



# **CORPORATE RESPONSIBILITY REPORT**

## SLOVAK TELEKOM 2012



**ZAŽÍME TO SPOLU**



In a short spot: Four-year old Dominik, who has a hearing impairment, says “I Love You” in sign language. Love needs no words.

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# ADDRESS OF THE CEO



**i [1.1]** Dear customers, shareholders, colleagues and readers,

In our business we take into consideration not only achieving shareholder objectives, but the way our Company behaves towards the community, employees, customers, suppliers, and the environment as well, over the long run. Through our activities we hope to show that symbiosis is possible between running a successful business and corporate responsibility.

We direct our support where we can help comprehensively, which means not only financially but through services, know-how, and employee volunteer activities as well. If our business consists of providing information and communication technologies and highlighting their advantages, we also want to point out at the difficulties that new technologies can bring, particularly for example in children's hands.

If our Company employs experts, we want to help educate other experts. If the telecommunications industry has a considerable impact on the environment, we try to minimise it. If we are one of the biggest employers, we want to create a working environment that promotes balance between employees' work activities and their private lives. As a strong Company, we intend to provide help to those weaker or who are disadvantaged.

We have been purposefully developing corporate responsibility principles over several years. Not only do we earmark financial means for this, but we also develop and create programmes through our own know-how and personal engagement. Through The Endowment Fund Telekom with The Pontis

Foundation we support those who, despite of their hearing impairment, pursue their dreams. We are there at the beginning of their businesses careers. We help the Hearing-Impaired not only with finances, but provide them training courses in business and legal issues. Together, we are looking for a deeper sense in their lives – for business. By cooperating with the non-profit sector and providing our services, we contribute to child internet safety. Last year, through the Endowment Fund we dedicated EUR 173,694 to support 92 projects, such as the "Čigánsky bašavel" (Gipsy Festival) held at the Červený kameň Castle, or the benefit concert of "Divé maky" (Wild Poppies).

We run telecommunications fundraising campaigns free of charge, keeping a close eye on the financial means collected, so they get to where they were donated by the customers. We prepare professional lectures and internships for students of high schools and universities. Our employees participate in corporate responsibility projects through both financial and non-financial collections and volunteer activities at particular events.

I am pleased we have employees at Slovak Telekom sensible of corporate responsibility principles, because it is not only strategy which makes a responsible company; above all it the company's people.

Details concerning our responsibility towards the individual areas have been included in this Report, which we are publishing for eighth time. Among other things, you can find interesting stories and videos from the projects supported, corporate responsibility milestones, and our goals for the forthcoming period. You will also learn more about our approach to

customers, employees, suppliers, and the environment. I believe you will enjoy reading it, and maybe find some stories to inspire you.



Miroslav Majoroš  
Chairman of the Board of Directors and CEO



# REPORT PARAMETERS

**[3.1] Reporting period:** calendar year 2012

**[3.2] Date of last publication of Sustainable Development Report:** 10 July 2012

**[3.3] Reporting Cycle:** once annually

**[3.4] Contact person for any questions regarding the report or its contents:** Dominika Dvoranová, [presscentrum@telekom.sk](mailto:presscentrum@telekom.sk)

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

<http://www.telekom.sk/o-spolocnosti/zodpovedne-podnikanie/sprava-o-zodpovednom-podnikani/>

**[3.5] Process for defining report content:** In this Corporate Responsibility Report, you will find basic information on Slovak Telekom and on its most significant activities in this area during 2012, categorised by stakeholders – the community, customers, employees, the environment, and suppliers and partners. The stakeholders are defined based on the local Corporate Responsibility 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 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 recipients a comprehensive document containing summary information on Slovak Telekom's corporate responsibility activity in 2012.

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

**[3.9]** The data published come from Slovak Telekom's 2012 Annual Report, the Company's own CR Database, and materials of the Company's individual units and departments.

**[3.10]** There were no significant changes during the reporting period regarding the time period, nature of business, or acquisition.

**[3.11]** Compared to the preceding reporting period, the scope, specifications and measurement and reporting methods have not significantly changed.

**[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, evaluation of 2012 goals, goals for 2013, and 36 performance indicators.

The [GRI index](#) is in an annex to the report, featuring a list of indicators reported in all categories – Economic (EC), Environmental (EN), Labour Practices and Decent Work (LA), Human Rights (HR), Society (SO) and Product Responsibility (PR) **[3.12]**.

**[3.13]** Accordance with GRI guidelines was verified by External Assurance, carried out by the 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.



A black and white photograph of a large group of children sitting in an auditorium. Many of the children have their hands raised in the air, some with fingers spread, suggesting they are participating in an activity or answering questions. The children are of various ages, from young toddlers to older children. The background is filled with more children, creating a sense of a large gathering.

# INTRODUCTION OF SLOVAK TELEKOM

COMPANY PROFILE  
CORPORATE RESPONSIBILITY STRATEGY AND MANAGEMENT  
CORPORATE RESPONSIBILITY MILESTONES

The welcoming ceremony of the book "Deti v sieti" (Kids Online), and premiere of new episodes of OVCE.sk (Sheeplive.eu) cartoons, in a full auditorium of children, both hearing and hearing-impaired. We have prepared the first comprehensive publication on dealing with internet risks in collaboration with the "eSlovensko" civic association and the Ministry of Education, Science, Research and Sport of the Slovak Republic.



# COMPANY PROFILE

**[2.1]** Slovak Telekom is the largest multimedia operator in Slovakia, with many years' experience, a responsible business attitude and international know-how that brings innovative technologies to the Slovak telecommunications market. The Company owns and operates a telecommunications network, which covers almost the entire territory of the Slovak Republic. In the fixed line business, it makes systematic investment in state-of-the-art optical infrastructure, operates a next generation network (NGN), and is the largest broadband internet provider in the country. It provides digital television via fixed networks and DVB-S2 satellite technology. In the mobile communication business, it is the only operator to provide internet access over four high-speed data transmission technologies: GPRS/EDGE, Wireless LAN (Wi-Fi), UMTS FDD/HSDPA/HSUPA and FLASH-OFDM.

**[2.2]** Slovak Telekom as a provider of comprehensive information-communication services offers its customers fixed network services, internet connection, digital television services, data services, sale of terminal equipment and call centre services, mobile communication and mobile internet services and internet content (via the subsidiaries Zoznam, s.r.o. and Zoznam Mobile, s.r.o.). As a part of business segment, it brings customers a wide portfolio of ICT services, operates a top-of-the-range data centre in Slovakia and continually introduces innovations like Cloud computing or solutions for safe mobile office.

**[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 documents activities of Slovak Telekom only; activities of subsidiaries are not included).

**[4.8]** The Company is certified for quality management system 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]** As to corporate responsibility, we won first prize in the competition "Zdravá firma roka 2012" (Healthy Company of the Year 2012), honouring efforts made in the field of employee health care. We won first prize in the competition Leading HR Organisation as the company with the most effective human resources management. Slovak Telekom is part of the multinational Deutsche Telekom Group (Frankfurt, Amtlicher Handel: DTE/ NYSE: DT).

**[2.4] Registered Office:** Bajkalská 28, 817 62 Bratislava 15, Slovak Republic.

**[2.8] [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, The National Property Fund of the Slovak Republic holds 15% of shares.

**Legal form:** Joint-stock company

| Shareholder                                   | Interest of Share Capital in % | Interest of Share Capital in EUR |
|---|--------------------------------|----------------------------------|
| Deutsche Telekom AG                           | 51%                            | 440,697,630                      |
| Ministry of Economy of the Slovak Republic    | 34%                            | 293,798,420                      |
| National Property Fund of the Slovak Republic | 15%                            | 129,616,950                      |

**[2.9]** There were no significant changes during the reporting period regarding size, structure, or ownership including location, changes in operations including facility openings/closings and expansions; or changes in the share capital structure, and alteration operations.

**[2.5] [2.7] Market:** Slovak Telekom offers a comprehensive portfolio of data and voice services. Customers benefit from the advantages of the fixed and mobile telecommunications network, covering almost the whole of Slovakia's territory. Slovak Telekom is a broadband internet provider providing internet access over four high-speed data transmission technologies. Customers may use roaming services in mobile operators' networks around the globe.

Slovak Telekom 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. Since the segment of residential customers also includes children and youth, special protection tools have been created for them in mobile handsets and in both fixed and mobile internet and digital Magio television. The Company offers services and

products suitable for senior citizens, too (special mobile handset, Magio internet programmes Turbo 2 Mini, Turbo 2 Mini Solo without a fixed line and Optik 2 Mini) and for Hearing-Impaired clients (the Hearing-Impaired monthly rate plan "Paušál pre Nepočujúcich" and discounted mobile internet for the Hearing-Impaired "Mobilný Internet pre Nepočujúcich").

**[4.14] [4.15] [4.16] 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 identification of impact, opportunities and potential risks. Priority stakeholders include customers, employees and trade unions, vendors, environment, shareholders, and the public and non-profit sectors. Their expectations for, problems with and feedback on the Company's activity are mapped in dialogue with every stakeholder. Forms of dialogue are varied and used with regard to effectiveness for a specific group (further details available in individual chapters). Because of the Company's continuing optimisation, stakeholders with the highest priority in 2012 were Company employees and customers.

**[2.8] Total number of employees as of 31 December 2012:** 3,514 (i. e. not including leased staff and part-timers).



## FINANCIAL PERFORMANCE

Separate Financial Statements prepared in accordance with International Financial Reporting Standards (IFRS) for the year ended on 31 December 2012:


### [2.8]


- Revenue: EUR 807,725 thousand
- Total equity and liabilities: EUR 1,970,420 thousand, of which equity is EUR 1,612,678 thousand and liabilities are EUR 357,742 thousand.

### [EC1]

| Indicator  | In thou. EUR  |
|--|---------------|
| Revenue  | 807,725       |
| Other operating income and financial income      | 16,545        |
| Operating costs, of which:                       | (711,426)     |
| Staff costs                                      | (119,141)     |
| Depreciation, amortization and impairment losses | (233,785)     |
| Taxes (excluding income tax) and duties          | (730)         |
| Donations  | (42)          |
| Financial expense                                | (736)         |
| Current tax                                      | (35,000)      |
| Deferred tax                                     | 12,772        |
| Special tax                                      | 2,118         |
| <b>Profit in the accounting period</b>           | <b>62,218</b> |


In 2012 Slovak Telekom paid dividends in the amount of EUR 92,000 thousand.


 [EC4] In 2012 Slovak Telekom was granted subsidy from the Slovak Republic amounted to EUR 1,098 thousand which it can draw during 2012 and 2013. In 2012 Slovak Telekom drew EUR 483 thousand.

 [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 (population coverage by 3G network has increased to 77% in 2012), internet access provision, investments into tools for children's safety on the internet and in mobile communication, provision of telecommunications services to several non-profit organisations at favourable conditions, free operation and telecommunications arrangements for „Horská záchranná služba“ (the Mountain Rescue Service) emergency help line 18 300, providing numbers „Linka pre budúcnosť“ (Line for the 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 2012 was EUR 744, 964.13).

## [2.3] [4.1] CORPORATE GOVERNANCE:

The **General Meeting** is the supreme body of the Company. As a shareholder or business partner in its subsidiaries, Slovak Telekom exercises its rights by 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, where the Annual Report and annual financial statements are also approved. The general assemblies 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 vis-à-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 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 powers as necessary. Meetings of the Board of Directors 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/CEO.


 [4.6] To avoid conflict of interests, under Art. 8 Clauses 16 and 17 of the Company's Articles of Association, a board member must not: conclude transactions in their own name or on their own account if the transactions relate to the Company's 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, or serve as a Supervisory Board member 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 the business of which Slovak Telekom is involved.


The **Supervisory Board** is the controlling body of the Company, consisting of 9 members and representing 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. Board meetings are held at least once per quarter-year.

The **Executive Management Board** has 7 members and is responsible for the daily 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 several times a year, where employees are offered space for discussion. Social dialogue 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 2012, the main economic and social topics in such dialogues concerned the Company's continuing transformation programme and its impact on the employees and the Company's operation, as well as rapprochement between the corporate cultures of the two integrated companies.

 [HR5] In 2012 there were no Company activities identified that might endanger freedom of association and the right to collective bargaining.

 [4.7] [4.9] Biographical data available at [www.telekom.sk](http://www.telekom.sk) in the section 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 constantly informed, they receive monthly reports about the Company and how its objectives are being achieved, the Annual Report of Slovak Telekom and consolidated and individual financial statements, and a Corporate Responsibility Report. The Environmental Report is submitted to the corporate bodies once a year.

Employees take part regularly every two years in a large Deutsche Telekom Group employee satisfaction survey, and participate in the HR Customer Satisfaction survey of the Deutsche Telekom Group annually, with a Pulse Check Survey held on a regular basis, too – this latter a survey checking the in-house mood in the Company, researching overall satisfaction with the work of the Human Resources Unit and management. The results are reported to the Executive Management Board for review.

## [2.3] ORGANIZATION STRUCTURE:

The Unit reporting to the Chief Executive Officer provides strategy and process management, corporate development, audit, carrier and wholesale, and corporate communication services.

The Finance Unit is responsible for the shared services centre, controlling, procurement, customer financial relations management, accounting, tax and treasury and the treasury and tax department.

The Mass Market Segment Unit covers the activities carried out by Contact Centres related to BI, sales channel planning, marketing communication, content, premium and online services, segment sales, alternative channel management, telephone sales, the retail network, development and sales support, and customer services.

The ICT and Corporate Segment Unit is specialised in the BI and PMM services for the ICT and corporate segment, implementation of the ICT services and solutions, preparation of customer solutions, business services, corporate sales, and sales of services to key customers.

The Human Resource Unit is responsible for the personnel and wage administration, customer relations, labour safety, remuneration, benefits, education, and customer development services.

The Legal and Corporate Affairs Unit provides services related to corporate safety, legal and regulatory affairs, public affairs, services for the Company's Board of Directors, and compliance services.

The Technology and IT Unit deals with technology security management, network innovation, IT solutions and development, technology operation, strategy, architecture, financial management, and installation and maintenance of networks and services.

[4.5] The Company has developed a comprehensive system for setting and evaluating goals, which consists of several components and address the organisation's key areas. The system for setting and evaluating goals derives from a company-wide integrated planning process. Corporate (company-wide) goals are core component of the system and are integrated in objectives on all management levels within the organization. Individual goals, specific to Company's 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 are directly derived from the Company's overall performance for all management levels, and are interlinked. Executive Management regularly discusses corporate performance and evaluates overall performance quarterly. This evaluation reveals trends and indicates whether objectives are being met; conclusions are subject to approval. The evaluated performance is subsequently submitted for discussion to a compensation body, i.e. the Compensation Committee. The Compensation Committee is also in charge of performance evaluation for the Executive Management Board; it puts forward suggestions and approves compensation based on evaluation against the goals defined for the period under review.

## [4.12] [4.13] SLOVAK TELEKOM HAS BEEN AN ACTIVE MEMBER OF THE FOLLOWING 24 ORGANISATIONS IN SLOVAKIA:

- 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 2011): Etický kódex PAS proti nekalému podnikaniu (PAS Code of Conduct Against Unfair Business (since 2012)
- 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 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 2011)
- Spoločnosť pre projektové riadenie – SPPR (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)
- Slovenská asociácia pre informačnú bezpečnosť – SASIB (Slovak Association for Information Security, since 2012)
- Slovenská asociácia pre vedomostnú spoločnosť – SAKS (Slovak Association for Knowledge Society, since 2008)
- Slovenská asociácia pre informačnú bezpečnosť – SASIB (Slovak Association for Information Society, since 2012)

Slovak Telekom is part of the EUROPA – EU Transparency register, and thus it has also subscribed to the **Transparency Code** (since 2011). 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 (the European Telecommunications Network Operators Association, since 1993); Slovak Telekom is a signatory of the **ETNO Corporate Responsibility Charter**, and as such has committed to respect economic, social and environmental aspects of doing business and promote use of modern telecommunications services as an alternative to activities with a negative impact on the environment.
- 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 codes through which Slovak Telekom, as a member, declares its own objectives. 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 diligence to obligations arising from specific regulation concerning all businesses on the electronic communications market, supports open and full competition, and subscribes to correct relationships vis-à-vis competitors, customers and suppliers.

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

**i [SO5]** The Company provides comments on inter-ministry circulation of draft laws, amendments, rulings of the Telecommunication Office of the Slovak Republic and other regulations via a legislative instrument portal – this both online and publicly, as a non-obligated commenting party. Through its activities in organizations in Slovakia, Slovak Telekom assists in the preparation of the legislative environment in electronic communications and the creative industry.

## **i [SO2] [SO4] COMPLIANCE WITH INTERNAL REGULATIONS AND LAWS:**

Regulations relating to employees' obligations to transparent deepening of business relationships towards third parties have been defined by the parent company. Slovak Telekom follows the Directive on Anti-corruption Measures, and in line with the Group's methodology Slovak Telekom annually assesses compliance risks within the Company. The risk of corruption – active and passive – and assessment of business units are part of such assessment. No confirmed case of corruption has been observed by the Company to date. Another natural part of monitoring the Company and its employees is the **Ethics Line**.

This is a means by which employees or third parties may report cases of suspected fraudulent and corrupt conduct. Ethical issues are dealt with by the employee Ethics Committee: a Compliance Officer of the Slovak Telekom Group, and representatives of HR, Security and Corporate Communication. Cases of suspected fraud are investigated by an internal security consultant, an investigation team or, in specific cases, by an Advisory working commission appointed by the Company's Executive Management Board.



# THE COMPANY'S MANAGEMENT BODIES

## EXECUTIVE MANAGEMENT BOARD OF SLOVAK TELEKOM



**Ing. Miroslav Majoroš**  
Chairman of the Board  
of Directors and Chief  
Executive Officer



**Dr. Robert Hauber**  
Chief Financial Officer  
and Vice Chairman of the  
Executive Management  
Board.



**Dip.-Ing. Branimir Marič**  
Chief Technology and  
Information Officer



**Ing. Dušan Švábek**  
Chief Marketing Officer  
(until 30 September 2012)  
Chief Mass Market Segment Officer  
(since 1 October 2012)



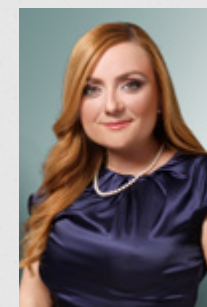
**Ing. Igor Matejov**  
Chief Sales and Customer  
Service Officer  
(until 30 September 2012)



**Ing. Ján Adamec**  
Acting Chief ICT and  
Corporate Segment Officer  
(until 31 March 2013)  
Chief ICT and Corporate  
Segment Officer  
(since 1 April 2013)



**JUDr. Ján Pitoňák**  
Chief Legal and Corporate  
Affairs Officer  
(since 1 October 2012)



**Mgr. Petra Berecová**  
Chief Human  
Resources Officer

## BOARD OF DIRECTORS OF SLOVAK TELEKOM

Ing. Miroslav Majoroš – Chairman  
Ing. Michal Vaverka – Vice-Chairman  
(since 17 September 2012)

### Members

Kerstin Günther (since 17 September 2012)  
Dr. Robert Hauber  
Ing. Martin Mác (since 17 September 2012)  
Dr. Ralph Rentschler  
Ing. Miloš Šujanský, PhD., M.B.A.

**Other members of the Board of Directors in 2012:** Ing.  
Martin Mác – Vice-Chairman until 17 September 2012  
Albert Pott – member until 17 September 2012  
Ing. Róbert Sándor – member until 17 September 2012

## SUPERVISORY BOARD

Dr. Hans-Peter Schultz – Chairman  
Ing. Michal Lukačovič – Vice-Chairman  
(since 17 September 2012)

### Členovia

Milan Brlej  
Mgr. Martin Habán (since 17 September 2012)  
Ing. Ján Hláčik  
Ing. Július Maličský  
Cornelia Elisabeth Sonntag

Ing. Peter Weber (since 17 September 2012)  
Tanja Wehrhahn

### Other members of the Supervisory Board during 2012:

Ing. Katarína Lešková – Vice-Chairman until  
17 September 2012  
Ing. Miroslav Galamboš – member until  
17 September 2012  
Ing. Ján Vozár – member until 17 September 2012



# CORPORATE RESPONSIBILITY STRATEGY AND MANAGEMENT

**i [1.2]** Slovak Telekom has voluntarily committed to conducting business and behaving responsibly and ethically towards all stakeholders and the environment. This is why we strive to contribute to improving the quality of life of its customers, employees and their families, as well as the local community and society as a whole.

Corporate responsibility principles are part of our philosophy and strategy, which is based on the corporate responsibility principles of the parent company Deutsche Telekom.

The strategy reflects the whole Group's employee [Code of Conduct](#), delineating behaviour standards towards the community, employees, customers, suppliers, partners and the environment. It includes the set social, economic and environmental goals. Objectives in these areas are set to improve the environment in which the Company conducts its business. Such objectives include reduction of CO<sub>2</sub> emissions, increasing flexibility of employees at work, customer satisfaction, and similar areas.

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

- **Connect the Unconnected:** Shaping our relationship toward the community. Using various information and communication tools, we support activities based on removing differences between individual communities, and activities helping deaf people and people with other impairments or social disadvantages.

- **Connect Life and Work:** Outlining our strategy in relationship to employees. By using a wide spectrum of instruments such as various forms of remuneration, development and training, we promote a work-life balance for our employees.

- **Low Carbon Society:** Aimed at reducing the production of pollutants generated by the Company. We do this by increasing effectiveness in energy consumption, optimising work space, reducing fuel consumption, and testing use of alternative fuels.

**i [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 the satisfaction of European standards, and 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.

**i [4.1]** The primary sponsor of activities in the field of corporate responsibility is the Company's CEO. The CEO Unit includes the Corporate Communications Department, led by a 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 the Deutsche Telekom Group and other working groups, such as those for Child Safety, the Environment, and EMF.

