská Bystrica	5,000.00
Základná škola, Krosnianska 2, Košice	"Už nie iba hracia skrinka" ("Not Just a Play Closet Any More")	Košice	4,000.00

Subject	Project	Region	Amount (€)
Stredná odborná škola veterinárna, Drážovská 14, Nitra	Enhancing the quality of teaching zootechnics and veterinary subjects at Veterinary vocational school, Drážovská 14, Nitra	Nitra	4,000.00
Základná škola, Pohraničná 9, Komárno	Inovácia robotického systému RoboLab (Innovating the RoboLab robotic system)	Nitra	4,262.49
Základná škola s materskou školou, Školská 57, Liptovská Osada	Children's television, Liptovská Osada – DTLO	Žilina	4,580.00
Základná škola s materskou školou, E. P. Bárdoša 235/50, Habovka	Koľko sme sa narobili pre 2 dl mlieka (How much we had to work for 2 dl of milk)	Žilina	3,000.00
Total 10 projects			39,872.61

#### Projects supported in the 11<sup>th</sup> grant cycle of EF ST Support for young people with health impairments

Subject	Project	Region	Amount (€)
Organizácia muskulárnych dystrofikov v SR	Počítačový tábor pre mladých chlapcov so svalovou dystrofiou (Computer camp for young boys with Duchenne muscular dystrophy)	Nitra	4,960.00
SINA Nitra, n.o.	E-learning pre zrakovo postihnutých mladých ľudí (E-learning for visually impaired young people)	Nitra	4,000.00
DeafStudio	Internetová televízia pre nepočujúcich (Internet Television for the Deaf)	Slovakia	4,142.00
Kresťanské centrum nepočujúcich na Slovensku	CHCEME VEDIEŤ (WE WANT TO KNOW)	Banská Bystrica	3,882.50
PERSONA	Svet informácií ako prostriedok k sociálnej integrácii (The World of Informa- tion as a Means of Social Integration)	Žilina	3,160.00
Domov sociálnych služieb v Giraltovciach	Našimi očami cez okno do sveta (In Our Eyes, Through a Window to the World)	Prešov	3,935.00
Deti slnka Čhave kamoro	Virtuálny svet pre "Deti slnka" (Virtual World for "Children of the Sun")	Prešov	4,996.28
Plamienok n.o.	Stratili sme, ale chceme ísť ďalej (We're Lost, but We Want to Go On)	Bratislava	4,828.91
GALANT, občianske združenie	Slovník pre nepočujúce deti "Hovoriace ruky" (Dictionary for Deaf Children "Talking Hands")	Bratislava	3,500.00

Subject	Project	Region	Amount (€)
Viera a svetlo	Stretneme sa na internete (Let's Meet on the Internet)	Slovakia	4,629.96
Krajské poradenské centrum ZPMP v Prešovskom kraji, n. o.	Objavte nás aj vy (You Can Discover Us Too)	Prešov	2,923.23
Total: 11 projects			44,957.88

Projects supported in the 12<sup>th</sup> grant cycle of EF ST Support of people with social disadvantages

Subject	Project	Region	Amount (€)
Komisia pre mládež v Spišskej diecéze	IKT pre rozvoj prevencie v práci s mládežou ulice (ICT for Developing Prevention in Work with Street Youth)	Žilina	3,500.00
Mesto Poprad	Šanca pre znevýhodnených (A Chance for the Disadvantaged)	Prešov	4,000.00
Mládež ulice	Informácie na dosah II. (Information to Hand II)	Bratislava	2,200.00
Diecézne pastoračné centrum pre rodinu Ban- skobystrickej diecézy	Využitie E-learningu pri vzdelávaní matiek na materskej dovolenke (Using E-learning to Educate Mothers on Maternity Leave)	Banská Bystrica	3,027.00
Stredná odborná škola pre žiakov so sluchovým postihnutím, Koceľova 26, Bratislava	IKT prekonávajú bariéry (ICT Overcoming Barriers)	Bratislava	2,020.00
Ulita	Chceme vedieť viac (We Want to Know More)	Bratislava	4,983.00
3lobit	Počítačové terapeuticko-výukové miestnosti pre deti a mládež s autizmom (Computer Therapy/Training Room for Children and Youth with Autism)	Bratislava	4,820.00
Odyseus, občianske združenie	Chcem byť informovaný/á a vzdelaný/á (I Want to be Knowledgeable and Educated)	Bratislava	2,400.00
Inštitút Krista Veľkňaza	S pomocou Slovak Telekomu k vyššej kvalifikácii a skvalitneniu služieb IKV (With Slovak Telekom's Help for Higher Qualification and Service Enhance- ment at IKV)	Prešov	4,280.00
MISIA MLADÝCH, občianske združenie	"MojaOrava.sk – miesto, kde som rád (MojaOrava.sk - A Place I'm Happy)"	Žilina	3,480.00

