

Corporate Responsibility Report 2009

Slovak
Telekom 



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Introduction of Slovak Telekom

Address of the Chairman of the Board of Directors and President/CEO

Dear Madams and Sirs,

Over recent months, many have claimed that due to the economic crisis, this is not the right time for corporate responsibility. As a representative of the Company, which was among the founders of the Business Leaders Forum, an association of companies committed to act as leaders in upholding the principles of corporate responsibility, I think the opposite is true. Corporate responsibility (CR) based on the principles of sustainability, transparency and credibility is particularly in this time even more relevant. The crisis has brought about not only increased efficiency in doing business but also more effective and professional conduct of activities in the area of CR on the part of businesses as well as their non-profit sector partners.



Miroslav Majoroš
Chairman of the Board
of Directors and President/CEO

At Slovak Telekom, the CR principles have become a part of our market approach strategy and philosophy. We strive to implement them systematically in all areas of our business; whether with respect to the external environment –

the community, customers, suppliers, environment or the internal environment – our employees. All of our activities are aligned with the basic pillars of corporate responsibility of Deutsche Telekom, our majority shareholder.

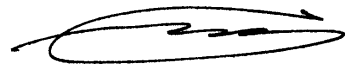
Since business activities of Slovak Telekom concern provision of advanced telecommunications and infocommunication services, our mission in the CR field is to help wherever information and access to it improve the quality of life of individuals or communities. In the past year alone, we distributed the amount of EUR 235,000 via our Endowment Fund; an amount even higher than in 2008 despite the complex economic situation. With the allocated grants, we supported the total of 67 projects in the field of contemporary art, innovations in education and integration of physically and socially disadvantaged people and 21 individuals.

With the fourth year of the Slovak Telekom Award we yet again provided teachers with an opportunity to compete for interesting prizes while awarding their innovative approach to teaching. We extended our cooperation with our long-term partners including Nadácia pre deti Slovenska (Foundation for the Children of Slovakia) and Úsmev ako dar (The Smile as a Gift). I am proud that the notion of both corporate and individual volunteering is deeply rooted in our Company. I personally highly value the attitude of our employees who in their free time help people in need and devote their time to volunteering activities.

In the past year, too, we were the main partner of the Divadlo Aréna theatre, where our long-term cooperation creates opportunities for alternative and innovative theatre projects in Slovakia. After being a proud general partner of the Slovak Olympics Team in 2008, we decided to accept the offer

to become the platinum partner of the Slovak Football Association and the Slovak national team in order to support our sport ambitions on the international football scene. We are very glad that also thanks to our support, Slovakia achieved a historic success and qualified for the World Championship in 2010 in South Africa.

Dear Madams, dear Sirs, the CR Report 2009 we present to you includes detailed information about the activities we accomplished in the past year in line with our Corporate responsibility strategy. I believe they can be an inspiration also for other Slovak businesses.



Miroslav Majoroš
Chairman of the Board of Directors and President

Company Profile

Slovak Telekom, a. s., is a multimedia operator with many years' experience and international expertise, bringing innovative technology trends to Slovak telecommunications market. The Company owns and operates a telecommunications network which covers the entire territory of the Slovak Republic, providing national and international voice services and a wide portfolio of modern data services under T-Com brand. It is also the largest provider of Magio broadband internet in Slovakia. As Slovakia's first multimedia operator, it offers interactive digital TV via both fixed (metallic and optic) network and DVB-S2, the latest satellite technology. The Company operates one of the largest next generation networks (NGN) enabling the use of voice and data services on one common IP platform. In order to be able to provide Slovakia's citizens with new and more convenient services, the Company has made huge investments in extension of its optical infrastructure. Overall TRI*M index score of Slovak Telekom in 2009 reached 74 points within residential segment and 76 points within business segment, confirming the Company's position among the best of European fixed telecommunications service operators.

Slovak Telekom is certified for quality management in line with EN ISO 9001:2000, the environmental management certificate according to the EN ISO 142001:2004 standard and an information security management certificate according to ISO/IEC 27001:2005. (All certificates are in the Annex 2.) The Company is part of the multinational Deutsche Telekom Group (Frankfurt, Amtlicher Handel: DTE/NYSE: DT).