## KEY TASKS OF THE CORPORATE COMMUNICATIONS IN THE FIELD OF CORPORATE RESPONSIBILITY:

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

The responsibility for individual areas of corporate responsibility lies with the Company's Executive Management Board. The CR Forum working group has functions within the Company. Its members are executives and senior managers responsible for key areas (finance, the environment, employees,

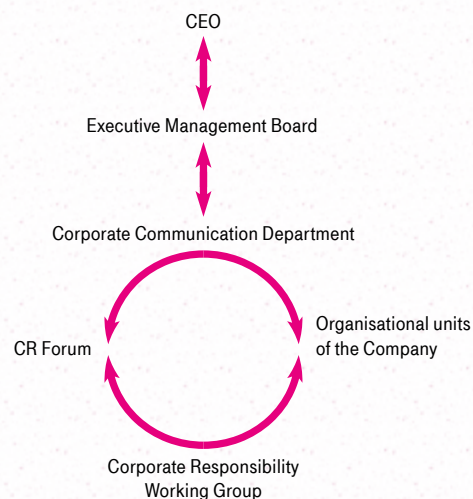
suppliers, customers, marketing, and technologies and networks); these individuals also guarantee that individual key indicators in the field of corporate responsibility will be delivered. The forum is chaired by the Manager for Corporate Communication. It comprises 10 members. The goal of the forum is to oversee the implementation and development of the local strategy for corporate responsibility, monitor performance indicators, develop proposals in the field of corporate responsibility for the Company's executive management, and closely cooperate in development of reports. Additionally, a team of employees on a lower work position is responsible for the CR Database and fulfilment of individual key performance indicators, and reports to the CR Forum.

## i [4.1] CORPORATE RESPONSIBILITY APPROACH AND MANAGEMENT

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; among other things this Board 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. 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. Therefore all new employees receive initial training, at which they are instructed on Corporate Responsibility Strategy activities and areas and on how they can help to fulfil these goals as individuals. Moreover, employees are regularly kept informed via internal media about Telekom's individual corporate responsibility activities.



A [Code of Conduct](#) has been implemented at Slovak Telekom, binding for all employees and based on defined corporate values, shaping the corporate culture internally and also in relation to external partners.

**i [SO4]** For us ethical behaviour is key, and therefore we avoid 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.

**i [SO6]** At Slovak Telekom we never offer, promise or provide illegal benefits or financial or non-financial contributions to political parties, politicians in the home country or other countries, or 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.

**i [SO3]** In order to ensure transparency and general awareness, 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 in an anticorruption programme of Slovak Telekom. In 2012, 42 managers were trained in updated regulations through personal training courses. In line with the anticorruption programme, each new employee is obliged to pass an e-learning training course, where he or she is informed about the regulations applicable to the provision and acceptance of donations and about fraudulent behaviour. This information is also given to all new hires at their Start Day. Through this course, 89.8% of employees of the total headcount of 3,514 as of the end of 2012 have been trained with respect to Guiding Principles; of these, 9% were managers and 91% other employees.

Among the key areas of aid provided by Slovak Telekom in the field of corporate philanthropy, which builds on the Corporate Responsibility Strategy, are long-term support to the hearing-impaired community, projects aimed at child internet and mobile communication safety, promotion of

donorship in the form of telecommunication donation campaigns, cooperation with secondary school and university students, long-term partnerships with the "Horská záchranná služba" (Mountain Rescue Service) and the Aréna Theatre, and promotion of corporate volunteering within programmes like "Naše mesto" (Our City), "Hlavy pomáhajú" (Helping Heads), blood donation, and assistance in the Tatra mountains.



# CORPORATE RESPONSIBILITY MILESTONES

## JANUARY

**Music therapy:** Hearing-impaired children attending the Boarding School Hrdličkova Street in Bratislava regularly participated in music therapy. They played drums with Eddy Portella, which helped them express their emotions and develop.

**Education of teenagers fighting cancer:** We provided ailing students with a free internet connection; the Soitron Company provided them two notebooks equipped with HD cameras. Thanks to this, they can see via PC what is going on during school lessons. They can keep in touch with their teachers and classmates. The activity was performed in co-operation with "Dobry anjel" (Good Angel).

## FEBRUARY

**A course for future hearing-impaired entrepreneurs:** The course "Ako začať podnikat" (How to Start a Business) in Nový Smokovec was attended by 18 Hearing-Impaired.

**"Deti v sieti" (Kids Online) book:** For the occasion of "Deň bezpečného internetu" (Safe Internet Day), in co-operation with the eSlovensko non-profit organisation, a first book giving advice on how to protect children in the virtual word was written; it was published free of charge online and also as an electronic book in the internet bookshop Martinus.sk.

## MARCH

**Hearing-impaired entrepreneurs starting business:** After finishing the course "Ako začať podnikat" (How to Start a Business) in the Tatras, 6 Hearing-Impaired successfully presented their business plans and received grants of up to EUR 3,320 to start their

businesses, in the fifth annual grant programme "Hľadáme ďalší zmysel – PRE PODNIKANIE" (Looking for Another Sense – FOR BUSINESS).

## APRIL

**Employee volunteering:** Our Employees brought more than 650 kg of clothing, kitchen implements, toys, jewellery, household appliances and electronics to non-profit organisations.

**Training of sales representatives in sign language:** 20 employees in Telekom Centres learned the basics of sign language. They joined the ranks of another 220 sales staff already trained.

**Café where "sign language" is spoken:** Hearing-impaired Lucia Ďurkovičová, opened the first café in Slovakia in Prievidza employing only hearing-impaired personnel. She received a grant to start her business in the "Hľadáme ďalší zmysel – PRE PODNIKANIE" (Looking for Another Sense – FOR BUSINESS) programme from the Endowment Fund Telekom with the Pontis Foundation.

## MAY

**The Halfway House at Veľký Slavkov extended:** The boys living in The Halfway House finished building a dormitory, increasing the boarding capacity from 16 to 26 clients. They also improved boarding premises quality.

## JUNE

**Volunteers in cities:** Again in 2012, we participated in the exceptional corporate responsibility volunteering project "Naše mesto" (Our City) in various cities in Slovakia, helping clean up an illegal landfill site,

painting children's playgrounds, and visiting seniors.

**Presentation of the seventh Corporate Responsibility Report:** The report was prepared in compliance with the international Global Reporting Initiative standards. It comprises several videos, also including a music video for the song for the Hearing-Impaired titled "Zvukoprázdno" (Sound Vacuum) by the band Desmod, and a video showing the preparation of the popular series "OVCE.sk" (Sheeplive.eu) about safe internet use.

## JULY

**Students attending the Comenius Children's University on the beach:** Thanks to the Endowment Fund Telekom with the Pontis Foundation, the children swapped their school-desks for the the Magio Beach sand, to learn where to be cautious on the internet, and how to say "Hello" in sign language.

**Lawn mower helping the homeless in work therapy:** Financial support made it possible for the Domov sv. Jána z Boha (St John of God's Asylum) in Bratislava to buy a lawn mower to enable homeless people to work. The work helps them get back to daily life.

**Sign language on the Magio Beach:** Every other Sunday, visitors of the Magio Beach could learn basics of sign language free of charge under the guidance of an experienced instructor.

## AUGUST

**Roma culture at the castle:** With the aid of the Endowment Fund Telekom with the Pontis Foundation, we supported the multi-genre event "Cigánsky bašavel" (Gipsy Festival), presenting the public the versatile cultural life of Romani society, held at the Červený kameň Castle for the first time.

**Education of hearing-impaired children in families:**

We launched a unique grant programme for special teachers who will visit hearing-impaired children with directly at home. It is in preschool-age that the most positive changeover and improvement in quality of life for Hearing-Impaired can be achieved.

**Sign language spoken on the Magio Beach:** Free sign language lessons under the guidance of an experienced instructor continued on the Magio Beach also in August.

## SEPTEMBER

**European Mobility Week:** For the tenth time, the Company supported European Mobility Week, which promotes healthier modes of transport. Our employees raised funds walking to support a new forest in the High Tatras. In an internal competition they walked 15 million steps during 17 days. They counted steps using pedometers or a special smart phone application.

**Health Week:** The Health Week programme concept continued, with the aim to increase employees' consciousness regarding a healthy lifestyle. During the week, employees could attend several interesting lectures, have their cholesterol level or uric acid measured, personally consult doctors, and enjoy healthy and tasty snacks. The event, participated in by 1,582 employees, took place in Bratislava, Nitra, Žilina and Banská Bystrica.

**Cleaner Kriváň:** The employees and their families participated in a volunteering weekend in the High Tatras to clean footpaths and remove scrub branches and loosened rocks.



**Love needs no words:** On the occasion of the 10<sup>th</sup> anniversary of supporting the Hearing-Impaired, for the first time we prepared advertisements in sign language for the International Week of the Hearing-Impaired. We also marked all our shops where Hearing-Impaired can communicate in sign language with a special new logo: ILY (I Love You). The goal of the campaign was to remind the public that the Hearing-Impaired are not different and that we can communicate with them – we just have to be active participants, not idle spectators.

**Drawings for hearing-impaired entrepreneurs:** We donated 1 euro from the Endowment Fund Telekom with the Pontis Foundation for each drawing in an online sketch book to support hearing-impaired entrepreneurs. A total value of EUR 1,066 was collected; we added a threefold amount to that sum.

**Redesigned [www.nepocujucipodnikatelia.sk](http://www.nepocujucipodnikatelia.sk) portal:** A webpage containing contacts for hearing-impaired entrepreneurs was redesigned, so the public could find the services offered more easily. The webpage also provides consultancy services for hearing-impaired entrepreneurs and information for the public on communicating with the Hearing-Impaired.

**Applied economics for hearing-impaired students:** Together with the Pontis Foundation and JASR we launched a two-year pilot programme: Applied Economics at secondary schools for hearing-impaired students, focusing on practical experience. The subject has been customised to the needs of the hearing-impaired students, who will learn through experience how to register for a trade licence, establish a limited-liability company, write curriculum vitae, and other important information.

## OCTOBER

**We help the community:** In autumn we announced another employee grant programme to support implementation of projects in communities all over Slovakia. Out of 147 enrolled projects, an expert committee selected the best 65, to which it donated a total of almost EUR 60,000.

**Online application for the public: Listen with your eyes:** We launched an online application on the Facebook where people could try what it is like to have a hearing impairment and read lips.

**Hearing-impaired entrepreneurs:** Participants from the five previous years of the grant programme "Hľadáme ďalší zmysel – PRE PODNIKANIE" (Looking for Another Sense – FOR BUSINESS) received training in marketing communication skills at a weekend course together with the instructor and author of the book "Cigánka" (The Gypsy) Janette Mazaninová, and instructor Noemi Gabovičová. For the first time the training course was organised as experiential learning.

**Looking for Another Sense – FOR BUSINESS:** The sixth annual grant programme was opened, focusing on supporting education and consulting, and also serving to launch small businesses of individuals with hearing impairments.

**Sign Language Training Roadshow:** A total of 60 participants received free training in the basics of sign language in Nový Smokovec, Košice and Trenčianske Teplice, to make easier communication with the Hearing-Impaired in the family, at school, or at work.

**Guiding Principles:** On Guiding Principles Day, celebrated by the entire Deutsche Telekom Group, our employees organised several team activities. They sent more than 660 electronic post cards showing their appreciation for colleagues or pleasant messages via an intranet application.

## NOVEMBER

**New products for the visually-impaired:** We began to offer a mobile phone, equipped with a voice device for the blind, to people with serious visual impairments at the price of a standard phone. The application, installed in a mobile phone, can through a synthetic voice make available the content of the screen to blind people and, if necessary, zoom the screen of the mobile phone for partially sighted people. We also offered, for purchase or rent, a fixed line phone with an enlarged keyboard and special keys.

**Now 21 episodes of the animated series OVCE.sk (Sheeplive.eu):** The series was made to draw children's attention to internet and mobile communication perils. New episodes deal with virtual victimization, computer game addiction, or use of bad language.

**Corporate Philanthropy Forum:** For the fifth time, we became the main sponsor of a conference dedicated to new trends in philanthropy. The subtitle of the forum read: "Keď má filantropia šťavu" (Juicy philanthropy).

**Telekom Day:** Green technologies became the major theme of the 8th annual successful state-wide conference, which we organize for talented students of technical universities.

**Brandraising book for non-profit organisations:** Thanks to support from the Endowment Fund Telekom with the Pontis Foundation, the book Brandraising by Sarah Durham was translated. This is a practical handbook focused on developing a distinguishable brand and communicating it. Non-profit organisations and initiatives were offered the useful book free of charge.

## DECEMBER

**Looking for the best Mobile-ecologist:** In this intra-company eco-contest, our employees collected almost one thousand old phones in a single month. They placed them in special boxes located in selected work places throughout Slovakia or directly in the shop, thus arranging for their ecological disposal.

**Inspirational Thoughts Forum:** We supported an event organised by the non-profit organisation Manageria, with talks by appealing speakers, workshops, and presentations of initiatives with interesting projects. It is targeted mainly for students of high schools and universities. Through stories on diverse themes, the young people broaden their horizons and their understanding of values.

**Christmas in Gipsy Style:** Talented Roma children from "Divé maky" (Wild Poppies) christened the new CD of their Christmas concert "Vianočný bašavel" (Christmas Festival), which was promoted by the Endowment Fund Telekom with the Pontis Foundation. The proceeds from the concert and the admission charge was donated to support the education of talented Roma children and events organized by the Association in the course of the entire year.





# CORPORATE RESPONSIBILITY OBJECTIVES

EVALUATION OF 2012 OBJECTIVES  
2013 OBJECTIVES

Through the Endowment Fund Telekom with the Pontis Foundation we supported the multi-genre event "Cigánsky bašavel" (Gipsy Festival) held at the Červený kameň Castle.



## 1.1 EVALUATION OF 2012 OBJECTIVES

### Community

- ✓ Strengthening involvement of employees in volunteer activities "Naše mesto" (Our City, collection of items for non-profit organisations, and the Tatras) – Having taken a one-year break, we included a volunteering weekend in the Tatras among volunteer activities, thanks to which the number of volunteers involved increased by 25 colleagues.
- ✓ Organising two courses of sign language for sales staff and one course for the general public – We organised two courses of sign language for sales staff and three courses of sign language for general public.
- ✓ Announcing the 6th annual "Hľadáme ďalší zmysel – PRE PODNIKANIE" (Looking for Another Sense – FOR BUSINESS) grant programme – In November, we announced the 6th annual grant programme, that preceded by a weekend meeting, where we evaluated the previous five years with hearing-impaired entrepreneurs, looking for how to improve the next year.
- ✓ Increasing support of the Hearing-Impaired by adding further grant programmes – In September 2012 we announced a pilot year of the new grant programme "Mobilný pedagóg" (Mobile Teacher). Under the programme, we increased the support Hearing-Impaired to include aid and development for preschool-age hearing-impaired children. It is the aim of the programme to enhance communication skills, thus reducing future barriers.

- ✓ Propagating the sign language theme and Hearing-Impaired-related issues among the general public in order to achieve their better integration into the community – For the first time during ten years of supporting hearing-impaired people, we organised a comprehensive campaign in mass media to bring into focus the theme of the Hearing-Impaired: "Žijú medzi nami, sú rovnakí ako my, iba nepočujú" (They live among us, they are just like us, only unable to hear).
- ✓ Enhancing public consciousness on child internet safety – In conjunction with the non-profit organisation eSlovensko, we successfully continued in educating children about internet perils.
- ✓ Ensuring increased fundraising of non-profit organisations through mobile and fixed-line collections – In the course of 2012, through mobile and fixed-line fundraising, we collected a total of EUR 744,964.13.
- ✓ Announcing the 8<sup>th</sup> annual two-round employee grant programme "Pomáhame komunite" (We Help the Community), focused on community support and maintaining cultural heritage – The employee grant programme "Pomáhame komunite" (We Help the Community) was carried out in two rounds: "Pomáhame komunite" (We Help the Community) and "Pomáhame pamiatkam" (We Help the Historical Sites).
- ✓ As part of support for the disadvantaged, supporting public consciousness of Roma issues – We disseminated Roma culture among the general public, co-operating with the "Divé maky" (Wild Poppies) civic association.

- ✓ Continuing propagation of corporate responsibility concepts – In addition to the activities for the general public, we launched an in-house campaign for our colleagues, titled "Zodpovednosť sa nám páči" (We Like Responsibility).
- ✓ Continuing targeted support for projects focused on development and financial independence of clients of "Dom na polceste" Veľký Slavkov (the Halfway House of Veľký Slavkov) – As part of our support development for the the Halfway House, we helped initiate the furnishing of the farm, where clients whose health prevent heavy labour will be able to work.

### Customers

- ✓ Preparing launch of a new integrated system of fixed-line products and detailed specification of system functionality for mobile products – The goal was not achieved, we prepare the launch in 2013.
- ✓ Developing new customer satisfaction methods, aimed at increasing customer satisfaction – In addition to the international TRI\*M and ICCA satisfaction surveys, we also use other internal and external measures. These mainly include surveys focused on individual processes (installation of fixed-line services, delivery of goods by a courier, fault clearance, and the like), or surveys focused on a particular sales channel through which the customer usually comes into contact with our Company. Along with these surveys, we also pay attention to individual customer initiatives, blogs, claims, complaints, and reactions on the "Hlas zákazníka" (Customer Voice) webpage.
- ✓ Continuing to achieve above-standard TRI\*M index values within the Deutsche Telekom Group – The results of the TRI\*M customer satisfaction surveys carried out in 2012 suggest that our Company succeeded in maintaining a high customer satisfaction level. Compared to the European benchmark, we achieved above-standard results in all monitored areas. The overall customer satisfaction of mobile services remained at the same very high level.
- ✓ Completing integration of customer telephone help numbers and unifying business hours and scope of services provided by the Company, in several steps – In July 2012 we unified business hours for the Contact Centre line, and the scope of the services currently provided covers the Company's entire portfolio.
- ✓ Consolidating and optimising the number of lines in which Slovak Telekom provides premium assistance services – Considering the end of our obligation to provide the universal service 1180, we ceased providing it in August 2012. Customers can use the alternative service 1181. The Info Assistant Line 12111 fully took over the activities of the 1188 information line.
- ✓ Continuing portfolio expansion for special needs groups – For the group of blind and partially sighted people, we added the mobile phone Nokia C5 5MP with special Talks&Zooms software to the product portfolio offered in November 2012. This is a special text reading and enlarging programme for mobile phones, equipped with a Symbian operation system, thanks to which the phone can also be used by blind and partially sighted users. Through a synthetic voice in the Slovak language,



the programme makes available the content of the screen or, if necessary, enlarges the screen of the mobile phone. All basic functions of mobile phones have been made available for visually impaired users, such as the phone directory, calling number, SMS messages, help, and the like. Further details about the mobile phone for blind and visually-impaired users can be found at the sub-website: [www.telekom.sk/specialne-telefonny](http://www.telekom.sk/specialne-telefonny). In addition to detailed information about the Talks&Zoom programme, the site provides downloading instructions for installation, and a user guide.

- ✓ **Continuing to offer children's products with options to activate protection features, such as blocking audiotext services and adult content** – We regularly communicate the advantages of the internet services Magio internet Security and "Rodičovská kontrola" (Parental Control) on child internet safety. We also provide information on parental services available through Easy pre-paid cards and Easy FIX plans, such as Sponsor, Information on child credit, child-tracking via his or her mobile phone, setting of allowed numbers, and mobile phone switch-off control.
- ✓ **Continuing to implement modification of the [www.telekom.sk](http://www.telekom.sk) portal's design and function, so it is used as a comprehensive integrated platform of Company activities** – Partially completed. In 2012 we worked on customer portal simplification. Some portal sections will be redesigned later, because they are being prepared for operation.
- ✗ **Increasing the number of web portal and e-shop transactions by 10%** – We recorded an increase, but not 10%.

- ✓ **Making available a mobile services e-shop, optimised for displays of mobile phones** – Completed.
- ✓ **Expanding the base of customers using active electronic billing by another 5%** – In 2012 we managed to increase the customer number with active electronic invoicing by 7.8%.

### Employees

- ✓ **Continuing the building of corporate culture through coaching and support of the leadership team development** – Through the Leading Right programme we provided more than 100 managers basic coaching skills for work with subordinates. We also organized internal workshops and Coaching Days - meetings centred on coaching, throughout the year.
- ✓ **Implementing talent management** – Under the title TDrive, we launched a talent programme in 2012, to which 34 employees were nominated.
- ✓ **Continuing cooperation with universities and students** – In November, we again organised Telekom Day, a conference for technical university students. The main theme was "Green Technologies". On the same day, visitors could get familiar with Telekom Cloud, Data Centre, Magio TV Go Service, and mobile data security solutions. At the conference's conclusion, seventy students worked to come up with their own green solution for a student dormitory. The winner, with the best solution, won an excursion to Bonn's T-Gallery, presenting future technologies.

- ✓ **Continuing employee education and development** – In 2012, we performed 951 internal and external educational activities, participated in by a total of 7,270 employees. The average costs of education were EUR 250 per employee. The average number of educational hours was 23 hours per manager and 32 hours per employee.
- ✓ **Revising the portfolio of discounts provided to employees through negotiating with vendors, with the aim of bringing attractive benefits to employees** – We managed to revise the employee discount portfolio, make it available to employees, and provide new types of benefits.
- ✓ **Continuing provision of special employee care, related to the consequences of organisational changes by holding workshops ("Exit Management")** – We no longer offer specific programmes for employees terminating their employment in Slovak Telekom. The Human Resources Unit gives help and support to such individuals through advisory and consultancy services, or by giving them practical advice in seeking employment.
- ✓ **Concluding the Collective Labour Agreement for 2012 with social partners** – Completed.
- ✓ **Preparing and organising another year of the Health Programme** – 2,500 employees participated in the Health Programme 2012. We ranked first in the "Healthy Company of the Year" contest, in the category of non-manufacturing companies.