Subject	Project	Region	Amount (€)
regióny.sk	Naše zelené obzory – prezentujú sa seniori (Our Green Horizons – Seniors Introduce Themselves)	Bratislava	2,500.00
Hornozemplínska knižnica vo Vranove nad Topľou	Aktivity vzdelávacieho a informačného centra seniorov (Activities at the Seniors' Educational and Information Centre)	Prešov	4,290.00
Združenie sclerosis multiplex Nádej	Zhmotnená myšlienka je čin (A Deed is an Idea Embodied)	Bratislava	5,000.00
PERSONA	Komunitná škola – nástroj obnovy a rozvoja komunít (Community School – a Tool for Renewing and Developing Communities)	Žilina	3,500.00
Total: 14 Projects			50,000.00

The projects were realised by May 2011. The final amount allocated, based on the projects' final accounting, will be part of the Annual Report of Endowment Fund Slovak Telekom with the Intenda Foundation for 2011.

Requests supported in the Individual scheme of EF ST Support of talented students with social or physical impairments

600.00 450.00
450.00
450.00
600.00
600.00
600.00
600.00
600.00
497.75
600.00
560.00
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Applicant	Impairment Type	Region	Aid	Amount
Alla F.	socially impaired	Trenčín	notebook	599.00
Lenka H.	socially impaired	Banská Bystrica	computer or notebook, printer, internet access	645.00
Vladimír O.	physically impaired (long-term disability)	Žilina	notebook	600.00
Jozef T.	physically impaired (long-term disability)	Prešov	laptop	600.00
Alena P.	socially impaired	Žilina	notebook	573,00
Andrea P.	socially impaired	Prešov	notebook	570,00
Tomáš S.	socially impaired	Nitra	notebook	576,99
Eduard T.	physically impaired (long-term disability)	Trenčín	notebook with accessories and mobile internet	594.69
Jana B.	socially impaired	abroad	notebook	400.00
Alena G.	Socially impaired	Košice	notebook and internet access	489.00
Jarmila L.	Socially impaired	Košice	notebook with accessories	400.00
Renáta H.	Physically impaired (long-term disability)	Prešov	notebook	600.00
Total: 23 requests	s			12,805.43

# Annex 3: Excerpt from the Annual Report on use of resources from Endowment Fund Slovak Telekom with Pontis Foundation for 2010

#### Total amount: EUR 164,344.77

T-Mobile Helps the Community

Naskoč a toč sa (Jump Aboard and Spin)	
	1,400.00
Areál zdravia a športu (Health and Sport Area)	1,390.00
Lúčne zvieratká - kreatívne pohybové hry pre radosť detí (Meadow Animals – Creative Movement Games for Children's Enjoyment)	1,146.45
Krásny areál pre nás všetkých (A Lovely Area for Us All)	1,400.00
Uhrovec - stavba mosta (building a bridge)	1,400.00
Náučný chodník "Botanická cesta" (Nature Trail "Botanic Path")	1,400.00
Tvorivé dielne pre mladých remeselníkov (Craft Workshop for Young Crafts- people)	1,330.00
Záchrana hradu Čabraď ako pamiatky i domova pre plazy (Preserving Čabraď Castle as a Historical Site and a Home for Reptiles)	948.90
Máme klub! (We Have a Club!)	950.00
Budovanie pracovných návykov u znevýhodnených skupín v procese ich integrácie na trh práce (Building Work Ethic among Disadvantaged Groups in the Process of Integrating into the Labour Market)	1,400.00
Futbal spája (Football Unites)	1,400.00
	Lúčne zvieratká - kreatívne pohybové hry pre radosť detí (Meadow Animals -         Creative Movement Games for Children's Enjoyment)         Krásny areál pre nás všetkých (A Lovely Area for Us All)         Uhrovec - stavba mosta (building a bridge)         Náučný chodník "Botanická cesta" (Nature Trail "Botanic Path")         Tvorivé dielne pre mladých remeselníkov (Craft Workshop for Young Craftspeople)         Záchrana hradu Čabraď ako pamiatky i domova pre plazy (Preserving Čabraď Castle as a Historical Site and a Home for Reptiles)         Máme klub! (We Have a Club!)         Budovanie pracovných návykov u znevýhodnených skupín v procese ich integrácie na trh práce (Building Work Ethic among Disadvantaged Groups in the Process of Integrating into the Labour Market)

Annexes | Annex 3: Excerpt from the Annual Report on use of resources from Endowment Fund Slovak Telekom with Pontis Foundation for 2010

Subject	Project Name	Amount (€)	
Vstúpte, n.o.	Malacky bez bariér 2010 (Malacky Without Barriers 2010)	1,400.00	
Domov dôchodcov, domov sociálynch služieb pre dospelých a útulok, Organizačná jednotka: Útulok	Tvorivá dielňa - Výroba sviečok (Workshop – Candle-Making)	1,207.10	
Vodácky klub HRON Kalná nad Hronom	Vráťme Hronu stratenú krásu (Let's Give Back the Hron its Beauty)	1,185.63	
Súkromná základná škola 1. – 4. ročník	Naša (vaša) obec našimi (vašimi) očami (Our (and Your) Town in Our (and Your) Eyes)	1,400.00	
Gymnázium sv. Františka Assiského Malacky	Františkáni v Malackách (Franciscans in Malacky)	1,135.00	
Astronomický klub Juraja Bardyho, Plevník-Drienové	Hviezdy na dosah ruky (Stars within Arms'Reach)	350.00	
Športový basketbalový klub BK Petržalka	Petržalka v pohybe! (Petržalka in Motion!)	1,400.00	
Združenie Bludní rytieri	Cesta riekou Eridanos (Journey by the River Eridanos)	1,400.00	
Rodičovské združenie pri ZŠ Za kasárňou 2	Chceme sa naučiť rozprávať s nepočujúcimi! (We Want to Learn to Talk with People who are Deaf!)	1,325.00	
Materská škola	Záhrada priateľstva a hier (Garden of Friendship and Games)	1,400.00	
OZ Rodičovské združenie pri MŠ ul. Ružová v Stupave	Revitalizácia školského dvora (Revitalising the School Yard) – SVETLUŠKOVO	1,400.00	
ŠKN Trenčín	Medzinárodný bedmintonový turnaj v Trenčíne – 2. ročník (2nd Annual International Badminton Tournament in Trenčín)	914.00	
Materská škola	Putovanie ročnými obdobiami - eko deň pre deti MŠ (Travelling through the Seasons – Eco Day for Kindergarten Children)	596.00	
Základná škola	Deti deťom (Children for Children)	1,400.00	
Spojená škola	Trochu svetla pre nás (A Little Light for Us)	1,398.06	
Rodičovské združenie pri Materskej škole	Chrobáčik - Dopraváčik (Beetle/Traffic Safety)	1,400.00	
Rodinné centrum Benjamín	Detský klub a Klubík Benjamín (Kids' Club and Benjamín Mini-Club)	1,400.00	
Materské centrum Lienočka	Ihrisko pre deti z MC Lienočka (Children's Playground at Mothers' Centre)	1,360.00	
Rodičovské združenie pri Materskej škole	Škôlkárska olympiáda (Kindergarten Olympics)	1,362.00	