- ✓ **Assessing compliance risks within the Company** – In compliance with the DT AG Group's methodology, we assessed compliance risks in 2012 and adopted measures to mitigate them, mainly in the areas of data and personal data protection, and protection of Company assets.
- ✓ **Educating new hires in the Code of Conduct and anti-corruption measures** – New hires gained knowledge on the Code of Conduct and internal rules relating to anti-corruption measures in regularly held meetings, the "Start Days". The Anti-fraud management e-learning course was taken by 469 employees.
- ✓ **Updating the Directive on Anti-Corruption Measures** – In compliance with Group regulations, we updated the Directive as of 23 July 2012. The Directive specified financial limits regarding acceptance of benefits and organisation of events in Slovak Telekom, focused on targeted external groups. The Directive has also applied obligations associated with mediating contract-based relationships.
- ✓ **Continuing active dialogue with employees via formats such as Employee Forum, A Day with a TOP Management Member, Hot Chairs, and the like** – We undertook all the activities mentioned.

### Environment

- ✓ **Removing R22 coolant from 80 air-conditioning devices; its leakage contributes to depleting the Earth's ozone layer** – R22 coolant was removed from 90 devices.



- ✓ Implementing measures focused on improvement of emergency security against hazardous substances leakage in at least three facilities – We implemented measures aimed at improving emergency security against hazardous substances leakage in four facilities.
- ✓ Continuing activities focused on removing unused underground telecommunications cables and subsequently arranging to recycle at least 320 tons of cables – We removed and arranged to recycle 321 tons of cables.
- ✓ Completing the current status analysis of power consumption, defining procedures and setting forth key indicators and objectives in energy consumption and CO<sub>2</sub> emission reduction for the upcoming period – We completed the analysis of power consumption, based on which particular measures and objectives aimed at reducing of consumption were set in a total of 22 areas.
- ✓ Collecting at least 200 kg of mobile phones from customers and arranging for their recycling – In 2012 we collected 202 kg of mobile phones from customers in our own shops and subsequently arranged for their recycling.
- ✓ Continuing dissemination of the corporate responsibility concept among Slovak Telekom vendors, through involving a wider circle of vendors in the testing process – By sending questionnaires to suppliers, we further pushed through the revision of their internal procedures for the sake of achieving higher corporate responsibility. Given the fact that not all our suppliers have been assessed, we will continue pursuing such activity. It is also necessary to take into consideration the fact that the corporate responsibility concept is new for many suppliers and its acceptance will take some time.
- ✓ Extending the use of electronic orders, thus reducing complicated processing and environmental impacts of using paper orders – In 2012 we increased the percentage of electronic orders from 48% to 63.2%. We implemented electronic signing of orders in 100% of cases, which further reduced the need of printing and transporting them, opening opportunities for further increase of the share of orders sent electronically.

### Suppliers

- ✓ Finishing implementation of the new system of vendor assessment in the vendor selection process, through education of buyers and controlling the use of assessment tables – We finished the new system of assessment in 2012; it is currently being used in the vendor selection process. Buyers made themselves familiar with the assessments procedure; the individual assessment is available for them via an internal application.



## 1.1 2013 OBJECTIVES

### Community

- Continuing strengthening the involvement of employees in volunteer activities.
- Organising four courses of sign language for sales staff and two courses for the general public.
- Extending the 6th year of the grant programme: "Hľadáme ďalší zmysel - PRE PODNIKANIE" (Looking for Another Sense - FOR BUSINESS) by learning through experience-based techniques, to help the Hearing-Impaired to better understand what they need to know for doing business.
- Continuing support for preschool-age hearing-impaired children.
- Enhancing public consciousness on the needs and problems of the Hearing-Impaired.
- Enhancing activities on the Magio Beach and educating the general public about corporate responsibility.
- Continuing prevention education related to child internet safety.
- Extending customers' possibilities of donating money to "Dobrý anjel" (Good Angel).
- Continuing support for awareness of Roma culture.

### Customers

- Continuing simplification of the menu at the customer line 0800 123 456 in 2013 – making the line more transparent and more intuitive for customers.
- Reducing the volume of repeated calls to customers due to the same issue – improve the providing of solutions during the first contact.
- Enhancing service quality on the customer line, and customer satisfaction, through further training and coaching of agents.
- Continuing consolidation and optimisation of the

assistance service lines so as to bring them as close to the customer as possible.

- Expanding the base of customers using active electronic billing by another 4%.
- Within the Telekom Benefit loyalty programme, continuing providing the customers with attractive offers on the part of known partners, enhancing their consciousness on this programme.
- Fundamental re-design (optimisation) of the E-shop.
- Launching phase two of the mobile portal m.telekom.sk.
- Developing e-care services on the Telekom portal.

### Employees

- Continuing the building of customer-oriented corporate culture.
- Talent development.
- Continuing cooperation with universities and students.
- Continuing development of all employees.
- Continuing providing attractive benefits, ensuring advantageous discounts for employees.
- Concluding the Collective Labour Agreement for 2013 with our social partners.
- Preparing and organising another year of the Health Programme.
- Assessing compliance risks within the Company.
- Educating new hires in the Code of Conduct and anti-corruption measures.

### Environment

- Removing R22 coolant from 65 air-conditioning devices; its leakage contributes to depleting the Earth's ozone layer.
- Removing two underground fuel oil tanks, whereby the risk of hazardous substances leakage will be reduced.
- Reducing electric power consumption by at least 3,500 MWh compared to 2012.
- Removing all plastic water dispensers (except for facilities where infrastructure water does not meet drinking water quality standards), propagating drinking tap water.
- Implementing measures focused on improvement of emergency security against hazardous substances leakage in at least two facilities.
- Continuing activities focused on removing unused underground telecommunications cables and subsequently arranging to recycle at least 100 tons of cables.

### Suppliers

- Continuing reduction of environmental impacts of business through increasing the percentage of electronic orders.
- Increasing the number of suppliers assessed on a regular basis.
- Increasing the number of suppliers with whom the Company has concluded "Vyhlásenie o spolupráci a poctivom obchodnom styku" (Declaration on Co-Operation and Fair Business).





## RESPONSIBILITY TOWARDS THE COMMUNITY

Hearing-impaired Lucia Ďurkovičová (at centre), opened the first café in Slovakia in Prievidza employing hearing-impaired personnel. She received a grant to start her business in the "Hľadáme ďalší zmysel - PRE PODNIKANIE" (Looking for Another Sense - FOR BUSINESS) programme from the Endowment Fund Telekom with Pontis Foundation.



Our corporate responsibility towards the community is governed by the principle set by our parent company, Deutsche Telekom: **"Connect the Unconnected"**. Activities are adjusted to the needs of our region and are based on the local Corporate Responsibility Strategy. Because of the business we are in, it is on information and communication tools that we focus, as we strive to improve the quality of life in society and support activities geared towards minimising differences among various communities. Slovak Telekom mainly directs its support to areas where it can provide comprehensive aid, not only through financial contributions but also through in-kind services and its own know-how and employee volunteerism.

All projects, activities and partnerships with non-governmental organisations that we support are implemented in line with the Corporate Responsibility Strategy. The strategy is prepared on an annual basis by the Corporate Communication Department and is approved by the Company's Executive Management Board. Along with specialists in corporate responsibility, employees of the Company's other units also participate in designing and implementing the projects, investing their work, time and know-how.

People and organisations in need of help, support or partnership for their project approach large companies, such as Slovak Telekom, on a daily basis. Applicants can submit their project or request through an electronic form published on the Company's web page. All projects and applications are assessed based on their fit with the strategy for Corporate Responsibility, sponsoring and the financial resources planned.

Some of our philanthropic activities are implemented through corporate endowment fund, administered by the Pontis Foundation through grant schemes.

Other forms of support, aimed at community investments and NGO fundraising development, are performed directly by Slovak Telekom.

In 2012, community support was organised through:

- Grant schemes (community support and support of the Hearing-Impaired through the Endowment Fund Telekom with the Pontis Foundation)
- Financial and in-kind contributions (support of cultural community projects, the Hearing-Impaired, and product and services support for non-governmental organisations)
- Mobile and fixed line fundraising
- Employee volunteering "Naše mesto" (Our city), "Hlavy pomáhajú" (Helping Heads), collections of clothing and toys, and "Pomoc Tatrám" (Helping the Tatra),
- Long-term cooperation with non-profit and partner organisations - "Úsmev ako dar" (Smile as a Gift), "Nadácia pre deti Slovenska" (Children of Slovakia Foundation), "Dom na polceste Veľký Slavkov" (The Halfway House of Veľký Slavkov), "Horská záchranná služba" (Mountain Rescue Service), and "Dobrý anjel" (Good Angel).

According to LBG, the internationally acknowledged methodology of measuring corporate donorship and community investment, we invested **EUR 133,449.24** in the community where we operate in 2012.

## [4.17] LOVE NEEDS NO WORDS

We have been supporting the hearing-impaired community for ten years now. We support their skills and abilities through various activities so that they find strength within themselves and participate in the society. Our goal is to help them break through the isolation from the hearing majority. The hearing-impaired community is one of the most closed



1. WE ENGAGE IN THE INTERNATIONAL WEEK OF THE HEARING-IMPAIRED.
2. FOR THE FIRST TIME WE PREPARED ADVERTISEMENT IN SIGN LANGUAGE WITH HEARING IMPAIRED FOUR-YEAR OLD BOY.
3. ON THE VERY DAY OF THE HEARING-IMPAIRED, 30. SEPTEMBER, WE INTERPRETED ALL ADVERTISEMENT INTO THE SIGN LANGUAGE.

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communities in Slovakia due to their impairment and more difficult access to information which also limits their possibilities in negotiating and advocating for their needs with the public sector. Based on the received feedback we know that promoting this topic

in the public assists the Hearing-Impaired to advocate for their needs more easily, making their lives in the society better. Thus, in 2012 on the occasion of **International Week of the Hearing-Impaired** (September 24 – 30, 2012), we launched an



**advertisement in sign language**, as part of the national campaign "Love needs no words". It featured Dominik, a hearing-impaired four-year old boy and his parents.

On the very **Day of the Hearing-Impaired**, 30. September, we interpreted all advertisements into the sign language. All our sales points where the clients can use sign language are marked with a **special logo ILY** (I Love You). In 2012, we trained another 20 sales representatives in the sign language.

We also opened the topic of Hearing-Impaired in the business sector. The newly launched Biznis Star plan offers a scheme of unlimited calls, which we communicated through the doodles people usually make during their endless calls. For each sketch customers made **in an on-line sketchbook**, we donated one euro from the Endowment Fund to support hearing-impaired entrepreneur. The public made 1,066 sketches, and we decided to add three times the amount collected, thus contributing EUR 3,200 to support hearing-impaired entrepreneur. The money was used to organise training in marketing and sales techniques and skills in sign language.

We also offer a special product to the Hearing-Impaired – **Mobile internet for the Hearing-Impaired**, offering 10,000 MB for a special price of EUR 12.10/ month.

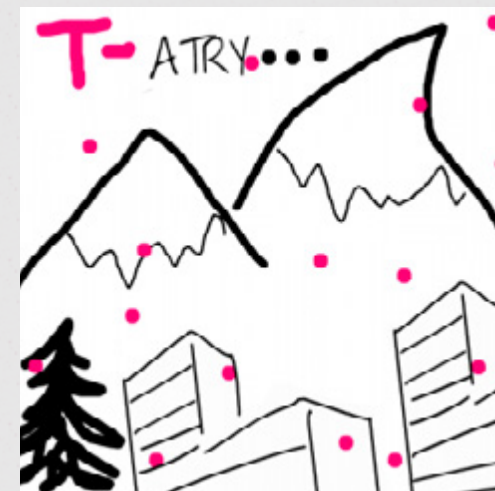
We cooperate with the community of the Hearing-Impaired on multiple levels. There is a grant scheme titled "**Hľadáme ďalší zmysel – PRE PODNIKANIE**" (**Looking for Another Sense – FOR BUSINESS**), designed to support employment of those with hearing impairments. In 2012, we opened the fifth year of this programme through the Telekom Endowment Fund at the Pontis Foundation. We want to assist hearing-impaired entrepreneur to start their

own business and become self-employed. In 2012, 18 hearing-impaired people got the opportunity to support themselves and live a fuller life. 46 hearing-impaired entrepreneur from the previous 4 grant rounds were joined by 6 peers with a strong motivation to do business. Those 6 individuals defended their business plans before an expert committee, and each of them received start-up support of up to EUR 3,320, along with training. Of all the people we have helped through this program, we will share here two life stories: the first is about Lucia, a hearing-impaired woman from Prievidza, who wished to have her own café. Since it is very challenging for those with hearing impairments to get a job, Lucia was looking for how to stand on her own two feet. She won a grant in our programme and then she participated in a week-long training in economic and legal issues for start-ups. Step by step, she managed to build the pleasant **U šálky café** in Prievidza, giving a chance to others with hearing impairments who work in her café. It is a place where people "talk with their hands", and not only offer high quality coffee but also home-made cakes, loose tea and fresh fruit drinks.

Pavol from Ivánka pri Dunaji, who has a hearing impairment and started his own business thanks to our endowment fund, has a similar story to share. He is a **mobile masseur** with most clients being hearing. Hearing-impaired businessman is also Pavol from Veľký Krtíš, who opened a **kebab**, where the clients are served by Hearing-Impaired. He said: "Hearing-Impaired see communication as their disadvantage. However, we have decided to turn this disadvantage into a major advantage." Once you enter the place it is clear that clients can not only communicate in words but also in sign language. There are pictures with the sign alphabet, and some clients, after a couple of visits, take up the challenge to try it. They even prepared a sign language video training, to be



1. HEARING-IMPAIRED LUCIA HAS FULFILLED THE DREAM OF OWNING OWN CAFÉ.
2. PAVOL IS MASSEUR. DESPITE HIS HEARING-IMPAIRMENT HE RUNS HIS OWN BUSINESS.
3. WE DREW FOR THE HEARING-IMPAIRED.


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available on the establishment's screens or to those who want to watch it on the internet at home, and learn how to order in sign language. We supports the **Mobile teacher** programme through Endowment Fund Telekom: This program, the first of its kind in Slovakia,

is open to families with deaf or hearing-impaired children age up to 6 years. The first 3 years are very important for development of speech and intellectual abilities. Special teachers visit children with hearing impairments in their home environment, where they



work together with their parents or the child's siblings. The aim is to teach the parents how to develop the skills of hearing-impaired children making their integration into the world of hearing people easier.

"Not to hear is not a problem. The problem is the attitude of the hearing majority towards the hearing-impaired minority. Sometimes, it is harder to eliminate these barriers than those at a construction site..." – those are words of well-known sign language interpreter Robert Šarina. We are trying to help eliminate barriers created by society. One way to familiarise the hearing majority with the world of the Hearing-Impaired is to teach them sign language. The summer visitors of Magio Beach Bratislava had the possibility to **take free-Sunday courses in sign language**. The attendees learned the most common signs. Additionally, we organised a road show of free training courses in sign language in Nový Smokovec, Košice and Trenčianske Teplice in October and November. 60 participants attended the courses.

In 2012 we continued with **music therapy**, where hearing-impaired children at the Boarding school at Hrdličkova Street in Bratislava play drums, which helped them express their emotions and develop. In cooperation with the Pontis Foundation and Junior Achievement Slovakia, we launched a two-year pilot programme of **Applied Economy with practice** at the specialised secondary school for children with hearing impairments. The subject is accommodated to the needs of hearing-impaired students and uses experiential learning as the method of instruction. The pupils learn how to apply for a small business license, how to open limited company or how to write a curriculum vitae and a lot of other useful information.

*Note: Slovak Telekom uses capitals when using the word "Hearing-Impaired" to show solidarity with this community*

## i [PR6] RESPONSIBLE INTERNET

Offering information and communication technologies while promoting their benefits is the core of our business. On the other hand, pinpointing threats or challenges of the new technologies, especially when used by children, also represents an integral part of our work. We give long-term and complex attention to the issue of child protection in the virtual world, and in cooperation with our partners we provide for children's education, and through our own services offer their parents supervisory and control mechanisms.

Thanks to our joint initiative with the non-profit organisation eSlovensko, Child Line Slovakia and the Slovak Ministry of Interior, focusing on child protection on the internet, we have successfully carried out preventive activities dealing with internet safety. Together with the other partners of the **Zodpovedne.sk** project we prepare various educational materials for parents, teachers and children and cooperate on various other projects. We not only provided financial support to the projects dealing with child protection on the internet and in mobile communication, but also offered our know-how. Our employees were project team members and participated in the staff meetings held by eSlovensko, supported development of training materials, and took part in project-related communication activities.

Children are one of the most threatened groups in the virtual environment. On the occasion of the international Safer Internet Day, the NGO eSlovensko together with the Slovak Ministry of Education, Science, Research and Sport and us, launched the publication "Deti v sieti" (**Kids Online**). The book provides an overview of the basic perils of the virtual world and offers hints on how to explain those issues to children. It is the first comprehensive publication of its kind in Slovakia and is available



1. LESSON FOR THE HEARING-IMPAIRED.
2. WITH THE AID OF THE ENDOWMENT FUND TELEKOM WITH THE PONTIS FOUNDATION WE SUPPORTED THE MULTI-GENRE EVENT "CIGÁNSKY BAŠAVEL" (GIPSY FESTIVAL), HELD AT THE ČERVENÝ KAMEN CASTLE.
3. KIDS ONLINE – INTRODUCTION OF 21 EPISODES OF THE ANIMATED SERIES OVCE.SK (SHEEPLIVE.EU), DEALING WITH BASIC PERILS OF THE VIRTUAL WORLD.


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for free at [www.ovce.sk](http://www.ovce.sk) ([www.Sheeplive.eu](http://www.Sheeplive.eu)) and [www.zodpovedne.sk](http://www.zodpovedne.sk). The publication is also distributed through the internet bookstore Martinus.sk as an electronic book, downloadable for free. Miroslav Drobny, director of the NGO

eSlovensko, said of this publication: "Every single parent who cares for what his or her children do on the internet should open this book. It will also help teachers and other professionals working with children and youth to get a better idea what is going on in this area."



According to the independent survey **Mediating safe use of the internet**, more than one fourth of surveyed children realise that they have been exposed to some risk on the internet. With the aim of assisting children to avoid the dangers of the internet and mobile communication, our Company and eSlovensko are partners in a project of unique cartoons about safe internet use, **OVCE.sk (Sheeplive.eu)**. The cartoons increase awareness on child protection on the internet, educating both children and their parents. In 2012, eight new cartoon episodes were produced, while available language versions increased. The stories are also very popular abroad – until now they have been translated into 22 languages, such as Chinese and many EU languages. They also exist in versions for the deaf and blind.

The stories have been broadcast on TV, and are freely accessible at [www.ovce.sk](http://www.ovce.sk) (Sheeplive.eu); they are also screened at safe internet training for schools and have been released on DVDs. The internet page [www.ovce.sk](http://www.ovce.sk) (Sheeplive.eu) is one of the most popular websites on safe internet use among children.

**i [4.17]** The free service **Parental Control** on mobile and fixed internet allows parents to block inappropriate internet pages depending on a child's age, without the necessity of installing special software. Internet pages are divided into 54 categories, and grouped into four levels of protection depending on the age of a child, following the recommendations of child psychologists:

- Strict – suitable for children up to 6 years of age;
- Medium – suitable for children from 7 to 12;
- Moderate – suitable for children from 13 to 18;
- Low – suitable for adults, with no content blocked.

We offer **parental services for pre-paid Easy cards and FIX programs**, which are ideal for a child customer due to low prices of calls and SMS service. The

parents can choose from five services, with most of them offered free of charge.

- The parent will receive a free informative SMS message in case the child's credit drops below EUR 0.50.
- The parent can verify if the child complies with school rules and his/her mobile phone is turned off during the classes by sending a single SMS message.
- The parent can track his/her child's location if necessary.
- The parent can set allowed telephone numbers on his/her child's phone to which the child can make calls and send SMS;
- The child can reach parents any time with the Sponsor service, even though the remaining credit is too low.

Magio TV is another product offering a parental lock. It allows locking selected programs and movies in rental or individual TV channels, and selected programs on TV channels. As of 2009, we offer automatic blocking of all pages with illegal content to all mobile and fixed internet clients, along with the possibility for parents to block paid adult services from the child's mobile phone.

**i [4.8] [4.12]** Slovak Telekom is one of the signatories of the **National Code of Safe use of mobile services**. We also actively implement measures defined by the European Framework for Safer Mobile Use by Younger Teenagers and Children. Reporting of internet pages with child pornography, xenophobia and racism is one of our activities in the field of child protection. Customers who accidentally come across such pages when browsing the internet can report them through an on-line form that is re-directed from the Slovak Telekom web page to **Stopleveline.sk** – the National Centre for Reporting Illegal Content or



- 1.2. STUDENTS ATTENDING THE COMENIUS CHILDREN'S UNIVERSITY SWAPPED THEIR SCHOOL-DESKS FOR THE THE MAGIO BEACH SAND.
3. VOLUNTEERS IN CITIES: WE PARTICIPATED IN THE EXCEPTIONAL CORPORATE RESPONSIBILITY VOLUNTEERING PROJECT "NAŠE MESTO" (OUR CITY), HELPING CLEAN UP AN ILLEGAL LANDFILL SITE, PAINTING CHILDREN'S PLAYGROUNDS, AND VISITING SENIORS. VIDEO - THE PONTIS FOUNDATION


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YouTube

Activities on Internet. We also support operation of the shared Line **"Pomoc.sk"** (English translation: Help.sk), for children who need advice or want to talk with someone other than their parents about something relating to safe use of the internet or mobile phones.



## EMPLOYEE VOLUNTEERING

We support involvement of our employees in community matters through the Endowment Fund Telekom with the Pontis Foundation. In the fall we announced yet another round of the employee grant programme “Pomáhame komunite” (We Help the Community). We selected and supported 65 projects with almost EUR 60,000.

In 2012 we again joined the project “Naše mesto” (Our City). Together with volunteers from other corporations, we helped to clean an illegal waste dump, painted playgrounds and visited the elderly.

Several of our employees tried out the outstanding programme “Hlavy pomáhajú” (Helping Heads) throughout the year, helping selected non-profit organisations with their knowledge. A total of 120 employees participated in volunteering activities, of which 45 employees did so in their leisure time.

Employees participated in collections of diverse items for non-governmental organisations. We collected more than 650 kg of clothing, kitchen appliances, toys, fashion jewellery, home appliances and electronics. Employees also joined in in-house fundraising. An intranet application allows them to make regular monthly contributions to the “Dobrý anjel” (Good Angel) project. In 2012, Telekom employees donated EUR 11,209.02 to this system.