Subject	Project Name	Amount (€)
MATERSKÁ ŠKOLA	Edukácia detí v zdravom a podnetnom prostredí (Educating Children in a Healthy and Stimulating Environment0	1,070.70
Divadlo na hojdačke	ImproWorkshop	1,400.00
Občianske združenie Hamuliakovské deti	Rozkrútené paličky (Batons Unleashed)	1,400.00
Detská organizácia Fénix	Fit s Félixom (Fit with Félix)	1,400.00
Základná škola	Kamarátka knižka (My Friend the Book)	900.00
Rodičovské združenie pri MŠ	čovské združenie pri MŠ Zelené centrum v materskej škole (Kindergarten Green Centre)	
Združenie na pomoc ľuďom s mentálnym postihnutím v Petržalke (ZPMP Petržalka)	Urobme niečo pre svoje zdravie (Let's Do Something for our Health)	1,400.00
OZ Bol raz jeden človek	Feel the film!	1,400.00
Domov n.o., Partizánske	Krok k nezávislosti (A Step toward Independence)	1,400.00
Materská škola	Deti v pohybe (Children in Motion)	717.25
Krasokorčuliarsky klub Trnava	Z Popolušky princezná (From Cinderella to Princess)	1,400.00
Zdravé novorodeniatka (MUDr. Michal Jánoš)	Štart do života (Jump Start to Life)	1,069.20
Materská škola Žarnovica	Zázračný les (Forest of Miracles)	1,332.00
Hodnoty života n.o.	Daniel Hevier online	1,008.40
Materské centrum Fifidlo	Vodnícky deň (MDD) (Water Spirit's Day (for International Children's Day))	1,320.00
ZŠ Márie Rázusovej – Martákovej	Poteším mamičku (Making Mama Happy)	1,366.00
Mládežnícka organizácia PLUSKO	COMENIUS	929.00
Združenie kresťanských spoločenstiev mládeže	Katarínka, miesto dobrovoľníckej práce, ale aj pokoja a oddychu (Katarínka, a place for Volunteering, but also Peace and Relaxation)	1,400.00
Stredisko evanjelickej diakonie – Dom na polceste	Dajme im nádej (Let's Give Them Hope)	1,400.00
Občianske Združenie LENTILKY	GALAPROGRAM LENTILKY 2010	1,262.00
Dubova Colonorum	Dubova Colonorum - záchrana ruiny kostolíka sv. Kozmu a Damiána (Pre- serving the Ruins of the Church of Saints Cosmas and Damian)	1,400.00

Subject	Project Name	Amount (€)
Detské centrum Hrajkovo	– – – – – – – – – – – – – – – – – – –	235.46
Materská škola, Nábrežná 39, Nové Zámky	Bezpečne na ceste (Safety on the Roads)	1,400.00
Život bez závislostí, n. o.	Začnem od seba (I'm Starting with Myself)	1,342.22 813.13 1,400.00 1,400.00 1,400.00
Detský hospic Plamienok n.o.	Terapia hrou (Game Therapy)	
Bojnický skrášľovací spolok	7 klobúkov môjho leta (My Summer's 7 Hats)	
Myslím – rozvoj myslenia nielen pre sluchovo postihnutých	Fotomaratón Nepočujúcich (Deaf Photomarathon)	
OZ Kôň ako Koníček	Hippoterapiou pomáhame (We're Helping through Hippotherapy)	
Združenie na záchranu Lietavského hradu	Dajme našej veži bezpečnú strechu! (Leťs Give our Tower a Safe Roof!)	1,400.00
Domka – Združenie saleziánskej mládeže, ústredie	Festival Lumen 2010	1,400.00
Detská misia	Nájdi svoju cestu k deťom! (Find Your Way to Children!)	1,400.00
Základná škola s materskou školou	Objavujme kúzlo knihy (Let's Discover the Magic of the Book)	900.00
Liga za duševné zdravie SR	– – Špecializovaná knižnica (Specialised Library)	1,399.00
Slovenský skauting, 113. zbor Modré hory, Bratislava – Petržalka	Dobrovoľníci v Modrých horách (Modré hory Volunteers)	1,400.00
Púpava – pedagogicko-psychologické služby, nezisková organizácia	Agentská Odysea 2010 (Agents' Odyssey 2010)	1,400.00
Spoločnosť priateľov detí z detských domovov Úsmev ako dar	Pomoc deťom v krízovom zariadení (Help for Children in the Crisis Centre)	1,000.00
Slovenský Skauting o.z.	Chilli - korenie do života (The Spice of Life)	1,200.00
OZ Ružová margarétka	Veselé víkendy s Ružovou margarétkou pokračujú (More Merry Weekends with Ružová margarétka)	1,400.00
Regionálne osvetové stredisko v Leviciach	Ozajstný poklad (A Real Treasure)	1,400.00
DIADOR	Edukačno-športový víkend (Educational/Sport Weekend)	1,220.00
Kláštorisko, n.o.	– – – – – – – – – – – – – – – – – – –	1,400.00
One Blood	Prekážka je možnosťou (Obstacles are Opportunities)	1,381.12
Pangaea	– – – – – – – – – – – – – – – – – – –	1,348.00

Subject	Project Name	Amount (€)
Socia	Arteterapeutická dielňa (Art Therapy Workshop)	825.00
Združenie na záchranu Brekovského hradu.	Hrad Brekov 2010 – záchrana najohrozenejších častí (Brekov Castle 2010 – Preservation of Endangered Portion)	1,400.00
PHOTOPORT, občianske združenie, Bratislava	PORT No. 21	1,374.00
OZ Čierny hrad	Predstavme Čierny hrad svetu (Let's Show the World Čierny hrad)	560.00
OZ Hrad Tematín	Žijeme Tematínom 2010 (Living with Tematín Castle 2010)	1,400.00
Združenie na záchranu stredovekého architektonického dedičstva nitrianskeho kraja – LEUSTACH	Záchrana torza Živánskej veže (Preserving the Živánska Tower)	1,400.00
Renova	Záchrana hradu Dobrá Voda (Preserving Dobrá Voda Castle)	1,400.00
Total		99,965.12

#### Looking for Another Sense – FOR BUSINESS

Subject	Project Name	Amount (€)
Pavol Mikuš	Massage services	3,000.00
Branislav Panáček	Construction	3,232.00
Miroslav Panáček	Masonry	3,163.00
Martin Masaryk	Construction/assembly work	2,500.00
Anna Pavlíková	Clothing manufacture	3,320.00
Miroslav Susedka	Carpentry	2,678.00
Miroslav Judiak	Carpentry	3,320.00
Matej Kováč	MK Design (photography and design)	3,320.00
Ľubomír Čermák	Carpentry	3,320.00
Martin Hrubiško	Photographic services	2,000.00

Subject	Project Name	Amount (€)
2 Kurzy pre nepočujúcich	Food and lodging, teachers and interpreters	13,455.33
Webová stránka	www.nepocujucipodnikatelia.sk	2,255.15
Film		5,926.20
Total		51,489.68

#### Individual support

Subject	Project Name	Amount (€)
Stredisko evanjelickej diakonie – Dom na polceste	Cesta k osamostatneniu (Path to Independence)	3,000.00
OZ Myslím	Medzinárodný deň Nepočujúcich (International Day of the Deaf) (partial expenses)	9,889.97
Total		12,889.97

### Annex 4: Certificates owned by Slovak Telekom

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CERTIFICATE	TIV NORD
Management system as per EN ISO 9001 : 2008	
In accordance with TÜV NORD CERT procedures, it is hereby certified that	
Slovak Telekom	
Slovak Telekom, a.s. Karadžičova 10 825 13 Bratislava Slovak Republic	
with the altes acc. to the annex	
applies a quality system in line with the above standard for the following scope	
Development and provision of Data Services, Desktop Serv including Helpdesk for business customers in the business and public administration.	
Certificate Registeration No. 04 100 049065 Valid until 201 Audit Report No. 624 516/300 Initial certificat	3-10-11 tion 2004-11-29
Kul	
Certification Body at Prahe, 2010-1 TUV NORD CERT GmbH	10-12
This certification was conducted in accordance with the TÚV NORD CERT auditing and subject to regular surveillance audits. The annext (capacy) is the integral part of the certificate.	certification procedures and is
TÜV NORD CERT Ombei Langemarckstrasse 20 45141 Essen	www.tuev-nord-cert.com
Ter 2017 Add	

#### ANNEX

to Certificate Registration No. 04 100 049065 of Management system as per EN ISO 9001 : 2008

Company



Slovak Telekom, a.s. Karadžičova 10 825 13 Bratislava Slovak Republic

Locations included to the certified area

Certified branch Development and provision of Data Services, Desktop Services and LAN Services, including Helpdesk for business customers in the business socior and in the state and public administration.