## ENDOWMENT FUND TELEKOM

Due to our philanthropic strategy's narrower focus, the Endowment Fund Telekom with Intenda Foundation concluded its activity in August 2012. We continue in our activities only through the Endowment Fund Telekom with the

Pontis Foundation, which allocated a total of EUR 173,694.00 to 92 projects. In 2012, we supported the grant programs “Hľadáme ďalší zmysel - PRE PODNIKANIE” (Looking for Another Sense – FOR BUSINESS), “Mobilný pedagóg” (Mobile Teacher), “Pomáhame komunite” (We Help the Community) and long-term partnerships. For the first time ever, we also supported the multi-genre event “Cigánsky bašavel” (Gipsy Festival) at the Červený Kameň castle, presenting the diversity of Roma culture to the public. Another activity we supported was the Christmas charity concert of the non-governmental organisation Wild Poppies.

For an overview of all supported projects and activities see [www.nadaciapontis.sk](http://www.nadaciapontis.sk); the list of supported projects in 2012 is in [Annex no 2](#).

## MOBILE AND FIXED-LINE FUNDRAISING

We organise mobile and fixed-line fundraising in a transparent way, respecting relevant legislative norms. It thoroughly scrutinises the flow of the collected money so that it ends up with the final recipient identified by the customers. The collections are organised free of charge. In 2012, we organised 14 of our own mobile collections, collections through the DMS system (Donors Message Services), and regular fundraising for the “Dobrý anjel” (Good Angel) system. We raised almost EUR 744,964.13 for charity purposes. We also continued to operate two toll free numbers as a public service – the National Hotline for Victims of Human Trafficking and Line for the Future.



1.- 2. MAGIO BEACH BECAME THE ONLY OFFICIAL AREA FOR THE FUNS OF THE SUMMER OLYMPIC GAMES.  
3. EMPLOYEES ALONG WITH THEIR FAMILIES PARTICIPATED IN VOLUNTEER WEEKEND AT TATRA MOUNTAINS.



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## MAGIO BEACH

We opened the Magio Beach, a popular summer project at Tyršovo nábrežie, for the sixth year. The new set-up of the main terrace and Magio bar with a

panoramic vista offered an even more spectacular view on Bratislava. As in the past, the beach area was covered with a free Wi-Fi signal, with a spinning zone added to the sports area. Families with children could enjoy sandy areas, a playground for children



up to 12 years old, a trampoline, and children's sport accessories and slide. As Magio Beach closely cooperated with the Slovak Olympic Committee, it became the only official area for the fans of the Summer Olympic Games in London, offering various accompanying activities, such as an autograph session with Slovakia's Olympic competitors. Magio Beach had a record-breaking **150,000 visitors**.

## COOPERATION WITH SCHOOLS AND STUDENTS

Cooperation with students and teachers has become a tradition in our Company. Students have the opportunity to consult about their thesis, and we organise special sessions for them in specialised classrooms and work sites. In 2012, more than 250 students of secondary schools and universities participated in lectures and training, where they could get acquainted with GPON and NGN technologies. Selected students of secondary technical schools undertook a year-long professional internship in our Company.

Due to positive feedback, we organised the **Professional internship in Slovak Telekom** again. This offered six students the opportunity to work on specialised projects and tasks in the area of their interest for 6 to 12 months. This gave them chance to acquire unique experience working with the country's biggest multi-media operator.

In 2012, we organised the 8<sup>th</sup> annual **Telekom Day** conference. This activity is designed for the students of 4<sup>th</sup> and 5<sup>th</sup> years studying at technical universities. They had a unique opportunity to learn about the newest trends and vision directly from our experts, and listen to lectures on green technologies. On the

top of that, students paid a virtual visit to the data centre, and personally tried out options offered by Cloud Computing. Poster presentations, where Slovak Telekom experts answered students' questions and explained given technologies in more detail, rounded out the topics covered. 75 students participated in the conference, along with 16 academic experts. As in previous years, an important event here was the meeting of representatives of the academic community, rectors, deans and instructors of technical universities, with managers of the Slovak Telekom Group.

In 2012 we again participated in various fairs for students, such as "**Dni príležitostí**" (**Days of Opportunities**) in Bratislava, Žilina and Košice, and "**Národné dni kariéry**" (**National Career Days**) in Bratislava and Košice.

## LONG TERM PARTNERSHIPS

We operate telecommunication services for various organisations, such as the "Horská záchranná služba" (Mountain Rescue Service), "Dom na polceste Veľký Slavkov" (The Halfway House of Veľký Slavkov) and "Úsmev ako dar" (Smile as a Gift) as part of our long-term partnerships. We also continued in our cooperation with the Aréna Theatre.

## CORPORATE RESPONSIBILITY EXPERIENCE EXCHANGE

In 2012, Slovak Telekom again sponsored the **Corporate Philanthropy Forum**. Conference attendees exchanged experience in organising philanthropy projects, also discussing how companies can contribute to building a strong and sustainable civil society.



1. THE 8TH ANNUAL STATEWIDE CONFERENCE FOR TECHNICAL UNIVERSITIES TELEKOM DAY.
2. IN 2012 WE AGAIN PARTICIPATED IN „NÁRODNÉ DNI KARIÉRY“ (NATIONAL CAREER DAYS).
3. THE HALFWAY HOUSE OF VEĽKÝ SLAVKOV. VIDEO - THE PONTIS FOUNDATION







## RESPONSIBILITY TOWARDS CUSTOMERS

On the occasion of the International Week of the Hearing-Impaired, for the first time we presented a television spot in sign language, featuring Dominik, who has a hearing impairment.



**i [4.17]** Customer satisfaction, increasing the quality of services and products provided, and solutions tailored to the customer needs are the main goals of our Company, governing all our internal and external activities. Continuous improvement of customer care, with fast and convenient ordering and administration of services for new or existing customers, is an inherent part of our strategy. Since we offer a wide array of products and services through broadband and wireless technologies, we can take an individual approach to all customers, identifying solutions compatible with their requirements in cooperation with them. Our customer care does not end with a sale; on the contrary we are interested in the customer's feedback and we work with it intensively.

One of the core management tools for providing and achieving the above standards is norm **EN ISO 9001: 2008**. Holding this certificate helps Slovak Telekom enhance the overall management of the organisation, improve the Company's image within the scope of providing high-quality service, and set forth key measures to reduce customer complaints and claims. The quality management system has been established in Slovak Telekom since 2004.

Customer satisfaction is also influenced by the initiatives of the parent company Deutsche Telekom, with whose help we are able to implement process improvements which help it prevent customer claims or complaints.

## **i [4.17] COMMUNICATION WITH CUSTOMERS**

**i [PR6]** The customer's first information on products and services comes through marketing communication. As a member of the Slovak Advertising Standards Council we have committed to respect the Ethical Principles of Advertising Practice. At the same time we comply with the Act on Advertising and Act on Customer

Protection in all our published advertisements and promotional information **i [PR7]**. In 2012, 8 petitions were filed with respect to our advertising's compliance with the Code of Conduct of Advertising Practice. 2 petitions were sustained as positive and 6 petitions were negative (not in the conflict with the Code of Conduct). Out of all advertisements and promotional information, Slovak Trade Inspection identified one breach of the Act on Customer Protection. Customers also learn about new products and the Company's operation from media output. In 2012, we replied to 601 journalistic questions from various areas related to Company operation.

**Telekom Centres:** Telekom Centres now cover all important regions in Slovakia, and are available to all customers. They provide a comprehensive portfolio of voice, data, internet and television products and services, including attractive terminal equipment – mobile and fix telephones, notebooks, tablets, routers, etc. Naturally, the staff working in the centres is highly qualified and customer oriented. Also, employees in 52 Telekom Centres throughout Slovakia can communicate in sign language. The Telekom Centres directory, including contact and operating details, is available on our web page.

**Call Centres:** the role of the call centres is to provide Telekom brand customer care services. The customer can obtain complex information on products of the fixed and mobile portfolios, and conveniently order or change those services at the toll free **customer line 0800 123 456**. If a service requiring installation is ordered, a precise date can be agreed; the technician can even carry out installation at a time preferred by the customer outside working hours or during weekends. Fault clearance and technical support is ensured through certified operators at the toll free **Technical Support Line, 0800 123 777/ 12129**.

**The Info Assistant Line, 12 111**, providing information on transportation timetables, accommodation and recreation possibilities, business hours of offices, winning lottery numbers, and job offers, is a popular service.

Since 2008, we have been offering toll free operator lines: **12 999 (The Hearing-Impaired calling the hearing)** where the operator reads the text written by a hearing-impaired customer via a text phone to a hearing network user, and **12 777 (The hearing calling the Hearing-Impaired)** where the operator converts spoken words into written text for a hearing-impaired user and then will read the text written by the hearing-impaired to the hearing network customers. In this way a hearing-impaired network user can communicate with other network users who have standard phones.

**Portal: [www.telekom.sk](http://www.telekom.sk)**  
In 2012, we implemented various optimisation measures, with the aim to increase E-Shop and E-Card transactions. The overall share of sales was approximately at the same level as in 2011. In the first half of 2012 our Company had launched the first phase of the mobile portal **[m.telekom.sk](http://m.telekom.sk)**, designed for mobile phones. Later, we started developing the complex application Telekom, for customers accessing the portal **[www.telekom.sk](http://www.telekom.sk)** through mobile phones.

As with the web sites, partly with an eye to the Facebook social network, it was decided to merge the unconnected fan bases created in the past. The new fan page Telekom SK became a universal place both for all types of products and services, and for individual projects and campaigns. Topical information, news, an advisory section and attractive contests gradually brought an increase in user numbers and active dialogue with customers or fans via the largest social network. Another activity performed in the social networks is the Twitter channel **[http://twitter.com/T\\_Presscentrum](http://twitter.com/T_Presscentrum)**. Furthermore, all advertising spots are placed on the YouTube portal, for viewing by a large range of people.

### **Telekom Benefit**

In February 2012 we launched a new joint loyalty programme for all customers (fixed and mobile), named Telekom Benefit. The portal **[www.telekombenefit.sk](http://www.telekombenefit.sk)** promotes loyalty offers regarding our own products and discounts with other partners. In 2012, it was visited by more than a million customers. The most popular discounts included two-for-one cinema tickets each Wednesday, two-for-one ski passes in the High and Low Tatras, and a 10 percent discount for fuel.

## **i [4.17] [PR5] OBTAINING FEEDBACK**

We receive feedback from our customers primarily through the automatic system ICCA (International Customer Contact Analysis), which runs surveys among customers directly after they contact a Call centre, technical line, visit a Telekom Centre or meet sales representatives. The survey is carried out through text messages and covers all of our customers, both mobile and fixed. Thus we basically obtain feedback on-line, which allows immediate reaction in terms of changes in processes, communication or the environment where we meet our customers.

The main tool to measure customer satisfaction is the TRI\*M survey, conducted quarterly by an independent research 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 a variety of industries. Slovak Telekom has used this tool to measure customer satisfaction since 1998.



The results of the TRI\*M survey for 2012 show that we have managed to keep the level of customer satisfaction on a very high level. In all the areas analysed, the Company's results were above average when compared with European benchmarks, while the overall satisfaction rate of the mobile services customers remained at the same very high level.

Apart from the TRI\*M and ICCA international surveys on satisfaction, we also use other internal and external surveys, such as surveys on specific services (fixed-line service installation, courier service delivery of goods ordered, fault clearance and so forth) or surveys related to a specific sales channel through which customers usually come in contact with our Company.

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

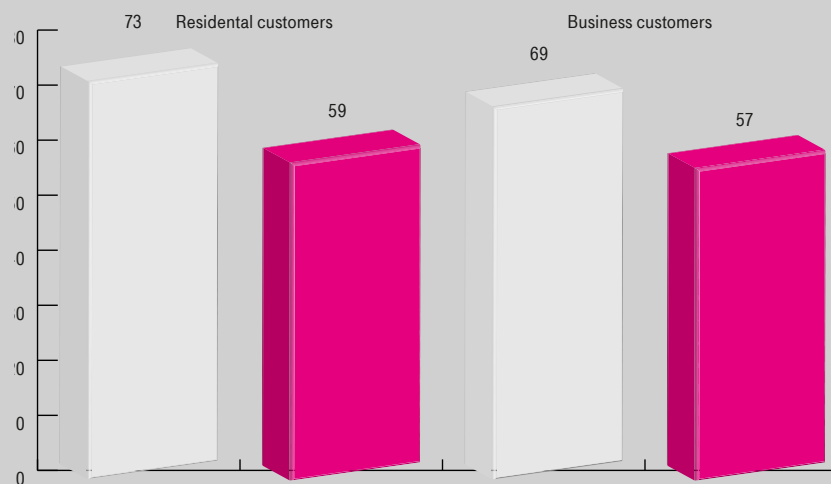
**i [PR8]** When contacting customers, we take care to protect their privacy and personal data. Therefore we train our employees in direct contact with customers' data, and we check data processing at individual sales points. In 2012, we did not find any justified complaint on breach of customer privacy, nor did we discover any customer data loss. We duly comply with legislative requirements, and take a proactive approach when it comes to its obligations regarding customers' right to information.

## ELECTROMAGNETIC RADIATION

**i [PR6]** In connection with mobile communications, we regularly measure base stations and closely follow research and scientific publications at both the local and Deutsche Telekom Group levels. So far, no scientific papers have proven the direct influence of electromagnetic radiation from mobile phones and base stations on the public's health. Before being put into commercial operation, every base station is strictly assessed by the Public Health Authority, which measures electromagnetic field values. The base station may be operated only if in conformity with strict Slovak and European standards currently valid.

When building base stations, we closely cooperate with local authorities and communities. Our team of experts is ready to deal with their questions and solve problems in the event of conflicting attitudes. Our customers can read a [publication](#), available on our web page under the section About us – Corporate responsibility, providing answers on electromagnetic radiation, and our mobile handset offering includes information about the phones' electromagnetic radiation and SAR values.

TRI\*M index of customers of the Slovak Telekom fixed services for 2012

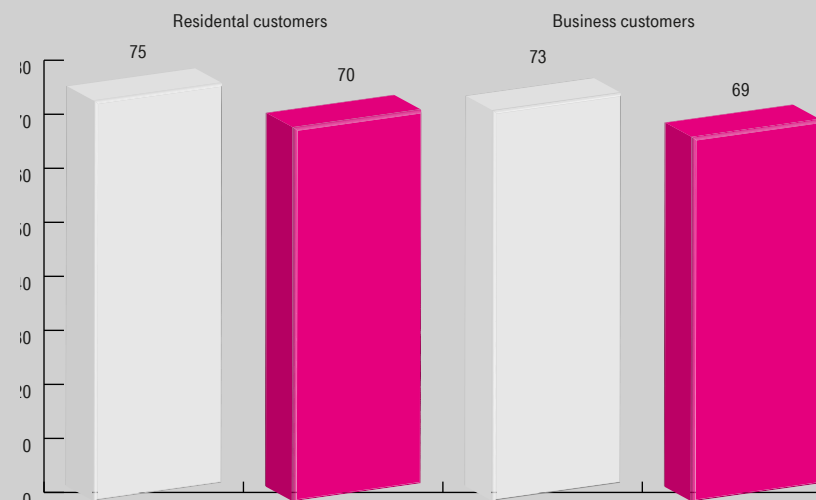


Source: Slovak Telekom

■ The European benchmark of companies providing fixed Telecommunications services.

■ Customers of fixed products 2012.

TRI\*M index of customers of the Slovak Telekom mobile services for 2012



Source: Slovak Telekom

■ The European benchmark of companies providing mobile Telecommunications services.

■ Customers of mobile products 2012.





## RESPONSIBILITY TOWARDS EMPLOYEES

In summer we organised free courses in sign language for the general public on the Magio Beach.



Regarding our employees we pursue the “**Connect Life and Work**” principle, striving to support work-life balance through a wide array of tools and measures. At the time of Slovak Telekom’s transformation, issues like finalising compensation structures, familiarising cultures of the two merged companies, setting up the right training and development schemes, negotiating with social partners and offering professional consultation on work and legal issues were among the key activities influencing employee working conditions.

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 and simplicity drives our action
- Respect and integrity guide our behaviour
- Team together - Team apart
- Best place to perform and grow
- I am T - count on me

❗ [4.8] Our employees have been guided by the **Code of Conduct** since 2006. There is a common Code of Conduct for all Deutsche Telekom Group companies, and it represents their unity in the parent company’s vision, values and strategy. Complying with the Code of Conduct is binding for every employee. It is available at our web site, under About us – Corporate identity: <http://www.telekom.sk/english/company/corporate-identity/code-of-conduct/>.

The Code of Conduct defines organisational culture, rules for processing information and standards of behaviour. It also defines requirements for conduct among employees, and towards contractual partners, suppliers and customers. It defines corporate principles in everyday work and what is their benefit. The code also updates employee obligations and

liabilities resulting from business relations, and provides a detailed description of requirements for maintaining standards of behaviour.

We get feedback on compliance with employee ethical business behaviour standards of behaviour through the control tool “**Linka etiky**” (**Ethics Line**), accessible to all employees and external partners. Comments on breaches of internal guidelines or the Code of Conduct can be made at **0800 111 711**, or sent via mail to the Legal and Corporate Affairs Unit - Compliance, Bajkalská 28, 817 62 Bratislava, or via e-mail to [etickykodex@telekom.sk](mailto:etickykodex@telekom.sk). Basic principles of all employee decision-making include morals, ethics, legal standards, and corporate values. A fair approach to customer needs and wants is every employee’s priority.

❗ [4.8] The employees must observe **Employee Standards of Behaviour**, and need to comply with the **Deutsche Telekom Group Social Charter**, in which the Group states its basic social principles, respecting the cultural, ethical, social, political and legal diversity of nations and societies where the Company operates.

❗ [HR4] In 2012, we did not record any discrimination incident on grounds of race, color, sex, religion, political opinion, national extraction, or social origin.

❗ [LA4] The **Collective Labour Agreement** governs individual and collective relations between the employer on one side and the employees represented by the trade unions (Slovak Trade Union of Post and Telecommunications and Telekom Trade Union) on the other side. All Slovak Telekom’s internal employees (i.e. exclusive of leased staff and part-timers) are subject to the Collective Labour Agreement. It sets out employee rights and entitlements arising from a work contract with Slovak Telekom.

❗ [LA5] Slovak Telekom employees whose contract is to be terminated due to organisational restructuring (§ 63 par. 1 section a) and b) Labour Code) must be informed about the intended restructuring one month before the termination of contract is delivered to them.

## EMPLOYEE STRUCTURE

❗ [EC7] In the employee selection process, we use an interview and assessment centre, with the decisive factors being the applicant’s professional knowledge and previous work experience, regardless of what region the candidate is from.

❗ [LA13] In 2012, we employed **3,514 employees**, of which approximately 60% were men and 40% women. The Executive Management Board, responsible for day to day operation of the Company in line with the decisions of the Board of Directors, consisted of 85.7% men and 14.3% women.

❗ [LA1] **3,497** people were employed **full-time** and **17 part-time**. 3,159 employees had work contracts for an indefinite period and 355 employees for a definite period.

❗ [LA13] The data as of December 31, 2012 indicate that the average age of the employees was 38 years, while more than 51% had university education and 49% had secondary school education with school leaving examination. 26% of the employees worked in the Company for less than 5 years, 22% worked there from 5 to 10 years (inclusive) and 52% have worked there for more than 10 years. As of 31 December 2012, Slovak Telekom had **37 employees with health impairments**.

❗ [LA13] Employee structure by citizenship:

| Nationality  | Number       |
|--------------|--------------|
| American     | 1            |
| Brazilian    | 1            |
| Bulgarian    | 1            |
| Czech        | 16           |
| Croatian     | 2            |
| Hungarian    | 40           |
| Moldavian    | 1            |
| German       | 2            |
| Russian      | 2            |
| Slovak       | 3,443        |
| Ukrainian    | 5            |
| <b>Total</b> | <b>3,514</b> |

Over the course of the year we hired **278 new employees from the external environment**.

❗ [LA2] During 2012, 278 men and 434 women left the Company, which represents an overall decline in manpower by 9.2%.

❗ [EC7] The percentage of individuals from the local community in important operating positions of higher management is significant, more than 85%.

## COMPENSATION AND EMPLOYEE BENEFITS

Again in 2012, we aligned its compensation structure to reflect the situation on the Slovak compensation market and the fact that from the long-term perspective the IT and Telecommunications Sectors have been among the sectors with leading employee compensation schemes. Our employees



are compensated based on individual performance, which is reflected in the variable part of wages for frontline staff, and in the individual part of bonuses for other employees. As part of the variable compensation scheme structure, we have introduced a new, more motivating system of pay for frontline positions.

**[LA12]** All our permanent staff were included in the performance management system, part of which is a regular assessment of their performance; they are also regularly updated about opportunities in the area of career promotion and personal development. In addition, executive employees are included in the international assessment system **"Performance and Potential Review"**, intended to evaluate executive employees throughout the whole Deutsche Telekom Group. We continued providing "Cafeteria" benefits, – which is an option to select from pre-defined products and services and apply discounts or more convenient conditions when purchasing them (e.g. health care or wellness services). We extended the portfolio of suppliers offering discounts on products and services to our employees.

In 2012, there were also changes in the providing mobile phones and other mobile devices as working tools to our employees. Based on their preferences, our employees had their choice of a wide assortment of Company mobile phones. Tablets were offered to those in selected management and sales positions. At the same time, the employees could use discount coupons for fixed and mobile products, and EASY SIM cards credited for their friends.

Again in 2012, employees could use flexible working hours, partial compensation of wages when taking sickness leave, financial allowances in case of family emergencies, or extra benefits for complementary pension schemes.

**[EC3]** As part of schemes with fixed contributions and benefits, we offer retirement benefits and other long-term benefits. For schemes with defined contributions, we cover – based on either compulsory basis (pension scheme) or contractual basis (supplementary pension scheme) – contributions to public or private asset management pension funds or funds to cover severance payments. The amount of the contribution is set as a percentage of gross wages. Our fixed benefit schemes cover severance pay and bonuses paid in the event of major birthdays.