Headquarters Karadžičova 10, SK - 825 13 Bratislava

Remote locations Jarabinková 1, SK - 821 09 Bratislava Kolárska 12, SK - 814 68 Bratislava Jarošova 1, SK - 830 08 Bratislava Kukučinova 52, SK - 831 03 Bratislava Furdekova 16, SK - 851 04 Bratislava Vajnorská 100/A, SK - 831 03 Bratislava Horná 77, SK - 975 87 Banská Bystrica Školská 10, SK - 974 01 Banská Bystrica Bernolákova 14, SK - 974 05 Banská Bystrica Poštová 1, SK - 010 08 Žilina Moyzesova 35, SK - 010 01 Žillina A. Rudnaya 21, SK - 010 01 Žilina Pořská 4, SK - 043 06 Košice Poštová 18, SK - 042 10 Košice Toryská 3, SK - 040 11 Košice L. Svobodu 1, SK - 058 01 Poprad Alžbetina 33, SK - 058 01 Poprad

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**T**<sub>i</sub>V NORD

Page 1 of 2

#### ANNEX

TUV NORD

to Certificate Registration No. 04 100 049065 of Management system as per EN ISO 9001 : 2008

Instaiment

Locations included to the certified area

#### Remote locations

Marka Čulena 55, SK - 080 01 Prešov Sládkovičova 2, SK - 550 60 Nitra Dolný Šlance 2, SK - 911 01 Trenčín Piaristická 6, SK - 911 01 Trenčín Štarohájska 3, SK - 071 01 Michalovce Nám. republiky 4, SK - 984 60 Lučenec Sadová 621, SK - 905 22 Senica Hlavné námestie 9, SK - 940 01 Nová Zámky M. M. Hodžu 7, SK - 031 48 Liptovský Mikuláš Bojnická: cesta 26, SK - 971 04 Prievídza



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Certifica			

Praha, 2010-10-12

This certification was conducted in accordance with the TÜV NORID CERT auditing and certification procedures and is subject to regular surveillance audits. TÜV NORID CERT Gw8H Lancemarcistrasse 20 45141 Essen www.tuev-nord-cert.com



#### CERTIFICATE TUNNORD

Management system as per EN ISO 14001 : 2004

In accordance with TÜV NORD CERT procedures, it is hereby certified that

Slovak Telekom

Slovak Telekom, a.s. Karadžičova 10 825 13 Bratislava Slovak Republic

with the sites acc. to the annex

applies a management system in line with the above standard for the following scope

Development and provision of Data Services, Desktop Services and LAN Services, including Helpdesk for business customers in the business sector and in the state and public administration.

Certificate Registration No. 44 104 085018 Audit Report No. 710 073/030 Valid until 2011-10-02

Rul Certification Body at

Certification Body at TÜV NORD CERT OmbH Preha, 2010-10-11

This certification was conducted in accordance with the TÜV NORD CERT auditing and certification procedures and is subject to regular surveithmes audits. The annex (2 pages) is the integral part of the certificate. TÜV NORD CERT GrebH Langemarcitatesse 20 45/141 Essen www.bavv-nord-cert.com



#### ANNEX

#### TUV NORD

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to Certificate Registration No. 44 104 085018 of Management system as per EN ISO 14001 : 2004

#### Company



Slovak Telekom, a.s. Karadžičova 10 825 13 Bratislava Slovak Republic

Locations included to the certified area

Cettified trearch Development and provision of Data Services, Desktop Services and LAN Services, including Helpdock for business customers in the business sector and in the state and public administration.

#### Headquarters

Karadžičova 10, SK - 825 13 Bratislava

#### Remote locations

Jarobinková 1, SK - 821 09 Bratislava Kolárska 12, SK - 814 68 Bratislava Jarošova 1, SK - 830 08 Bratislava Kutkučinova 52, SK - 831 03 Bratislava Furdekova 16, SK - 851 04 Bratislava Horná 10, SK - 875 04 Bratislava Horná 17, SK - 975 87 Banská Bystrica Školská 10, SK - 974 01 Banská Bystrica Bernolákova 14, SK - 974 05 Banská Bystrica Poštová 1, SK - 910 04 Žilina Moyzesova 35, SK - 010 01 Žilina Poľská 4, SK - 043 06 Košice Poštová 18, SK - 042 10 Košice Toryská 3, SK - 043 01 Poprad Alžbetina 33, SK - 058 01 Poprad