**[LA3]** Benefits to which only permanent employees are entitled include: "Cafeteria" benefits, contributions to the supplementary pension scheme, meal vouchers fully subsidised by the Company, allowance in case an employee adopts a child, advantageous provisions for special needs at work (extra days off in case of wedding, moving or death in the family) and advantageous sick-leave pay in compliance with the Collective Labour Agreement, and two days per year time off beyond the scope of holidays.

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

## EDUCATION AND DEVELOPMENT

**[LA11]** Again in 2012, the priority aim of education was development of employees in direct contact with customers. We organised a wide array of development-oriented activities co-financed by the European Social Fund.

As part of its internal activities, we organised the motivation competition **"Service Hero"**, putting strong focus on the promotion of customer-oriented behaviour; and **"Best Performer"**, which supports the Company's long-term high performance initiative. Almost 130 employees also had an opportunity to take part in **T-Conferences** on the issue of Work-Life Balance or Diversity. The objective of this format was not only to educate employees on the given topic but also further motivate them at work.

In order to intensify communication between employees and top management, we continued with the platform **"A Day with a Top Management Member"**. In this initiative, employees registered as participants in a facilitated discussion with a top manager on the topic of leadership, an individual "open door" meeting, or an informal evening offline meeting. The primary goal of the programme **"Leading Right"**, in which more than 100 employees participated, was to provide managers with fundamental coaching skills they need when working with their teams. All employees were exposed to the coaching theme all year, including **Coaching Days** which featured internal workshops and meetings with internal coaches.

In 2012, we organised **951** internal and external **educational events** with **total participant** turnout of **7,270**.

**[LA10]** The average costs of education per employee totalled **EUR 250**. The average number of education hours was 23 h per managerial employee and 32 h per non-managerial employee. Internal **trainers spent 8,866 hours** developing frontline employees. Employees also intensely engaged in e-learning study programmes (focused on fixed and mobile products and services, work in internal systems, PC skills, language skills, and legislation). 57 new e-learning courses and 235 e-tests were available

to the employees. **The number of participants** in e-learning courses exceeded **41,000**; 21,000 e-tests were carried out to check the knowledge gained.

**[LA11]** In our Company we do not provide special career termination plans. There are, however, regular learning opportunities for employees during their employment at Slovak Telekom which naturally enhance 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 employees beyond the scope of legal obligations. Aid and support on the part of the Human Resources Unit 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 minors.

## HEALTH PROTECTION AND SAFETY AT WORK

We give on-going close attention to the protection of health and safety at work (BOZP - Health Protection and Safety at Work). A BOZP management system in compliance with the **international OHSAS 18001 standards** has been put in place. The basis is prevention, thorough controlling activity, a cyclic education system, and overall enhancement of employee awareness of BOZP.



**i [LA6]** A BOZP Commission exists at the Company level, to supervise occupational health protection and safety. The Commission was appointed by the Executive Management Board, in line with Act No.124/2006 on BOZP, Section 20, and based on an internal Slovak Telekom Directive on BOZP. The BOZP Commission consists of the employer's representatives (between 25 and 50%) and representatives of the employees, that is, representatives of Trade Unions, who constitute a majority.

**i [LA9]** We cooperate with two Trade Unions: the Slovak Trade Unions of Posts and Telecommunications and the Telekom Trade Union. The Collective Labour Agreement, Section III, Paragraph 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 internal Slovak Telekom directive on BOZP which is approved by the Company's management, in Art. 8 sets forth the rights of trade union bodies in carrying out BOZP checks, obtaining information, participating in meetings, and arranging for BOZP.

**i [LA9] Trade Union bodies co-operate under 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;

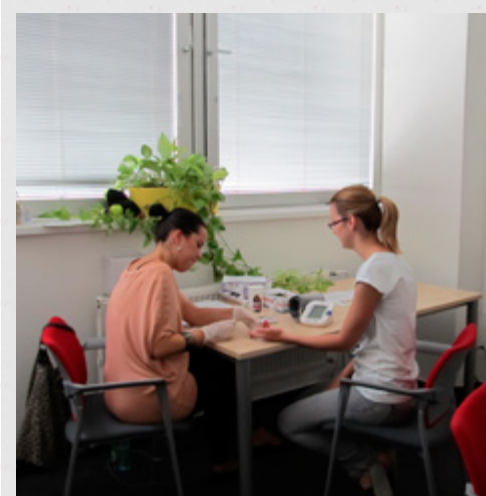
- when the BOZP Commission gives its opinion on all internal regulations to secure BOZP;
- in training courses of employees representatives in BOZP regulations, held once every two years;
- regarding the right to refuse to do hazardous work, as laid down in Article 7 of the internal Slovak Telekom Directive on BOZP.

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

|  | Number |
|--|--------|
| Total number of injuries   | 8      |
| Total number of occupational diseases  | 0      |
| Number of lost days due to injury  | 503    |
| Total number of days of absence from work (exclusive of holiday, study, maternal/paternal leave, and care of a sick family member) | 1      |
| Proportion of absences (percentage of absences to the total number of business days)   | 0,000% |

## EMPLOYEE CARE

The purpose of the Health Programme is to support personal health care. In 2012, 2,500 employees took part in the programme. The Health Programme particularly focused on health conditions at work, injury prevention, healthy nutrition, and employees' exercise activities. As part of specific events (Week of Health, Technicians' Sports Day, Health Days), the employees were able to get preventive medical checks on vital functions (such as BMI, blood pressure, body fat, blood sugar, smokingliser, blood typing), medical tests and blood-drop cholesterol measurement, and eye tests. Employees could also take part in interesting lectures



1. 2,500 EMPLOYEES TOOK PART IN THE HEALTH PROGRAMME.  
2. BUILDING PRINCIPLES DAY.  
3. WINNERS OF EMPLOYEE COMPETITION "SERVICE HERO".



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regarding risk factors of cardio-vascular diseases, health protection when working with computer monitors, healthy diet, protection from stress and the like. Employees were also offered first aid courses. The employees continued to make use of flexible

employment, allowing them to work from home after getting their superior's prior consent, for periods of from half a day to three days a week, depending on the nature of their job and operational needs. Benefits contributing to the balance between employees'



work and private activities include the provision of notebooks and telephones enabling access to business e-mail.

As part of interconnecting work and leisure time activities, we organise a get-together for employees from all over the country at least once a year. As a rule, we also invite parents on maternal or parental leave to take part in such events, and they attend them with pleasure and in high numbers. These employees can also make use of other benefits such as the possibility to use coupons for discounts on fixed and mobile services, the possibility to use a Company mobile phone, and regular subscription to the corporate magazine.

## *i* [4.17] EMPLOYEE SURVEYS AND DIALOGUE WITH EMPLOYEES

*i* [4.4] As usual, our TOP management met twice a year with managers at the **Managerial Forum**, and with employees at the **Employee Forum**. Those employees who could not come to the meeting could watch it online on the intranet (and also on a video recording). This opportunity was used by more than 1,700 employees. The purpose of these meetings was to present all key economic indices, Company goals and strategy, and to motivate employees for the upcoming period.

We continued to hold **"A Day with a Top Management Member"** – a platform of informal meetings during which a selected member of management holds talks with employees, either in a facilitated discussion, face to face, or via an informal evening offline meeting. Other events complemented the series of informal meetings, such as **Hot Chair** discussions with managers on topical issues related to the Company's

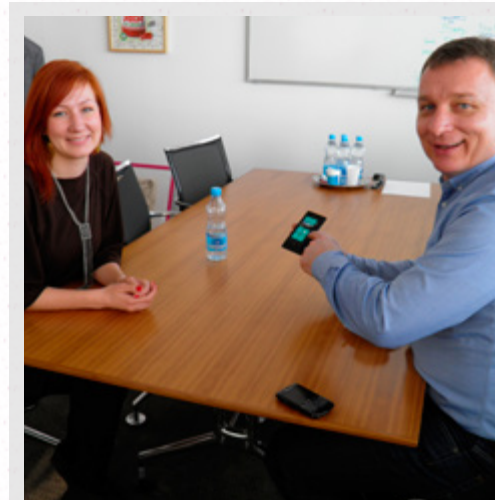
transformation, the opening of the Magio Beach and commemorating the 10th anniversary of launching the internal system for frontline employees. At the end of the year, we held an annual meeting with employees to express gratitude for their year-round effort in achieving Company goals.

In 2012, we installed the new communication tool Microsoft Lync 2010. This offered online communication functions such as online chatting with a colleague, video-conferencing, and document or desktop sharing. On average, 900 employees a day used the new platform, sending each other 11,000 messages and holding more than 500 audio and video conferences.

The Company also makes available the employee line [24@telekom.sk](mailto:24@telekom.sk), where employees posed a total of 91 questions, mainly in the areas of compensation, benefits, and personal advice.

*i* [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 other aspects of collaboration which the team intends to develop, proved to be successful. The teambuilding activities of the managers are mostly interlinked with a particular business topic or workshop. When linked with volunteering, teambuilding activities have been enjoying increasing popularity.

Our employees engage in employee surveys carried out by the Deutsche Telekom Group on a regular basis. In 2012, as in previous years, the employees had the opportunity to express their opinions



1. IN THE INITIATIVE „A DAY WITH A TOP MANAGEMENT MEMBER“, EMPLOYEES REGISTERED AS PARTICIPANTS IN A FACE TO FACE MEETING WITH A TOP MANAGER.
2. EMPLOYEE FORUM.
3. AT THE END OF THE YEAR, WE HELD AN ANNUAL MEETING WITH EMPLOYEES TO EXPRESS GRATITUDE FOR THEIR YEAR-ROUND EFFORT IN ACHIEVING COMPANY GOALS.

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regarding individual areas such as corporate culture, employee satisfaction, direct superiors, and loyalty to the Company in the Deutsche Telekom Group Employee Survey, and by participating in the brief and regular **"Pulse Survey"**. In the HR Customer

Satisfaction survey, employees could communicate their satisfaction with the work done by the Human Resources Unit.





## RESPONSIBILITY TOWARDS ENVIRONMENT

Our employees again participated in the volunteer project of the Pontis Foundation, "Naše mesto" (Our City), helping clean up an illegal landfill site.



We are fully aware of the fact that the Telecommunications Sector, too, has significant impact on the environment, which is why we are trying to minimize it. The environmental view is part and parcel of the Company's management and internal processes.

In 2008, we first succeeded in certifying an **environmental management system** in compliance with **ISO 14001:2004**, and confirmed compliance with international standards. The environmental management system is a basic tool used in management of the Company's environmental impacts, and has been steadily evolving. Our goal – to provide top-quality services to as many satisfied customers as possible – requires everyday interaction with the environment. Yet this increases the need to protect individual elements in the environment. Aware of this, we have been setting challenging environmental goals. By setting new goals, we have been improving and adapting to new requirements. Successful results of the audit in 2012 show that the we have been fulfilling these requirements.

As a member of the Deutsche Telekom Group, we share its respect for the environment and consider it to be one of our basic ethical values. We have been taking steps in line with environmental goals stipulated in the **Low Carbon Society** principle.

**i [4.17]** Long-term objectives include in particular reducing CO<sub>2</sub> emissions and energy consumption, and recycling electrical devices and packaging.

In 2004, we joined the efforts of the most advanced European companies to equally take into consideration economic, social, and environmental aspects of doing business, and advocate the use of advanced telecommunications services as

alternatives to activities with negative environmental impact, and acceded to the Corporate Responsibility **Charter of the European Telecommunications Networks Operators Association (ETNO)**. This Charter came into existence as the 1996 Environmental Charter, and the 2004 Sustainability Charter broadened the scope of commitments. We were a founding signatory of both charters.

The new Corporate Responsibility Charter takes into account the current level of telecommunications technologies development and its impact on society, as well as the current view of the European Commission on corporate social responsibility.

From our suppliers, we require an approach which is in line with corporate and environmental responsibility, achieving environmental goals and adhering to Slovak Telekom policy principles. In the selection process, and during the time of their contract, we monitor the environmental behaviour of our suppliers.

Again in 2012, we actively fulfilled our duties arising from international commitments and agreements concluded in the environmental area as well as from the **Environmental Policy endorsed by the Company**. We also supervised adherence to legal regulations within the Company, with the objective of preventing, in collaboration with Deutsche Telekom, environmental pollution.

The general public, employees and shareholders are kept informed, via both in-house and external communication tools, about the status of environmental protection in Slovak Telekom.

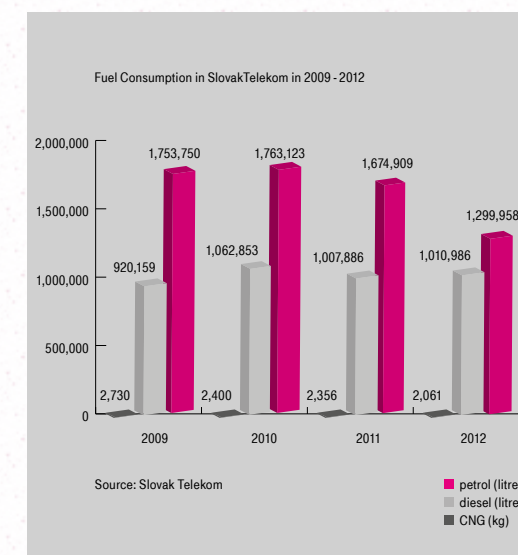
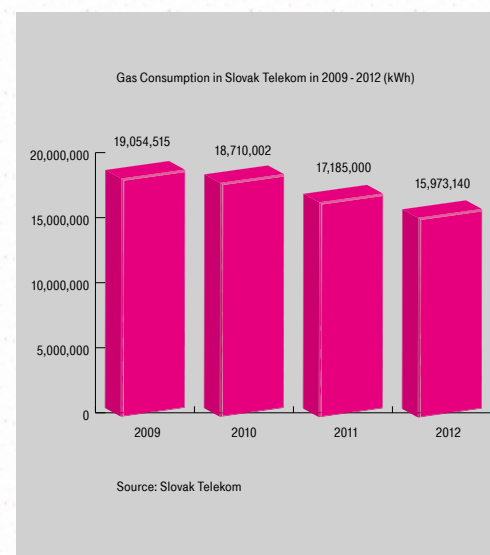
## AIR PROTECTION

We continue to monitor our energy consumption and have been trying to increase our energy and fuel efficiency in order to bring down our negative impact on air quality.

In some buildings, we use natural gas for heating. We have been successful, in the long term, in reducing gas consumption, in particular owing to our austerity measures, such as heating system regulation and installation of thermostat heads. Also, we have been replacing old boilers for new, higher-efficiency ones. Gas consumption has been positively affected by a more rational use of buildings; sections that are not used are only heated at minimum levels. We also reduce our energy consumption by selling unneeded real estate. Current investments in reconstruction of buildings will in the future reduce their total energy demand and help more efficiently balance the influence of seasonal temperature changes on gas consumption.

We use petrol, diesel and compressed natural gas (CNG) as fuel for motor vehicles. Diesel and petrol are also used as backup energy sources, but the consumption for this compared to motor vehicle consumption is insignificant. We have been decreasing the number of our business vehicles systematically, and increasing the percentage of business vehicles equipped with GPS. As a consequence of efficiency measures, the total consumption of fuels has been systematically decreasing. The slight increase in diesel consumption is due to the increased share of diesel vehicles in the Company fleet, which results in a higher number of kilometres driven with this type of vehicles. In total, fuel consumption decreased by more than 13%.

As shown in the following table, consumption of direct energy has been reduced by almost 11% year-on-year. Therefore, it can be concluded that the measures adopted by the Company have been efficient, and it is worthwhile to continue.





### [EN3] Direct Energy Consumption in Slovak Telekom in 2009-2012

| Year/Fuel | Natural Gas (GJ) | Diesel (GJ) | Petrol (GJ) | CNG (GJ) | Total (GJ) |
|-----------|------------------|-------------|-------------|----------|------------|
| 2009      | 68,596           | 33,491      | 58,140      | 148      | 160,376    |
| 2010      | 67,336           | 38,770      | 58,814      | 130      | 165,050    |
| 2011      | 61,866           | 38,109      | 56,618      | 128      | 156,721    |
| 2012      | 57,503           | 38,405      | 43,584      | 112      | 139,605    |

Source: Slovak Telekom

### [EN20] Consumption of fuels described above produced the following emissions in 2009-2012

| Emission's Indexing/Year | SP (KG)  | SO <sub>2</sub> (kg) | NO <sub>x</sub> (kg) | CO (kg)  | VOC (kg) | TOC (kg) |
|--------------------------|----------|----------------------|----------------------|----------|----------|----------|
| 2009                     | 3,972.76 | 58.76                | 17,729.54            | 2,598.71 | 518.82   | 425.55   |
| 2010                     | 4,169.42 | 60.63                | 18,322.73            | 2,648.80 | 526.23   | 431.62   |
| 2011                     | 3,947.28 | 56.55                | 17,227.86            | 2,449.57 | 486.41   | 398.96   |
| 2012                     | 3,426.77 | 51.72                | 15,074.64            | 2,294.26 | 452.03   | 370.77   |

Source: Slovak Telekom

#### Legend's:

- SP: Solid Pollutants
- SO<sub>2</sub>: sulphur oxides expressed as sulphur dioxide
- NO<sub>x</sub>: nitrogen oxides expressed as nitrogen dioxide (NO<sub>2</sub>)
- CO: carbon monoxide
- VOC: volatile organic compounds expressed as total weight
- TOC: volatile organic compounds expressed as total organic carbon

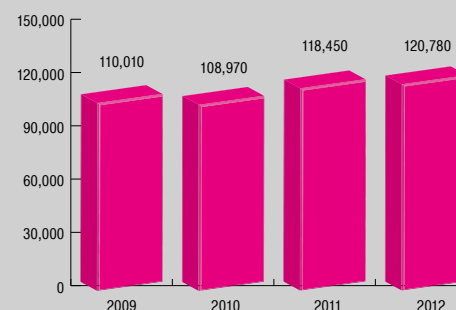
General emission factors issued by the Ministry of Environment of the Slovak Republic were used to calculate emissions. Application of specific methods to calculate emissions was impossible due to lack of necessary data.

We influence air quality directly not only through emissions, but also indirectly, by using electricity 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

We are aware of our responsibility towards the environment and our share in having an impact on climate change. Greenhouse gasses have a critical influence on climate change. We have been contributing to their production directly by our consumption of natural gas and transportation fuels, as well as indirectly by using heat from district heating. Yet the main contribution comes from the Company's electricity consumption.

Electricity Consumption in Slovak Telekom in 2009 - 2012 (MWh)



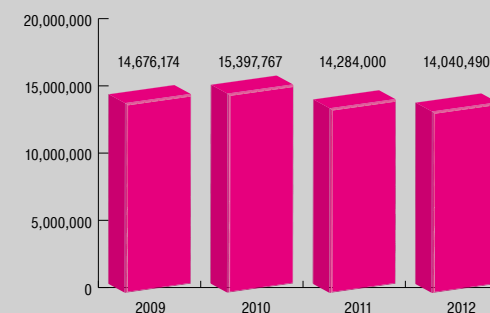
Source: Slovak Telekom

Note: Data are not identical with data in previous Corporate Responsibility Reports due to different reporting methods. The data also differ from that provided in the Deutsche Telekom AG CR Report 2012, as at the time of data collection only estimates were available.

In 2012, we finalized a detailed analysis of our electricity consumption. The results were used in order to adopt a whole range of measures to increase electricity efficiency, in particular regarding electricity use in telecommunications networks and buildings. An on-going year-on-year growth of electricity consumption is a consequence of an ever-expanding portfolio of services. In order to provide these services, the use of various devices is needed. Due to various reasons (financial, regulatory, and organisational), we did not manage to reverse this growth in 2012. We believe, however, that we will manage to reduce electricity consumption in the next year.

Heat consumption for district heating largely depends on the size of the heated area, external temperatures during the heating period, and the building's energy efficiency. Measures focussed on energy efficiency were adopted, such as those already described with regards to gas consumption. Owing to these measures we managed, despite another cold season, to reduce energy consumption by 2% year-on-year.

Heat Consumption for District Heating in Slovak Telekom in 2009 - 2012 (kWh)



Source: Slovak Telekom



Despite the increase of indirect energy consumption, overall consumption was reduced by 1.5% compared to 2011. This is a promising result for the future, also supporting our's conviction that, despite growing requirements on diversity and quality of telecommunications services, it is possible to achieve high energy efficiency.

### Indirect Energy Consumption in Slovak Telekom in 2009-2012

| Type of Energy | Electricity (GJ) | Heat (GJ) | Total (GJ) |
|----------------|------------------|-----------|------------|
| 2009           | 390,036          | 52,834    | 442,870    |
| 2010           | 392,292          | 55,432    | 447,724    |
| 2011           | 426,420          | 51,422    | 477,842    |
| 2012           | 434,808          | 50,546    | 485,354    |

Source: Slovak Telekom

Note: Data are not identical with data in previous Corporate Responsibility Reports due to different reporting methods.

Diligence regarding devices that use fluorinated greenhouse gasses is another of the measures focussed on protection against climate change. Despite the fact that usage of fluorinated greenhouse gasses is much lower than the production of greenhouse gases, their warming effect is much higher (up to 22,000 times greater than that of carbon dioxide), and their retention in the atmosphere without disintegration is lengthy. We own more than 1,500 devices that use fluorinated gases, with 3 kg or more of the gas present in over 55% of Company devices. Leakage tests have been carried out on these devices as per legislative guidelines. All of the devices proved to be in satisfactory technical condition, with all of them successfully preventing the leakage of fluorinated greenhouse gasses.

## OZONE LAYER PROTECTION

Devices that use chlorodifluoromethane (R22) as a coolant are used to ensure telecommunications technology cooling. This coolant is among the hydro fluorocarbons, which are known for their high reactivity with ozone. If they leak into the atmosphere, they damage the Earth's ozone layer. For this reason the European Parliament and Council adopted Regulation (EC) No. 2037/2000 and subsequently Regulation (EC) No. 1005/2009, enjoying a gradual prohibition of the use of these substances. As a result, after 31 December 2014 the use of these substances in maintaining and repairs of air-conditioning devices will no longer be permitted.