Page 1 of 2

#### ANNEX

#### to Certificate Registration No. 44 104 085018 of Management system as per EN ISO 14001 : 2004

#### Instalment

Locations included to the certified area

#### Remote locations

Marka Čulena 55, SK - 080 01 Prešov Sládkovičova 2, SK - 950 60 Nitra Dolný Šlance 2, SK - 911 01 Trenčín Plaristická 6, SK - 911 01 Trenčín Starohájska 1, SK - 917 01 Trnava Špitálska 3, SK - 011 01 Michalovce Nám. republiky 4, SK - 984 60 Lučenec Sadová 621, SK - 905 2 Senica Hlavné námestie 9, SK - 940 01 Nová Zámky M. M. Hodžu 7, SK - 931 48 Liptovský Mikuláš Bojnická cesta 26, SK - 931 48 Liptovský Mikuláš

--- End of the list ---

Aul Certification Body at TÜV NORD CERT GebH

Praha, 2010-10-11

45141 Essen

**TUV NORD** 

www.tuev-nord-cert.com

This certification was conducted in accordance with the TÜV NORD CERT auditing and certification procedures and is subject to regular surveillance audits.

Langemarckstrasse 20

TÜV NORD CERT GmbH



Page 2 of 2

#### CERTIFICATE

Management system as per ISO/IEC 27001:2005

In accordance with TÜV NORD CERT procedures, it is hereby certified that

T Slovak Telekom, a. s. Karadžičova 10

825 13 Bratislava Slovak Republic with the locations according to annex

applies a management system in line with the above standard for the following scope

Development and provisioning of data services, desktop services and LAN services, including helpdesk to business segment customers in the business sector and in the state and public administration.

Statement of Applicability Version P1\_3\_7\_050502\_v4\_101001, 2010-10-01

Certificate Registration No. 44 121 091823 Audit Report No. 3506 9856

Valid until 2013-02-09

Essen, 2011-02-17

TJV NO

Use Ginalles at TÜV NORD CERT GHILH

This certification was conducted in accordance with the TÜV NORD CERT auditing and certification procedures and is subject to regular surveillance audits.

TOV NORD CERT GmbH Langemarkistrasse 20 45141 Essen www.tury-nord-cert.com



#### ANNEX

to TÜV NORD CERT Certificate Certificate Registration No. 44 121 001623

Valid until 2013-02-09 Fasen, 2011-02-17

in accordance with TÜV NORD CERT procedures, it is hereby certified that

#### T Slovak Telekom, a. s.

Karadžičova 10 825 13 Bratislava Slovak Republic

Slovak Telekom, a. s.

Jarošova 1 830 08 Bratislava

Slovak Republic

in.

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applies a management system in line with the above standard

anadbičova 10 Vejnomiká 100/A A. Rudnaya 21 Marka Čulena 68 Nále 25.13 Bratislava 631.03 Bratislava 010.01 Zilna 060.01 Prešov 964	wak Tele m. republi 60 Luče wak Rep.

lakom, a. s. Jólky 4 čenec a.26

Slovak Telekom, a. s. M. M. Hodžu 7 G31 48 Lipitovský Mikuláň Slovak Republic

Storak Telekom, a.s. Storak Telekom, a.s. Storak Telekom, a.s. Storak Telekom, a.s. Janzinková 1. Ponká 77. Poľská 4. Biddevičnot 2. 1211 úli Banálava 51 dľ. Banála Byatrica 043 06 Kolice 550 66 Něle Storak Republic Storak Republic Storak Republic Storak Republic Slovak Telekom, a. s. Sadová 621 905 32 Serica Slovak Repúblic

Stovak Telekom, a. s. Skolská 10 974 Ol Banská Bystrice Slovak Republic Slovak Telekom, a. Politová 18 042 10 Kolice Slovak Rapublic Slovak Telekom, a. s. Havné námestie 9 940 01 Nové Zámky Slovak Republic Slovak Telekom, a. s. Koldrska 12 814 68 Bratislavit Simult Talakam a s. Dolný Sianec 2 911 01 Trenčin Skovak Republic Slovek Republic

> Slovak Telekom, a. s. Paristicid 6 911 01 Trenčin Slovak Republic Stovak Telekom, a. s. Remoldiciva 14 974 05 Banská Bysitica Slovak Telekom, a. s. Toryska 3 040 11 Kabioe Struck Recublic Siovak Republic