We therefore adopted a plan of step-by-step replacement and/or adaptation of such devices, either by replacement of the coolant with another type (where viable), or by replacement of the entire device. The objective for 2012 was to remove R22 coolant from 80 devices. This objective was exceeded, with R22 replaced in 90 devices (the device was replaced or removed without replacement in 78 cases, and the coolant was replaced in 2 cases).

## WATER MANAGEMENT

In the water management area, water consumption and waste water quality released from our's own purification plants (water treatment facility and oil and grease traps) have been key long-term priorities for us. Monitoring water consumption is the first requirement for determining how it can be reduced. In order to save drinking water, we have been focusing our attention on increasing its percentage of non-potable service water (for example for watering greenery) and recycled water (for example for cleaning of vehicles).

**i [EN10]** The recycled water volume was 16 m3 in 2012, which represents 0.019% of the water volume consumed. Total consumption is significantly influenced, in addition to the technical condition of the devices through which the water is taken, by employee behaviour. We organize in-house information campaigns with the aim to enhance environmental awareness in this area.

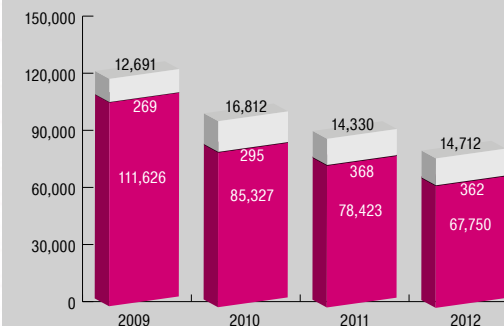
The quality of the waste water released from the Company's own purification plants may directly influence the quality of watercourses and groundwater. Thanks to proper management (setting up aeration conditions according to pollution level and the like), regular checks of the cleaning process, and maintenance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

## WATER PROTECTION WHEN HANDLING HAZARDOUS SUBSTANCES

In operating telecommunications facilities, we use substances (products from crude oil, heavy metals, acids, or cooling fluids) which constitute a potential danger to some segments of the environment, like water and soil. Handling of diesel fuel, which is especially dangerous and also the most frequently handled hazardous substance, is therefore given special attention.

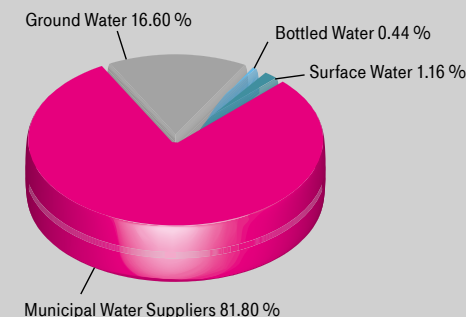
In the area of environmental damage prevention, the objective set for 2012 was to improve protection against emergency leakage of hazardous substances from two engine generator sites. This objective was exceeded, since protection from leakage of hazardous substances was improved at four sites.

Water Consumption in 2009 - 2012 (m³)



Source: Slovak Telekom

**i [EN8]** Water Sources in Slovak Telekom in 2012 in %



Source: Slovak Telekom



Attention was also given to the issue of underground diesel storage tanks, which store fuels for backup energy sources. These tanks constitute a potential risk as pollutants of underground and surface water, with risk increasing over the lifetime of their use. In 2012, we marked out underground storage tanks that constitute the greatest risk, and prepared project documentation for their removal. In 2013, our goal is to remove at least two diesel underground storage tanks.

## WASTE MANAGEMENT

We strive to apply the principles of the latest legislation of the European Union, focusing on ensuring the re-use of the largest possible amount of waste produced. Since material usage (recycling) is technologically and economically limited, the latest legislation also highlights increased energy recovery from waste, which is more beneficial than unwelcome landfills, as is widespread in the Slovak Republic. We followed these waste management principles again in 2012, successfully increasing the recycling ratio from 33% in 2010 to 58% in 2012, and decreasing the landfill ratio from almost 41% in 2010 to almost 23% in 2012.

**[EN24]** Most waste was recovered or disposed of in the Slovak Republic, except for a small amount (23.18 tons) of waste marked as “Other waste”, which was exported abroad to be recycled there (less than 1% of the total amount of waste). Hazardous waste (193.355 tons) was recovered or disposed of exclusively within the territory of the Slovak Republic.

It can be stated that the decreasing production of waste by Slovak Telekom from previous years, continued in 2012. This was caused mainly by staff downsizing and optimising the use of buildings as well as the sale of excessive buildings.

Work targeted on removing unused underground telecommunications cables and arranging for their subsequent recycling, commenced in 2009, also continued in 2012. Such activities have been contributing considerably to our’s efficient use of natural resources. The goal was to remove and arrange for recycling of 320 tons of cables, with 321 tons removed and recycled in 2012.

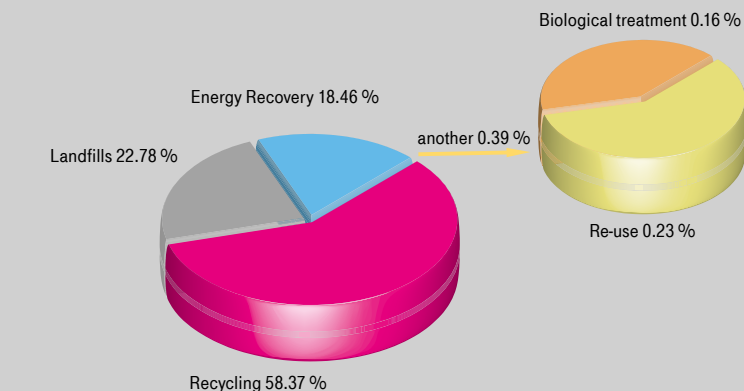
As in previous years, we succeeded in arranging for 100% of electronic waste and lead accumulators to be recycled.

Each and every telephone or battery sold constitutes our commitment towards the environment. In all Telekom Centres, customers may return unneeded phones or batteries for recovery free of charge. In 2012, 202 kg of mobile phones were collected in our Telekom Centres. Additional phones were collected in stores of our business partners and at SEWA collection sites.

## ELECTRONIC INVOICE

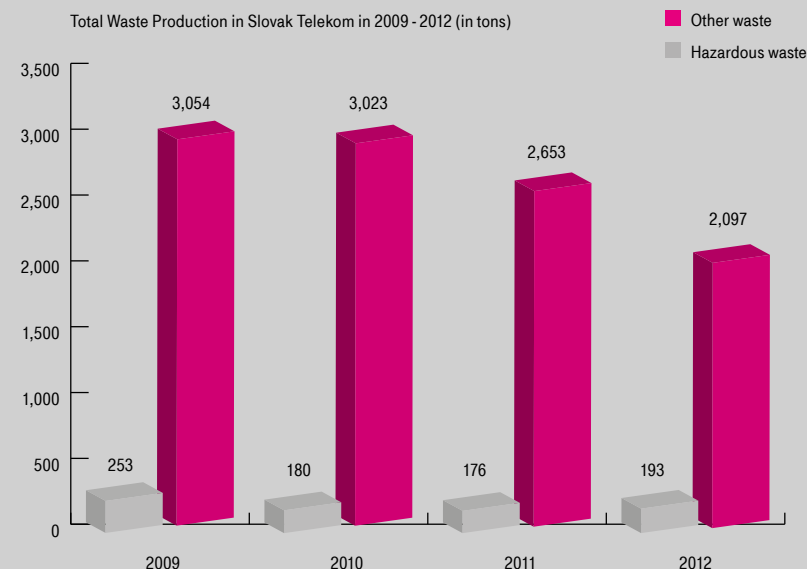
As of December 31, 2012, 38.32% of our customers were using the electronic invoice, a year-on-year increase of 7.81%. At the corporate internet site [www.telekom.sk](http://www.telekom.sk) in the section About Us – Corporate Responsibility: <http://www.telekom.sk/english/corporate-responsibility/enviro/> we count the number of invoices which did not need to be printed thanks to electronic invoice customers and also the number of trees saved this way. By the end of 2012, our customers had saved nearly 9,200 trees.

**[EN22]** Methods of Waste Recovery of Waste Disposal in Slovak Telekom in 2012



Source: Slovak Telekom

Total Waste Production in Slovak Telekom in 2009 - 2012 (in tons)



Source: Slovak Telekom



## EXPENDITURE ON ENVIRONMENTAL PROTECTION

We consistently strive to reduce the unfavourable effect of its business on the environment, which requires considerable financial resources.

**Operational expenditures** on activities in environmental protection totalled **EUR 603,610** in 2012. These expenditures were mainly used for recovery and disposal of waste, prevention of hazardous substance leakage, and ensuring adherence to electromagnetic radiance limits. In addition to this, we expended more than EUR 344,925 in 2012 for environmental protection-related investments. The investments were primarily projects for protection from hazardous substance leakage into ground and surface water, and replacement of obsolete types of air conditioning devices. This replacement was aimed at preventing coolant leakage, which would subsequently damage the Earth's ozone layer or increase greenhouse gas volume in the atmosphere.

**i [EN30]** Total Expenditure on Environmental Protection expended in 2012 categorised based on EN 30 indicator methodology:

| Expenditure on Environmental Protection Activities | Expenditure on Environmental Prevention and Management |
|--|--|
| EUR 538,250  | EUR 410,285  |

Source: Slovak Telekom

## CONCLUSION

**i [4.11]** In 2012, Slovak Telekom observed environment protection-related legal regulations and adopted above-standard commitments. External auditors expressed appreciation to us for the development of the environmental management system implemented in compliance with EN ISO 14001:2004. Emission production from internal sources has continued its decreasing trend, waste recovery levels continued to achieve high values, and targets set for recycling of electrical devices and their packaging were met. Employee environmental awareness was improved through activities such as separate collection of municipal waste, volunteering activities focused on nature conservation, engagement in the European Mobility Week, and an information campaign intended to lower electric power consumption. Our products and services have actively contributed to a reduction of negative impacts on the environment.

Also in 2012, we actively co-operated with all companies falling under the Deutsche Telekom Group and with the European Telecommunications Network Operators' Association (ETNO) in creating conditions enhancing environmental protection.

**i [EN28]** External inspection authorities performing government supervision over environmental protection carried out one inspection at Slovak Telekom in 2012. The inspection did not find any discrepancies with legal regulations, and no sanction was imposed on the Company.

It can be stated that the activities performed by Slovak Telekom in 2012 were in compliance with legal and other requirements regulating environmental protection, maintaining a high standard of environmental protection.



A black and white photograph of two young boys playing drums. The boy on the left is wearing glasses and a dark t-shirt with 'U.S. BASE' printed on it. The boy on the right is wearing a light-colored t-shirt with 'ROCK BAND' and a graphic of a person playing a guitar. Both boys are smiling and looking upwards. The background shows a classroom setting with papers pinned to the wall.

## **RESPONSIBILITY TOWARDS SUPPLIERS AND BUSINESS PARTNERS**

Hearing-impaired children in the Boarding School in Bratislava during music therapy, which the school organises in part thanks to our help. Drumming helps them express their emotions and develop.



In 2012, we collaborated with more than 2,500 suppliers. The main challenge in the procurement area was to simplify procurement processes regarding the Company's transformation, and implement the new system of procurement called "One.SRM".

As one of the largest customers of goods and services in Slovakia, we run procurement through a central organisational unit responsible for purchasing. This process is intended to ensure the best possible condition of purchased goods and services. Our goal is to execute all tenders for suppliers in electronic form. In the supplier selection process, we lay stress, together with optimal purchasing conditions, on transparency and quality.

The purchase process is certified in line with the **quality management system standard EN ISO 9001: 2008**. Fundamental tasks of the internal control systems set in compliance with the **ICS (Internal Control System) standards** include creation of a transparent control environment which would prevent manipulation of the Company's financial data.

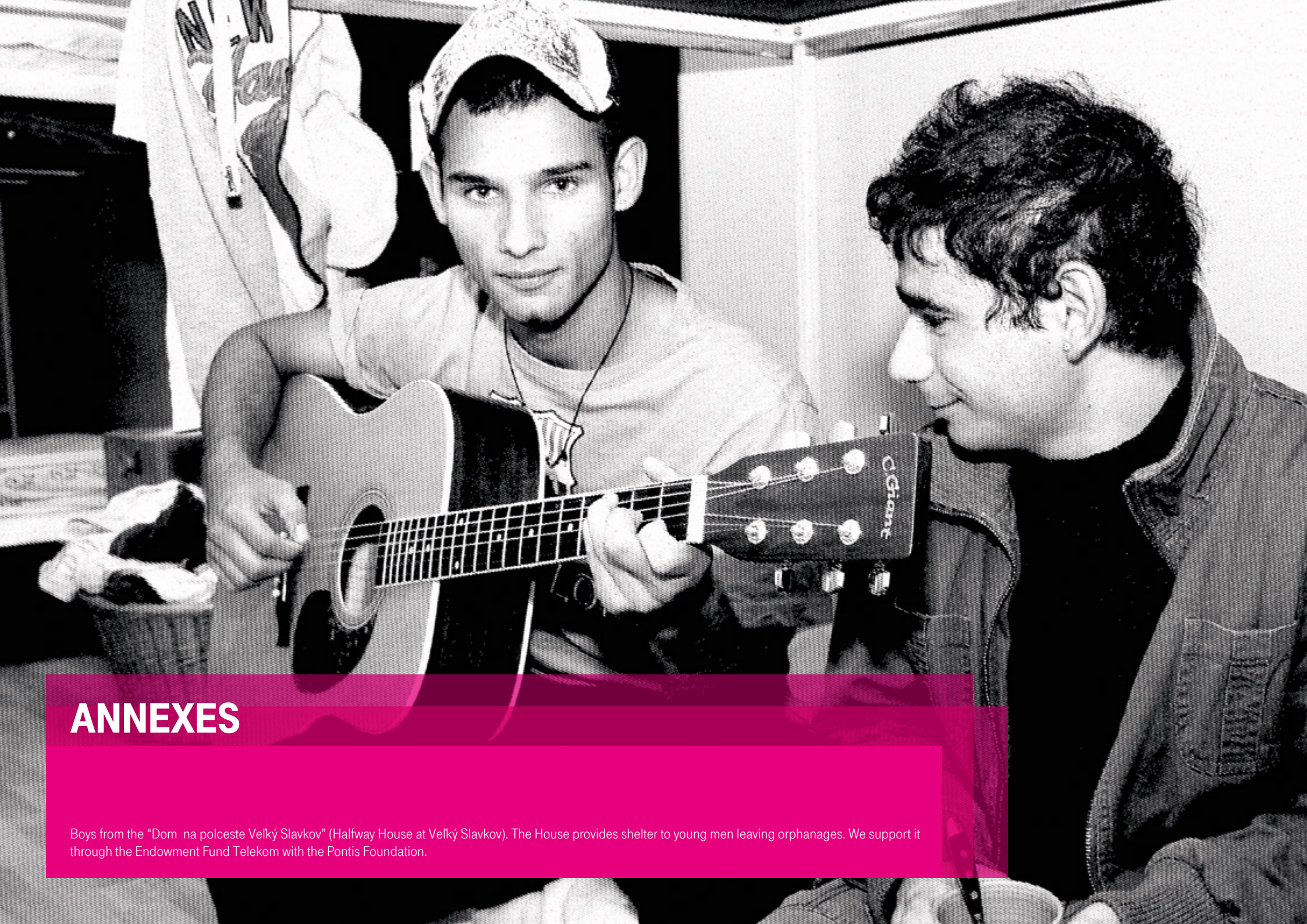
We invite potential vendors to electronic tenders and auctions intended to increase purchase transparency; currently we are a leader in this area in Slovakia and even within the Deutsche Telekom Group. If case-sensitive information is communicated during a tender, agreements on the protection of confidential information and facts constituting trade secrets, or non-disclosure agreements, are agreed with tender participants. Details regarding bids submitted under tenders are subject to trade secret. Adherence to the principles of responsibility towards the competition has been embedded in fundamental documents, such as the Code of Conduct and other directives focused on ethical behaviour.

We regularly audit services rendered and quality of goods and services provided by suppliers of important commodities.

The transactions are documented and archived in compliance with the Registry Administration Regulations. The four eye principle and obligatory segregation of powers, precluding conflict of interest, markedly reduce the probability of attempting dishonest practices.

We prefer business partners that are certified in their specialties, taking care that they adhere to regulations and standards applicable in the European Union and that they do business ethically and in compliance with the laws of the Slovak Republic. We moreover carry out extended evaluations of vendors selected, focusing on the safety and environmental impact of their business activities and some aspects of doing business which are sensitively perceived by the international community (for example child labour abuse and the like).





## ANNEXES

Boys from the "Dom na polceste Velký Slavkov" (Halfway House at Velký Slavkov). The House provides shelter to young men leaving orphanages. We support it through the Endowment Fund Telekom with the Pontis Foundation.



# ANNEX 1: LIST OF REPORTED PERFORMANCE INDICATORS ACCORDING TO GLOBAL REPORTING INITIATIVE

## PROFILE DISCLOSURE

| Aspect                                  | GRI  | Description   | Page       |
|---|------|---|------------|
| Strategy and Analysis                   | 1.1  | Statement from the most senior decision-maker of the organization (CEO).  | 3, 16 - 19 |
|   | 1.2  | Description of key impacts, risks, and opportunities.   | 11         |
| Organizational Profile                  | 2.1  | Name of the organization.   | 6          |
|   | 2.2  | Primary brands, products, and/or services.  | 6          |
|   | 2.3  | Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.   | 6, 7, 8    |
|   | 2.4  | Location of organization's headquarters.  | 6          |
|   | 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.                    | 6          |
|   | 2.6  | Nature of ownership and legal form.   | 6          |
|   | 2.7  | Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).  | 6          |
|   | 2.8  | Scale of the reporting organization.  | 6, 7       |
|   | 2.9  | Significant changes during the reporting period regarding size, structure, or ownership.  | 6          |
|   | 2.10 | Awards received in the reporting period.  | 6          |
| Report Parameters                       | 3.1  | Reporting period (e.g., fiscal/calendar year) for information provided.   | 4          |
|   | 3.2  | Date of most recent previous report.  | 4          |
|   | 3.3  | Reporting cycle.  | 4          |
|   | 3.4  | Contact point for questions regarding the report or its contents.   | 4          |
|   | 3.5  | Process for defining report content.  | 4          |
|   | 3.6  | Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).  | 4          |
|   | 3.7  | State any specific limitations on the scope or boundary of the report.  | 4          |
|   | 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. | 4, 6       |
|   | 3.9  | Data measurement techniques and the bases of calculations.  | 4          |
|   | 3.10 | Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement.   | 4          |
|   | 3.11 | Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.   | 4          |
|   | 3.12 | Table identifying the location of the Standard Disclosures in the report.   | 4          |
|   | 3.13 | Policy and current practice with regard to seeking external assurance for the report.   | 4          |
| Governance, Commitments, 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, 11      |



|  |      |  |                    |
|--|------|--|--------------------|
|  | 4.2  | Indicate whether the Chair of the highest governance body is also an executive officer.  | 7                  |
|  | 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.   | not relevant       |
|  | 4.4  | Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.  | 7, 34              |
|  | 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).  | 8                  |
|  | 4.6  | Processes in place for the highest governance body to ensure conflicts of interest are avoided.  | 7                  |
|  | 4.7  | Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.  | 7                  |
|  | 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.   | 6, 11, 24, 31      |
|  | 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. | 7                  |
|  | 4.10 | Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.  | 8                  |
|  | 4.11 | Explanation of whether and how the precautionary approach or principle is addressed by the organization.   | 40                 |
|  | 4.12 | Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.  | 8, 24              |
|  | 4.13 | Memberships in associations (such as industry associations) and/or national/international advocacy organizations.  | 8                  |
|  | 4.14 | List of stakeholder groups engaged by the organization.  | 6                  |
|  | 4.15 | Basis for identification and selection of stakeholders with whom to engage.  | 6                  |
|  | 4.16 | Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.  | 6, 7, 34           |
|  | 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.  | 21, 24, 28, 34, 36 |

## PERFORMANCE INDICATORS - ECONOMIC (EC)

| Aspect                    | GRI | Description   | Page  |
|---------------------------|-----|---|-------|
| Management Approach       |     |   | 7 - 8 |
| Economic Performance      |     |   |       |
|                           | EC1 | Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments. | 7     |
|                           | EC3 | Coverage of the organization's defined benefit plan obligations.  | 32    |
|                           | EC4 | Significant financial assistance received from government.  | 7     |
| Market Presence           |     |   |       |
|                           | EC7 | Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.   | 31    |
| 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.  | 7     |



## PERFORMANCE INDICATORS - ENVIRONMENTAL (EN)

| Aspect                         | GRI  | Description   | Page                 |
|--------------------------------|------|---|----------------------|
| Management Approach            |      |   | 7, 8,<br>11, 36 - 40 |
| Energy                         |      |   |                      |
|                                | EN3  | Direct energy consumption by primary energy source.   | 37                   |
| Water                          |      |   |                      |
|                                | EN8  | Total water withdrawal by source.   | 38                   |
|                                | EN10 | Percentage and total volume of water recycled and reused.   | 38                   |
| Emissions, Effluents and Waste |      |   |                      |
|                                | EN20 | NOx, SOx, and other significant air emissions by type and weight.   | 37                   |
|                                | EN22 | Total weight of waste by type and disposal method.  | 39                   |
|                                | 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. | 39                   |
| Compliance                     |      |   |                      |
|                                | EN28 | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.  | 40                   |
| Overall                        |      |   |                      |
|                                | EN30 | Total environmental protection expenditures and investments by type.  | 40                   |