Slovak Telekom, a. s. Starohájska 1 917 01 Timava Slovak Republic Slovak Telekom, a. s. Kukučinova 52 851 03 Bratislava Slovak Republic Slovak Telekom, a. s. Policvá 1 010 08 Zlina Slovak Republic Slovak Telekom, a. e. L. Svobodu 1 058 01 Poprad Slovak Republic Slovak Telekom, a. s. Bojnická centa 28 971 04 Prievidza Slevak Republic

Stovak Telekom, a. s. Moyzesova 35 010 01 Ziline Slovak Rapublic Slovak Telekom, a. s. A2belina 33 058 01 Popsad 5 Slovak Rapublic Slovak Talakom, a. s. Spitálska 3 071.01 Michalovce Slovak Republic Slovak Telekom, a. s. Fundskova 18 851 04 Bratislava Slovsk Republic

Annexes | Annex 4: Certificates owned by Slovak Telekom

| 78

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#### Slovak Telekom, a. s.

#### Quality and Environmental Policy

Stovak Telelion is the largest Stovak multimedia operator with many years' experience and a responsible approach to business. We are considered as a leader in the provision of talecommunications services in the most demanding segment of business. Doth mitsmich dosped (is avoire as well as their upday).

In controlling with our vision and mission, we bring the international knowledge, insolutive solutions and the latest technological trands into the telecommunications market. To meet proving demands of outpress and internets diparties, we implemented update and environmental management systems and made the following convertinences:

#### Relationship with customers

Our partnenship with our outsomen is based on integrity, an open dialogue and activities that consistently focus on our customent 'needs. We provide recources for continuous improvement of established processes and management systems.

Relationship with suppliers

We strive for fair commercial relations with our suppliers which are based on honesty, trust and commitment.

#### Relationship with the Environment.

We continue to reduce production of pollutarits from our activities through increasing the efficiency of energy consumption, optimizing the use of the premises, reducing fuel consumption and also testing alternative fuels for operation.

#### Training and staff development

Our employees determine the success of the Company. We provide an environment which open up new prolassional and personal perspectives, and enables employees to perform outstandingly and achieve excellent results.

#### Communication and Social Responsibility

We obschelp communicate within the Company and with external interested parties. In our corporate responsibility activities, we hold the basic principles as a coedibility, continuity and transparency. We inform about our influence on summarking through the Corporate responsibility report.

#### Compliance with Legal and Ethical Standards

We able by the law and other relevant regulations, and we expect our business partners to do the same. The applicable legal system, our vision, our mission and our corporate values form the basis for all corporate decisions and our daily business activities.

The Policy is applied in all processes and in our activities that affect product quality and environmental protection. The Policy is communicated publicly and is obligatory for all employees.

Bratislavs, August, 10, 2010

2 cores Miroslav Majorol

Chairman of the Board of Directors and Chief executive officer

## Annex 5: Comment by External Assurance



zelinárska 2, 821 08 bratislave tel.: +421 2 5710 8111, fax: +421 2 5710 8125 e-mail: pontis@nadaciapontis.sk, www.nadaciapontis.sk

#### Statement on the 2010 Corporate Responsibility Report of

Slovak Telekom, a.s.

Slovak Telekom, a.s. continues in the tradition of publishing their Annual Corporate Responsibility Report (the report). In 2011 the report is for the first time prepared according to the Global Reporting Initiative Sustainability Guidelines (GRI Guidelines). Slovak Telekom requested Pontis Foundation to provide an Application level check on the usage of the GRI Guidelines. The report was prepared solely by Slovak Telekom and the company is fully responsible for the accuracy of information provided in the report.

In our opinion, the report meets the content and quality requirements of the GRI Guidelines, Application Level B+ and exceeds the number of required indicators by 15.

The report is prepared in a very good quality and provides enough data to evaluate the economic, social and environmental performance of the company. Where possible, the data are easily comparable with previous years. The report is written in an appropriate manner and thus understandable by readers without deep technical knowledge. We also appreciate that the company set goals for the next reporting period.

We advise the company to consult its stakeholders in the process of choosing indicators and use better the materiality principle that helps to define, which indicators are relevant for stakeholders. In the following years we propose to use also the pilot version of the Telecommunications Sector Supplement.

Bratislava, 14 June, 2011

14:2TA

Michal Kišša Reviewer Pontis Foundation

Lute Guotelal

Lenka Surotchak Director Pontis Foundation