## PERFORMANCE INDICATORS - LABOR PRACTICES AND DECENT WORK (LA)

| Aspect                         | GRI | Description   | page                   |
|--------------------------------|-----|---|------------------------|
| Management Approach            |     |   | 7, 8,<br>11, 31-32, 33 |
| Employment                     |     |   |                        |
|                                | LA1 | Total workforce by employment type, employment contract, and region.  | 31                     |
|                                | LA2 | Total number and rate of employee turnover by age group, gender, and region.  | 31                     |
|                                | LA3 | Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.  | 32                     |
| Labor/Management Relations     |     |   |                        |
|                                | LA4 | Percentage of employees covered by collective bargaining agreements.  | 31                     |
|                                | LA5 | Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.   | 31                     |
| 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 programs. | 33                     |



|                                 |      |  |    |
|---------------------------------|------|--|----|
|                                 | LA7  | Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.   | 33 |
|                                 | LA9  | Health and safety topics covered in formal agreements with trade unions.   | 33 |
| Training and Education          |      |  |    |
|                                 | LA10 | Average hours of training per year per employee by employee category.  | 32 |
|                                 | LA11 | Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.                 | 32 |
|                                 | LA12 | Percentage of employees receiving regular performance and career development reviews.  | 32 |
| 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. | 31 |

## PERFORMANCE INDICATOR - HUMAN RIGHTS (HR)

| Aspect   | GRI | Description  | Strana |
|--|-----|--|--------|
| Management Approach                              |     |  | 31, 42 |
| Non-discrimination                               |     |  |        |
|  | HR4 | Total number of incidents of discrimination and actions taken.   | 31     |
| 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. | 7      |

## PERFORMANCE INDICATORS - SOCIETY (SO)

| Aspekt              | GRI | Description  | Strana                     |
|---------------------|-----|--|----------------------------|
| Management Approach |     |  | 7, 8, 9,<br>12, 21, 25, 42 |
| Corruption          |     |  |                            |
|                     | SO2 | Percentage and total number of business units analyzed for risks related to corruption.                                    | 9                          |
|                     | SO3 | Percentage of employees trained in organization's anti-corruption policies and procedures.                                 | 12                         |
|                     | SO4 | Actions taken in response to incidents of corruption.  | 9, 12                      |
| Public Policy       |     |  |                            |
|                     | SO5 | Public policy positions and participation in public policy development and lobbying.                                       | 9                          |
|                     | SO6 | Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country. | 12                         |



## PERFORMANCE INDICATORS - PRODUCT RESPONSIBILITY (PR)

| Aspect                        | GRI | Description  | Strana     |
|-------------------------------|-----|--|------------|
| Management Approach           |     |  | 28, 29     |
| Product and Service Labelling |     |  |            |
|                               | PR5 | Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.  | 28         |
| Marketing Communications      |     |  |            |
|                               | PR6 | Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.                                       | 23, 28, 29 |
|                               | 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. | 28         |
| Customer Privacy              |     |  |            |
|                               | PR8 | Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.   | 29         |



# ANNEX 2: EXCERPT FROM THE ANNUAL REPORT ON THE USE OF RESOURCES FROM ENDOWMENT FUND TELEKOM WITH THE PONTIS FOUNDATION FOR 2012

## EMPLOYEE GRANT PROGRAMME - POMÁHAME KOMUNITE (WE HELP THE COMMUNITY)

| Beneficiary   | Project  | Inputs in total | Community benefit   |
|---|--|-----------------|---|
| Občianske združenie Klub priateľov futbalu Kengura (Civic Association Kengura Football Friends Club)                | Support of a youth football FK Rača.   | € 1,000.00      | The implemented project allowed 120 children from a disadvantaged environment to go in for sports actively (sports uniforms and footwear purchased, organisation of football tournaments ...) and integrate into society through sport.   |
| OZ Rodičovské združenie pri MŠ ul. Ružová v Stupave (Parents' Civic Association for Ružová kindergarten in Stupava) | Bezpečná plavba (Safe Cruising)  | € 1,000.00      | This project helped both create a safe and serviceable environment: a multi-functional children's playground supporting their healthy development; the project also gave families involved the opportunity to establish and strengthen relationships.   |
| Partneri pre sociálny rozvoj a pomoc (Partners for social development and assistance)                               | Methodology manual for halfway houses  | € 1,000.00      | The implementation of this project, based on the monitoring of social work of 9 Slovak and 2 Czech halfway houses, brought about the publication "Dom na pol ceste pre odchádzajúcu mládež z detských domovov" (Halfway house for the youth leaving children's homes) with a printing of 500 pcs.                           |
| PLAMIENOK n.o. (non-profit organisation)  | LETNÝ TÁBOR PRE SÚRODENCOV "NIE SI SÁM" 2012 (SUMMER CAMP FOR SIBLINGS "YOU ARE NOT ALONE" 2012) | € 1,000.00      | Thanks to the project, a summer camp was organised for 39 children who lost someone close to them. Activities focused on restoring self-confidence, building trust and helping them cope with the traumatic experience.   |
| PŠC Pezinok Junior  | "Futbalové nádeje v zime (Football hopes in winter)"   | € 1,000.00      | The implemented project helped organise two football workshops for 40 children, involving children from socially disadvantaged families. Training activities outside their homes allowed both healthier and more effective leisure time for children.   |
| Materská škola - Óvoda (Kindergarten - Óvoda)   | V krajine hier a rozprávok II. (In the land of games and fairytales II)                          | € 1,000.00      | The project's implementation contributed to making the preparation of 71 children starting their first year at elementary schools more effective. Thanks to educational activities, which also involved parents, children developed their motor skills and cognitive thinking, and supported them emotionally and socially. |
| Klub stolného tenisu Kremnica (Ping pong club Kremnica)   | Podme sa hrať! (Let's play!)   | € 1,000.00      | Owing to the project's implementation, a mini play area for 40 children was built, improving the living conditions of people in the locality. In addition, participation in this project reinforces relationships within the community and develops people's civil engagement.  |
| Kindergarten  | Zahrajme sa spolu (Let's play together)  | € 1,000.00      | The project implementation helped refurbish the children's playground, which is a lively environment for sports and educational activities and relaxation for 50 children and their parents. It offers an opportunity to strengthen relations in both family and community.   |
| PONS  | Daily integration camp 2012  | € 927.50        | This project allowed 240 clients with health impairments to join a summer integration camp, offering not only an interesting and healthy way to spend the summer holiday, but also contributing to the children's social integration.   |
| Materské centrum (Mothers' centre) Budatko  | Montessori corner for children   | € 933.61        | The implemented project introduced recreational alternatives to 25 children and their parents for a month at a "Montessori corner", with games helping children use their maximum potential, and develop psychological, logical and analytical abilities.   |



|  |   |            |   |
|--|---|------------|---|
| The village of Trstín  | Detský svet v pohybe (Children's world in motion)                                     | € 1,000.00 | A children's playground was created thanks to the help of 45 temporary workers, who volunteered 160 hours to this project. The grant enabled the purchase of a playground set and a climbing wall.  |
| Elementary school with kindergarten, Voderady  | Kniha - cesta k poznaniu (Books – a journey to knowledge)                             | € 1,000.00 | The project helped expand the school library by more than 100 publications. Pupils from this school will be able to continue taking part in activities and discussions thanks to the grant.   |
| Lilies   | "Lilies - Trnava má talent (Trnava's got talent)"                                     | € 1,000.00 | Thanks to the project, about 150 children participated in a week of courses (singing, dancing, sports, arts, biblical studies, etc). The grant made it possible to purchase the necessary equipment and organise 10 workshops for all the children.     |
| Rada rodičov pri MŠ, Fándlyho 2, 903 01 Senec (Parents' association for kindergarten in Senec)   | "Detský vodičský preukaz" (Children's driving licence)                                | € 1,000.00 | Thanks to the project, a children's traffic playground was built, to train 95 children in applying safe traffic rules.  |
| ŠČAVNÍČAN  | Integration of Roma children in social and sports events in the village               | € 1,000.00 | 50 football matches were organised thanks to the project. The teams also included 7 Roma children, which helped their integration and the overcoming of prejudice in the majority population.   |
| Nadácia detského kardiocentra (Children's cardio centre foundation)  | Creative activities in a children's cardio centre                                     | € 998.52   | The project helped arrange for regular creative events (once a week) in the children's cardio centre, attended by 70 hospitalised children and 40 parents.  |
| Elementary school, Lipová 13, Spišská Nová Ves   | Ekostrov detskej radosti (Eco-island of children's joy)                               | € 1,000.00 | Thanks to the project, 365 pupils, 45 school employees and 85 parents were involved in the school's environmental activities. 60 plants and flowers and 30 trees were planted, thus revitalising 8 grassy areas.  |
| KARMEL n.o. (non-profit organisation)  | Viacúčelové ihrisko pre deti a mládež (Multifunctional children and youth playground) | € 999.35   | Thanks to the project, 65 village children a month can spend leisure time at the newly built multifunctional playground. Besides sports and fun, it is also a place for others in the village to meet.  |
| Občianske združenie detí a mládeže so sluchovým postihnutím Permonik (Civic association of children and youth with hearing impairment)       | "Kútik relaxu" ("Relaxation corner")  | € 991.00   | Thanks to the project, 72 hearing-impaired children a month can use the relaxation room, not only to spend their free time or to rest, but also for individual and group therapy.   |
| ŠK FBK BOGDAU STUPAVA  | Stupava Floorbal Cup  | € 1,000.00 | The project implementation contributed to organising a floorball tournament, with an active participation of about 600 children in 40 teams from 4 countries.   |
| Združenie pre podporu rodín a detí (Association to support families and children) - DaR  | Dnes dávam, zajtra dostanem (I give today – I receive tomorrow)                       | € 998.00   | More than 100 children took active part in 115 creative and sports activities and 2 rounds of a summer camp thanks to this project.   |
| Telovýchovná jednota Nohejbalový klub Zalužice (Netball club)  | Netball camp for youth  | € 950.00   | Thanks to the implemented project, 20 children (including some from socially underprivileged families) took part in a netball camp, to develop their sporting abilities.  |
| HARMÓNIA - zariadenie pre seniorov, domov sociálnych služieb a útulok (facility for seniors, social services house and home)                 | Osvieženie života v domove (Fresh air for life in the house)                          | € 924.00   | Thanks to the implemented project, 64 clients of DSS Harmónia had 180 rehabilitation sessions, and participated in 46 creative workshops and 8 cultural events on a monthly basis.  |
| Základná škola s materskou školou Orešie (Elementary school with kindergarten)   | Centrum voľného času (Free time centre)   | € 1,000.00 | Thanks to the implemented project, throughout the year, 140 children attended various day courses: art, environmental, creative, ceramics, home economics and cooking... in the new Centre voľného času (Leisure Centre), in the former school canteen. |
| Občianske združenie Malachovská škola (school's civic association)   | Naučme sa kompostovať (Let's learn how to compost)                                    | € 1,000.00 | The project helped build a compost site in the village and educate about composting and biological waste. 150 children and adults from the village were directly involved.  |
| Športový klub karate SEIWA (Karate sports club )   | Sústredenie (workshop in) Liptovský Mikuláš 2012                                      | € 1,000.00 | The implementation of the project helped organise a one week summer workshop for 37 karate participants, where they developed their creativity and improvisational moves.   |
| Rodičovské združenie pri Základnej škole (Parents' association for school)   | Športujme zdravo a hravo (Let's do healthy and playful sports)                        | € 996.00   | Thanks to the implemented project, a fenced playing field with solid surface was constructed. It can be used by 44 children from a kindergarten and elementary school, not only during physical education lessons but also in their free time.          |
| Spoločnosť priateľov detí z detských domovov Úsmev ako dar - pobočka Košice (Society for friends of the Smile as a Gift orphanage in Košice) | Desať zázrakov a dúha (Ten miracles and a rainbow)                                    | € 1,000.00 | Thanks to the implemented project, 9 visits and one children's camp took place for 10 children from a children's home.  |



|   |  |            |   |
|---|--|------------|---|
| Združenie rodičov Materskej školy Ožvoldíkova (Parents' association for kindergarten)   | Bezpečne a zdravo (revitalizácia detského ihriska MŠ Ožvoldíkova) (Safe and healthy – revitalisation of a children's playground in the Ožvoldíkova kindergarten)   | € 1,000.00 | 90 children come to the kindergarten on a daily basis. Thanks to the implemented project it now has a new and safe sandbox with play elements.  |
| Občianske združenie Prales (Prales civic association)   | Prírodný kraj pre včely = zdravý kraj pre človeka (Natural habitat for bees = healthy habitat for man)   | € 910.00   | Thanks to the implemented project, lectures and 2 workshops for a total of more than 100 people educated them in the life and environment of bees. A club of young beekeepers was started.  |
| Základná škola Mierová 1 Strážske (Elementary school)   | Sme takí akí sme (We are as we are)  | € 1,000.00 | Thanks to the implemented project, meetings of 8 children from an orphanage with 8 elementary school pupils were organised, twice a month for a 10-month period; this developed their adaptability and empathy through themed activities.         |
| Krasokorčuľarský klub Trnava (Trnava Figure-skating club)   | Z Popolušky princezná / pokračovanie (A princess from Cinderella – continued)  | € 1,000.00 | The project helped organise 3 education courses and 2 figure-skating workshops, attended by a total of almost 200 children and adults.  |
| FONTIS - občianske združenie (civic association)  | Spoznávajme včielky (Let's get to know bees)   | € 1,000.00 | 8 lectures for 300 children and adults about the bee's life and usefulness, and care of bees, took place at a farm under this project. The material purchased was used to construct a glassed-in observation bee-hive.                            |
| OZ Srdiečko - Materská škola (kindergarten) Karpatská 3, Banská Bystrica  | Pomáhame komunite - Od pracovnej terapie pre väzňov k vytvoreniu krajšieho prostredia pre deti v materskej škôlke (We help the community – from prisoners' work therapy to creating a nicer environment for kindergarten children) | € 1,000.00 | Thanks to the project, 105 kindergarten children can now enjoy a new garden set and 3 big garden swings, built in cooperation with the Ústav na výkon trestu pre mladistvých (Juvenile detention institution).                                    |
| Rada rodičov MŠ Hronská 7 (Parents' council for kindergarten)   | Dopraváčik malý som, môžem jazdiť s ocinom (I am a little traffic fan, driving with my dad)  | € 1,000.00 | The project contributed to building a traffic playground, providing 91 kindergarten children of learning about traffic and road signs. The project comprised 50 educational events related to transport.  |
| Čierny hrad (Black Castle)  | Predstavme Čierny hrad svetu (Let's present the Black Castle to the world)   | € 1,000.00 | Under this project, conservation work at the castle took place in three rounds. 200 village citizens and 21 volunteers from abroad were involved in the work, enlightening the locals on their own culture as part of project-related activities. |
| Materská škola  | Až raz budem žiačikom (One day I'll be a pupil)  | € 881.40   | Thanks to the implemented project, modern teaching aids were procured to make the children's preparation to start school more effective. Monthly participation in various activities and educational games was 150 children.                      |
| TRIPTYCH  | "hidePark - revitalizácia 2 (hidePark – revitalisation 2)"   | € 1,000.00 | Thanks to the implemented project, the Hidepark area was extended by half a hectare, doubling its original size. 30 volunteers got involved, preparing the premises for 1000 visitors a year.   |
| Súkromná základná škola s materskou školou pre žiakov a deti s autizmom (Private elementary school and kindergarten for children with autism) | Tvorivá dielňa (Creative workshop)   | € 732.65   | Thanks to the implemented project, 35 pupils with autism participated in creative workshops, where they learned to work and use various creative techniques, later used in producing various art pieces.  |
| Atletický klub Slávia Technická univerzita Košice (Slávia athletic club at the Technical University of Košice)                                | Atletika deťom (Athletics for children)  | € 225.45   | The project helped improve the athletic training of children and foster their interest in sports. This allowed them to take part and succeed in representing the club at national and international events.                                       |
| Občianske združenie Poza školu (civic association)  | Hrdinovia dejín (Heroes of history)  | € 825.00   | As part of the project, 40 teaching sections and activities, 4 day-long seminars and one competition for 85 elementary school teachers (1st – 4th grade) were held, intended to bring more innovative elements into teaching.                     |
| Miesto v dome (Place in the House)  | Dajme deťom možnosť.. (Let's give children an opportunity..)   | € 950.00   | 4 activities took place under the project, which integrated 24 children from understimulated environments with children from the majority, gaining various skills and rewards.  |
| Združenie Hradu Bystrica (association)  | záchrana bránovej bašty (Preserving the entry bastion)   | € 900.00   | Project realisation helped preserve the entry bastion of the Považská Bystrica Castle. 25 volunteers worked a total of 600 volunteer hours.   |
| Akademik Technická univerzita Košice- florbalový klub (Academic Technical University Košice - Floorball club)                                 | Medzinárodný florbalový turnaj CASSOVIA GAMES (International floorball tournament CASSOVIA GAMES)  | € 973.00   | Under the 7th year of the project of the CASSOVIA GAMES held in Košice, 27 teams in 4 categories met in 2 halls; they scored 377 goals in 58 matches.   |
| Materská škola - (Kindergarten Óvoda)   | Pohybom ku zdraviu (Move for health)   | € 500.00   | The project arranged for beautification and furnishing of the kindergarten's sports facility. Motor exercises will contribute to expanded and improved physical education activities.   |



## ANNEX 2: EXCERPT FROM THE ANNUAL REPORT ON THE USE OF RESOURCES FROM ENDOWMENT FUND TELEKOM WITH THE PONTIS FOUNDATION FOR 2012

|   |   |            |   |
|---|---|------------|---|
| Gymnázium Bilíkova, Bratislava (Highschool)   | Átrium, cesta k zeleni okolo nás (Atrium: the way to green surroundings)  | € 560.00   | Thanks to the project, 700 secondary school students have better possibilities for learning and spending free time. The new atrium contributes to environmental education.                                |
| Materské centrum (Mothers' centre) Obláčik  | Deti v bezpečí a veci verejné (Children's safety and public affairs)  | € 655.70   | Thanks to the project, 55 children a day can spend their free time in a secure and improved playground.   |
| Rodinné centrum (Family centre) Ráčík   | Ani chvíľu bez pohybu (Moving all the time)   | € 1,000.00 | The project gave 100 children a month the chance to spend active free time in the mothers' centre on a secure children's climbing frame.  |
| Obec Horné Zelenice - obecny úrad (town hall)   | Rekonštrukcia ihriska (Playground reconstruction )  | € 935.00   | 70 volunteers participated in the project, aimed at revitalising the volleyball court in the public park. Now it is fully used.   |
| Združenie RONDEL (association)  | Horúca malta - dedičstvo našich predkov (Hot mortar: Legacy of our ancestors)   | € 800.00   | Project implementation contributed to improving the technical condition of the castle, which is visited by almost 900 visitors per year. More than 60 volunteers participated during 6 sessions.          |
| OZ Hrad Tematín (castle's civic association)  | Severák (North Wind)  | € 600.00   | 10,000 people can now safely visit the castle per year. Within the project, several preservation operations and archeological research were carried out, with participation from 45 volunteers.           |
| Rákociho cesta  | Hradokurz - škola dobrovoľníkov (Course at the castle: A school for volunteers)   | € 860.00   | Thanks to the project, the volunteer work expanded to include three castles. 30 permanent and 70 new volunteers participated in the preservation operations during 8 weekends and two full weeks.         |
| Novum castrum   | Obnova nádvorja (Reconstruction of the castle yard)   | € 950.00   | 58 volunteers carried out preservation operations under the project, which discovered precious architectural elements.  |
| Rodičovské združenie pri Materskej škole Gelnická 34 v Bratislave (parents' association for kindergarten) | Spoznáme svet zvierat (Getting to know the animal world)  | € 654.80   | 60 children joined the project focusing on getting to know nature and animals. Thanks to observation activities and trips they better understood the importance of environmental protection.              |
| Cirkevná základná škola Narnia (parochial school)   | Ako? EKO! (How? In an ECO-friendly way!)  | € 900.00   | Thanks to the project, the school discovered ways of teaching environmental themes, enhancing the awareness of the importance of sensitive and environment-friendly attitudes towards nature.             |
| Združenie priateľov Hričovského hradu (castle's association of friends)"                                  | Záchrana zadného paláca (Preserving the rear palace)  | € 900.00   | Thanks to the project and with the help of experts, several preservation operations were performed at the Hričov Castle, which will make it possible for the tourists to safely visit and get to know it. |
| Renova  | Záchrana hradu Dobrá Voda 2012 (Preserving the Dobrá Voda Castle 2012)  | € 900.00   | 24 volunteers participated in salvage operations and cleaning work at the Dobrá Voda Castle during 2 workshops.   |
| Združenie na záchranu Zborovského hradu (castle's association for preservation)                           | Oprava juhovýchodnej bránovej veže a príľahlých častí II.etapa (Repair of the south-east gateway tower and adjacent parts: phase 2) | € 900.00   | 32 sessions were organised throughout the project, with the aim of preservation operations and conducting archeological research at the Zborov Castle.  |
| Klub vojenskej histórie Beskydy (military history club)   | Rekonštrukcia vojnového cintorína Zbudská Belá IV (Reconstruction of the military cemetery Zbudská Belá IV)                         | € 950.00   | The Military Cemetery Zbudská Belá IV receives up to 10,000 tourists per year. The project made it possible to perform reconstruction and cleaning work; 155 volunteers got involved.                     |
| Združenie na záchranu Jasenovského hradu (castle's association for preservation)                          | Zachráňme hrad (Let's save the castle)  | € 850.00   | Thanks to the project, cleaning work and preservation operations were performed at the Jasenov Castle, rendering it more visible and stable.  |
| NADÁCIA PRE ZÁCHRANU KULTÚRNEHO DEDIČSTVA (FOUNDATION FOR THE PROTECTION OF CULTURAL HERITAGE)            | Hrad Uhrovec 2012 (Uhrovec Castle 2012)   | € 800.00   | During 2 summer camps and 3 weekends, 51 volunteers participated in preservation operations at the Uhrovec Castle, which is visited by 5,000 tourists per year.   |
| SRRZ-RZ pri Základnej škole Tesáre (parents' association for school)                                      | Otvorme si dvere do kúzelného sveta kníh.... (Let's open the door to the magic world of books ...)                                  | € 679.00   | The project made it possible for 76 children from kindergarten to participate in instructional and educational activities, with the aim of creatively interesting them in reading books.                  |
| Združenie na záchranu Brekovského hradu (castle's association for preservation)                           | Hradné jadro Brekov 2012 (Central part of the Brekov Castle 2012)   | € 900.00   | 100 volunteers participated in the preservation work at the Brekov Castle during an international work camp.  |
| Domka Košice  | Spojme naše srdcia (Let's join our hearts)  | € 980.00   | Under the project, an event for 100 children and their parents from socially disadvantaged families took place, focusing on supporting family unity through leisure time activities.                      |



|   |  |                    |  |
|---|--|--------------------|--|
| Občianske združenie Bublina (Civic Association Bublina) | Zima v Bubline (Winter at Bublina)   | € 890.00           | The project focused on organising an 11-day camp for 100 children from orphanages, with many interesting and creative activities prepared.               |
| SARVAZA   | Náučný chodník Kalameny - Liptovský hrad (Educational path Kalameny, to the Liptov Castle) | € 1,000.00         | The project was targeted at building the Kalameny educational path, presenting information about the Liptov Castle, with the aim of attracting visitors. |
| <b>Total: 66 projects</b>                               |  | <b>€ 60 279,98</b> |  |

## DIRECT SUPPORT

| Beneficiary  | Project  | Inputs in total | Community benefit  |
|--|--|-----------------|--|
| Lucia Ďurkovičová  | Kaviareň U šálky (The Coffee Cup Cafe)   | € 4,000.00      | Thanks to the support, the Coffee Cup Cafe opened in Prievidza, employing three hearing-impaired women. It contributes to further educating the general public about the culture of hearing-impaired people.   |
| Inštitút pre verejné otázky (IVO) (Institute for public affairs)   | Slovensko a sociálne siete v prostredí internetu (Slovakia and social networks in the internet environment)                          | € 5,000.00      | Thanks to the support, nationwide representative research was conducted, focused on use of social networks in the Slovak Republic. The main output was a final report, indicating the influence of social networks on the population. The report was presented to the general public.  |
| Nadácia LEKÁR (The DOCTOR Foundation)  | EKG Holter   | € 5,988.00      | An EKG Holter diagnostic apparatus was bought thanks to the project, markedly speeding up diagnosis of patients suffering from cardiac dysrhythmia in the Lučenec a Poltár districts. Early diagnosis quickens treatment, enhancing the quality of patients' lives.  |
| Junior Achievement Slovensko, n.o.   | Aplikovaná ekonómia pre potreby žiakov so sluchovým postihnutím (Applied economy for the needs of students with hearing impairments) | € 4,100.00      | The educational programme Applied economy for the needs of students with hearing impairments was adapted under the project. The programme is part of the vocational education of students of the Secondary Technical School Kocelova, where a total of 22 students participated in the programme.                                      |
| KASPIAN  | PIKNIK   | € 3,000.00      | Thanks to the support, an event called PIK-NIK was organised on the occasion of the Kaspian civic association's anniversary. The event had almost 300 participants from Petržalka, predominantly young people.   |
| CultureForce   | Afriktivity  | € 5,900.00      | The Afriktivity project was the first in Slovakia to map out the activities of 7 Slovak non-profit organisations carrying out projects to provide help in Kenya, thus informing the general public on development projects. 7 exhibitions were held within the project.  |
| Stredisko evanjelickej diakonie - Veľký Slavkov (Lutheran diocese centre)  | Farma - Veľký Slavkov (Farm at Veľký Slavkov)  | € 5,000.00      | The support made it possible to launch an agricultural farm project at the Halfway House at Veľký Slavkov. This contributes to the House's self-sufficiency, and is a significant part of the therapy of 10 of the facility's clients.   |
| Fond pre podporu výchovy a vzdelávania sluchovo postihnutej mládeže n.f. (Fund for supporting the education of hearing-impaired youth) | Aplikovaná ekonómia pre žiakov so sluchovým postihnutím (Applied economy for hearing-impaired students)                              | € 1,779.30      | Thanks to the support, technical equipment necessary for teaching the subject Applied economy was provided for hearing-impaired students at the secondary technical school at Kocelova. The equipment is used by 45 students with hearing impairments.   |
| Občianske združenie Orin Panacea (The Civic Association Orin Panacea)  | Detský onkologický tábor 2012 (Children's oncological camp 2012)   | € 4,760.00      | The support made it possible to organise a summer camp at Tatranská Lesná, with participation by 68 children suffering from oncological diseases, mostly from socially disadvantaged environments.   |
| KASPIAN  | KASPIAN deťom (KASPIAN for children)   | € 5,000.00      | Thanks to the support, field and low-threshold services were provided by the Kaspian civic association in Petržalka. The services are used by approximately 100 children and young people a month.   |
| Občianske združenie AMITY (The AMITY Civic Association)  | Muzikoterapia (Music therapy)  | € 3,600.00      | The support made it possible for approximately 20 children attending the Hrdličkova primary school to regularly participate in music therapy lessons during the entire school year 2012-2013, which contributed to their personal development and building of self-confidence, and made integration into the hearing community easier. |



## ANNEX 2: EXCERPT FROM THE ANNUAL REPORT ON THE USE OF RESOURCES FROM ENDOWMENT FUND TELEKOM WITH THE PONTIS FOUNDATION FOR 2012

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| Slovenský olympijský výbor<br>(Slovak Olympic Committee) | Koncepcia financovania športu v Slovenskej republike<br>(Conception of financing of sport in the Slovak Republic)   | € 10,000.00        | Thanks to the support, KPMG developed a study for the Slovak Olympic Committee, entitled "Conception of financing of sport in the Slovak Republic"; one outcome was a proposal to change sport in Slovakia is financed.   |
| Maroš Krajňák  | Vydanie knižnej prózy (Book publishing)   | € 2,000.00         | The support made it possible to publish a book entitled "Entropy", which will be available for the general public.  |
| Občianske združenie Bagar (The Bagar Civic Association)  | Koncerty porozumenia (Concerts of understanding)  | € 500.00           | Thanks to the support, 2 concerts of understanding were successfully presented in Bratislava and Trenčianske Teplice. 105 performers from various disadvantaged groups played at the concerts. The performance was attended by a total of 500 spectators.   |
| Slovenský výbor pre UNICEF<br>(Slovak UNICEF Committee)  | Helperské linky 116 111, 116 000 - dištančné poradenstvo pre deti a mládež (Help Lines 116 111 and 116 000: long-distance counselling services for children and youth.) | € 2,000.00         | The support and grant made it possible to operate the UNICEF children's lines, which helped more than 1,300 children in December.   |
| Nadácia Pontis (The Pontis Foundation)                   | Kurzy posunkového jazyka pre verejnosť a pre predajcov Slovak Telekom (Sign language courses for the general public and sales staff of Slovak Telekom)                  | € 10,388.05        | As a part of strategic support for the hearing-impaired, 5 sign language courses were organised for the general public and the sales staff of Slovak Telekom in 2012, attended by almost 100 persons interested in sign language.   |
| Nadácia Pontis (The Pontis Foundation)                   | Naše mesto (Our City)   | € 5,000.00         | The support helped to organize of "Naše mesto" (Our City), the biggest volunteering event in Central Europe; 5,000 corporate volunteers in 10 cities in Slovakia engaged in it in 2012.   |
| Nadácia Pontis (The Pontis Foundation)                   | Fórum o firemnej filantropii (Corporate Philanthropy Forum)   | € 3,000.00         | Thanks to the support provided by Slovak Telekom, the conference entitled "Fórum o firemnej filantropii" (Corporate Philanthropy Forum) was held, with both domestic and foreign experts gave lectures; it was attended by a total of 125 corporate representatives.  |
| Nadácia Pontis (The Pontis Foundation)                   | Fond pre transparentné Slovensko (Fund for a Transparent Slovakia)  | € 10,000.00        | The support provided by Slovak Telekom significantly contributed to establishing the Fond pre transparentné Slovensko (Fund for a Transparent Slovakia), the first initiative of its kind in Slovakia. It is intended to develop ethics, transparency, democracy, and an appropriate entrepreneurial environment in Slovakia. |
| <b>Total: 19 projects</b>                                |   | <b>€ 91,015.35</b> |   |

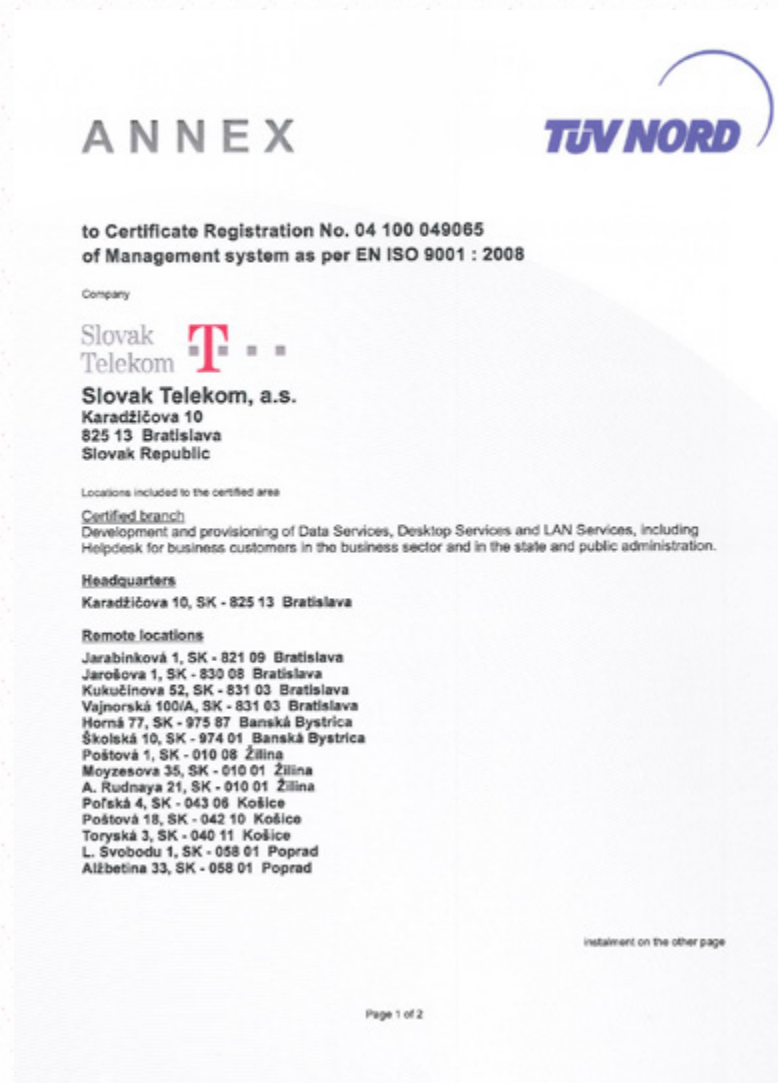


## HLADÁME ĎALŠÍ ZMYSEL - PRE PODNIKANIE (LOOKING FOR ANOTHER SENSE – FOR BUSINESS)

| Beneficiary                            | Project   | Inputs in total    | Community benefit  |
|--|---|--------------------|--|
| Michal                                 | Mihálek   | € 3,320.00         | Thanks to the support, Michal Mihálek, a hearing-impaired man from Bratislava, launched his own business, MIE STUDIO, dealing with video making.   |
| Andrej Krížik                          | LIVE WEBSITE  | € 600.00           | Thanks to the support, Andrej Krížik, a man from Bratislava with hearing difficulties, launched his own business, LIVE WEBSITE, dealing with production of virtual website browsers.   |
| Lubomír Ferčík                         | Zámočnictvo (Locksmith)   | € 3,320.00         | Thanks to the support, Lubomír Ferčík, a man from Dunajská Streda with hearing difficulties, launched his own locksmith services. Lubomír mainly deals with manufacturing garage doors, since he has long-term experience in this area.  |
| Mgr. Gabriela Černáková                | Terénny pedagóg (Field teacher)   | € 1,500.00         | Thanks to the support provided from the Endowment Fund Telekom, Gabriela Černáková, a hearing-impaired woman from Bratislava, started to work as an independent field teacher working with hearing-impaired and hard of hearing children in and around Bratislava.                 |
| Rastislav Kuzevič                      | Zlatník RASTÍK (RASTÍK, goldsmith)  | € 3,320.00         | Thanks to the support provided from the Endowment Fund Telekom, Rastislav Kuzevič, a hearing-impaired man, was able to launch his own goldsmith business in Vranov nad Topľou. He has extensive experience in jewellery production and repair.                                     |
| Nadácia Pontis (The Pontis Foundation) | Úprava webu Nepočujúci podnikatelia (Adaptation of website: Hearing-Impaired Entrepreneurs) | € 898.49           | As part of strategic support for entrepreneurs with hearing impairments, the graphics and content were modified of the www.nepocujucipodnikatelia.sk (hearing-impaired entrepreneurs) website, through which the hearing-impaired entrepreneurs offer their products and services. |
| Nadácia Pontis (The Pontis Foundation) | Školenia pre nepočujúcich podnikateľov (Courses for hearing-impaired entrepreneurs)         | € 9,440.18         | As a part of strategic support for entrepreneurs with hearing impairments, 2 training courses, attended by almost 40 hearing-impaired individuals, were held in 2012.  |
| <b>Total: 7 projects</b>               |   | <b>€ 22,398.67</b> |  |



# ANNEX 3: CERTIFICATES HELD BY SLOVAK TELEKOM





## ANNEX



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

Installation

Locations included to the certified area

### Remote locations

Marka Čulena 55, SK - 080 01 Prešov  
Súdkovičova 2, SK - 950 60 Nitra  
Dolný Šianec 2, SK - 911 01 Trenčín  
Piaristická 6, SK - 911 01 Trenčín  
Starohájská 1, SK - 917 01 Trnava  
Špitálska 3, SK - 071 01 Michalovce  
Nám. republiky 4, SK - 984 60 Lučenec  
Sadová 521, SK - 905 32 Senica  
Hlavné námestie 9, SK - 940 01 Nové Zámky  
M. M. Hodžu 7, SK - 031 48 Liptovský Mikuláš  
Bojnická cesta 26, SK - 971 04 Prievidza

--- End of the list ---

Certification Body at  
TÜV NORD CERT GmbH

Praha, 2011-09-30

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

TÜV NORD CERT GmbH Langemarkstrasse 20 45141 Essen www.tuv-nord-cert.com



TSA-2007-06-00

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## CERTIFICATE



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 provisioning 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. 710 073/200

Valid until 2014-10-02  
Initial certification 2006-10-03

Certification Body at  
TÜV NORD CERT GmbH

Praha, 2011-10-03

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

The annex (2 pages) is the integral part of the certificate.  
TÜV NORD CERT GmbH Langemarkstrasse 20 45141 Essen www.tuv-nord-cert.com



TSA-2007-06-00



# ANNEX



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

### Certified branch

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.

### Headquarters

Karadžičova 10, SK - 825 13 Bratislava

### Remote locations

Jarabinková 1, SK - 821 09 Bratislava  
Jarošova 1, SK - 830 08 Bratislava  
Kukučínova 52, SK - 831 03 Bratislava  
Vajnorská 100/A, SK - 831 03 Bratislava  
Horná 77, SK - 975 87 Banská Bystrica  
Školská 10, SK - 974 01 Banská Bystrica  
Poštová 1, SK - 010 08 Žilina  
Moyzesova 36, SK - 010 01 Žilina  
A. Rudnaya 21, SK - 010 01 Žilina  
Poľská 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

Installation on the other page

# ANNEX



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

## Installation

### Locations included to the certified area

### Remote locations

Marka Čulena 55, SK - 080 01 Prešov  
Sládkovičova 2, SK - 950 60 Nitra  
Dolný Šianec 2, SK - 911 01 Trenčín  
Piaristická 6, SK - 911 01 Trenčín  
Starohájska 1, SK - 917 01 Trnava  
Špitálska 3, SK - 071 01 Michalovce  
Nám. republiky 4, SK - 984 60 Lučenec  
Sadová 621, SK - 905 32 Senica  
Hlavné námestie 9, SK - 940 01 Nové Zámky  
M. M. Hodžu 7, SK - 031 48 Liptovský Mikuláš  
Bojnická cesta 26, SK - 971 04 Prievidza

— End of the list —

Certification Body at  
TÜV NORD CERT GmbH

Praha, 2011-10-03

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

TÜV NORD CERT GmbH

Langemannstrasse 20

45141 Essen

www.tuv-nord-cert.com



TSA-2011-06-01



# CERTIFICATE



Management system as per  
ISO/IEC 27001:2005

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

**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. 3508 9885

Valid until 2013-02-09

*Uwe Spindler*  
Certification Body  
at TÜV NORD CERT GmbH

Essen, 2012-01-09

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

TÜV NORD CERT GmbH Langemarkstrasse 20 45141 Essen www.tuv-nord-cert.com



# ANNEX



Page 1 of 1

to TÜV NORD CERT Certificate

Certificate Registration No. 44 121 091823

Valid until 2013-02-09  
Essen, 2012-01-09

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

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

applies a management system in line with the above standard  
including the locations

|  |  |   |  |  |
|--|--|---|--|--|
| Slovak Telekom, a. s.<br>Karadžičova 10<br>825 13 Bratislava<br>Slovak Republic  | Slovak Telekom, a. s.<br>Vajnorská 100/A<br>831 03 Bratislava<br>Slovak Republic | Slovak Telekom, a. s.<br>A. Rudnaya 21<br>010 01 Žilina<br>Slovak Republic            | Slovak Telekom, a. s.<br>Marka Čulena 55<br>080 01 Prešov<br>Slovak Republic       | Slovak Telekom, a. s.<br>Nám. republiky 4<br>984 60 Lučenec<br>Slovak Republic |
| Slovak Telekom, a. s.<br>Jarsinská 1<br>821 09 Bratislava<br>Slovak Republic     | Slovak Telekom, a. s.<br>Horná 77<br>975 07 Banská Bystrica<br>Slovak Republic   | Slovak Telekom, a. s.<br>Púšká 4<br>043 08 Košice<br>Slovak Republic                  | Slovak Telekom, a. s.<br>Sládkovičova 2<br>950 60 Nitra<br>Slovak Republic         | Slovak Telekom, a. s.<br>Sachová 821<br>905 32 Senica<br>Slovak Republic       |
| Slovak Telekom, a. s.<br>Školská 10<br>974 01 Banská Bystrica<br>Slovak Republic | Slovak Telekom, a. s.<br>Poľtová 18<br>042 10 Košice<br>Slovak Republic          | Slovak Telekom, a. s.<br>Odkrytý Smer 2<br>911 01 Trenčín<br>Slovak Republic          | Slovak Telekom, a. s.<br>Hlavné námestie 9<br>940 01 Nové Zámky<br>Slovak Republic | Slovak Telekom, a. s.<br>Jarmova 1<br>830 08 Bratislava<br>Slovak Republic     |
| Slovak Telekom, a. s.<br>Továrna 3<br>040 11 Košice<br>Slovak Republic           | Slovak Telekom, a. s.<br>Panská 6<br>911 01 Trenčín<br>Slovak Republic           | Slovak Telekom, a. s.<br>M. M. Hozba 7<br>031 48 Liptovský Mikuláš<br>Slovak Republic | Slovak Telekom, a. s.<br>Kukučínova 52<br>831 03 Bratislava<br>Slovak Republic     | Slovak Telekom, a. s.<br>Podľová 1<br>010 08 Žilina<br>Slovak Republic         |
| Slovak Telekom, a. s.<br>L. Svobodu 1<br>058 01 Poprad<br>Slovak Republic        | Slovak Telekom, a. s.<br>Sarmátska 1<br>917 01 Tmaša<br>Slovak Republic          | Slovak Telekom, a. s.<br>Doplnková cesta 26<br>971 04 Prievidza<br>Slovak Republic    | Slovak Telekom, a. s.<br>Mlynskeho 35<br>010 01 Žilina<br>Slovak Republic          | Slovak Telekom, a. s.<br>Alžbetina 55<br>058 01 Poprad<br>Slovak Republic      |
| Slovak Telekom, a. s.<br>Opátstva 3<br>071 01 Michalovce<br>Slovak Republic      |  |   |  |  |







## Slovak Telekom, a. s. Quality and Environmental Policy

Slovak Telekom is the largest Slovak multimedia operator with many years' experience and a responsible approach to business. We are considered as a leader in the provision of telecommunications services in the most demanding segment of business customers, both in terms of scope of services as well as their quality.

In conformity with our vision and mission, we bring the international knowledge, innovative solutions and the latest technological trends into the telecommunications market. To meet growing demands of customers and interested parties, we implemented quality and environmental management systems and made the following commitments:

- **Relationship with customers**  
Our partnership with our customers is based on integrity, an open dialogue and activities that consistently focus on our customers' needs. We provide resources 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 pollutants 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 professional and personal perspectives, and enables employees to perform outstandingly and achieve excellent results.
- **Communication and Social Responsibility**  
We effectively communicate within the Company and with external interested parties. In our corporate responsibility activities, we hold the basic principles as a credibility, continuity and transparency. We inform about our influence on surroundings through the Corporate responsibility report.
- **Compliance with Legal and Ethical Standards**  
We abide 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.

Bratislava, August 10, 2010

Miroslav Majaroš  
Chairman of the Board of Directors and Chief executive officer



# ANNEX 4: COMMENT BY EXTERNAL ASSURANCE



## Statement on the 2012 Corporate Responsibility Report of Slovak Telekom, a.s.

In 2013, Slovak Telekom, a.s. publishes its third Annual Corporate Responsibility Report (the report) created according the third version of Global Reporting Initiative Sustainability Guidelines (GRI G3 Guidelines). Slovak Telekom contracted 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 its content and the accuracy of information provided in the report.

The report meets the content and quality requirements of the GRI Guidelines, Application Level B+ and exceeds the number of required indicators by 16.

The report is not too long or too technical and is prepared in a very good quality with number of indicators exceeding the required number of indicators for Application Level B (20 indicators). We appreciate transparent information about fulfilled or unfulfilled goals in the CR field and setting goals for the next reporting period.

We advise the company to consult its stakeholders more thoroughly in the process of defining themes for the report and describe how the company uses the materiality principle in the process of choosing performance indicators. In the following years we propose to use also the pilot version of the Telecommunications Sector Supplement.

Bratislava, 23 May, 2013



Michal Kišša  
Reviewer  
Pontis Foundation



Beata Hlavčáková  
Program Director for CSR  
Pontis Foundation