Registered Offices:

Karadžičova 10, 825 13 Bratislava

Legal form:

Joint-stock company

Date of Incorporation:

1 April 1999

Identification and tax information:

Company ID No (IČO): 35 763 469, Tax Payer ID (DIČ): 2020273893,

VAT ID No (IČ DPH): SK 2020273893

Banking information:

Tatra banka, a.s., Bank Account Number: 2628740740/1100,

IBAN:SK28 1100 0000 0026 2874 0740

Principal Business Activities of the Company:

- provision of telecommunications services against payment (transmission, processing, creation and mediation of information) for individuals and legal entities, namely voice, graphical, picture, data, information and multimedia telecommunications services and all combinations thereof,
- setting up, operation, construction, maintenance, and servicing of the telecommunications equipment, networks and information technologies owned by other entities, under concluded contracts,
- preparation and updating of information databases for information systems in the telecommunications sector,
- publishing, distribution and sale of directories of subscribers of individual telecommunications services (on various media),
- connection of a specific part of the public telecommunications network to the international telecommunications network, concluding of international agreements in telecommunications related to the business activities of Slovak Telekom, and proposing prices and tariffs for domestic and international services, including billing and clearing thereof.

Shareholder Structure

- Deutsche Telekom AG owns 51% of shares,
- The Slovak Republic, represented by the Ministry of Economy SR owns 34% of shares,
- National Property Fund of the Slovak Republic holds 15% of shares.

Executive Management Board of Slovak Telekom



Ing. Miroslav Majoroš
Chairman of the Board of
Directors
and President/CEO



Dipl. Ing. Rüdiger J. Schulz
Senior Executive Vice-President
for Sales, Marketing and
Technology/COO



Szabolcs Gáborjáni-Szabó, CFA
Member of the Board of Directors
and Senior Executive Vice-
President for Finance/CFO



Mgr. Petra Berecová
Executive Vice-President for
Human Resources/CHRO
(as of 1 January 2010)



Ing. Pavol Kukura, PhD.
Executive Vice-President for
Strategy and Regulatory Affairs/
CSRO



Ing. Milan Vašina
Chief Executive Officer of
T-Mobile Slovensko



PhDr. Anna Hudáková
Executive Vice-President for
Human Resources/CHRO
(until 31 December 2009)

Corporate Responsibility Strategy

The definition of the term Corporate Responsibility (CR) is based on the concept of doing business in a manner ensuring that the business processes and outcomes are beneficial to a broad group of people. It represents a continuous commitment of a Company to act ethically, to contribute to sustainable economic development while also improving the quality of life of employees, their families as well as that of the local community and the society as such. Slovak Telekom considers this concept to be an integral part of the Company values while utilising, in a transparent way, suitable forms of help to potential beneficiaries who are able to capitalise on the help provided in the best and most effective manner as far as long-term positive effects are concerned.

The CR strategy is built around the principles of sustainability, transparency, creativity and credibility, accepting the principles pertaining to transparent corporate governance model and reflecting the employee's Code of Ethics of the entire group of companies. The strategy was designed reflecting customer behaviour standards and the EN ISO 14 001:2004, EN ISO 9001:2000 and ISO/IEC 27001:2005 standards, which define the system of environmental management and total quality and security management systems applied by the Company.

CR activities of Slovak Telekom are based on the globally applied principles of the parent company Deutsche Telekom AG focusing on three basic pillars - Connect unconnected; Connect life and work; Low carbon society. Slovak Telekom has reflected this policy in its strategy in relation to the community (Connect unconnected), the employees (Connect life and work) and the environment (Low carbon society). Naturally, the CR guidelines are also applied when dealing with customers, suppliers, business partners and stakeholders. All of these areas are in the Company monitored by a dedicated team. This team is also involved in designing the CR strategy, which is annually approved by the Company's Executive Management Board.

Help to the community is administered mainly by the Endowment Fund Slovak Telekom focusing on helping physically and socially disadvantaged people, develop-

ment of culture and innovations in education. Each year, a grant round is open in these areas, with respect to which civil associations, non-profit organisations, primary, secondary and special schools as well as individuals can submit their applications. Along with that a scheme for individual applicants is open every year, within which students aged 14 to 20 can be provided with a desktop, notebook or internet service. Since its establishment in 2007, the fund has supported 141 projects and 109 individual applicants with the overall amount almost EUR 430,000.

Given the nature of its business, Slovak Telekom also focuses its philanthropic activities on facilitating development of digital literacy by means of organising a competition for innovative teachers called Cena Slovak Telekom (Slovak Telekom Award) and providing short or premium rate phone numbers free of charge for the public campaigns (e.g. public collection campaigns Hodina deťom (Hour for the Children), Konto nádeje (Account Hope); free EuroinfoLinka).

The CR principles are applied also in designing tools for effective management of employees. All Slovak Telekom employees observe in their work the Code of Ethics, which is based on the corporate values and shapes the culture internally as well as towards external partners. Employees have various forms of remuneration and benefit schemes while the principal working conditions are defined in the Collective Labour Agreement concluded every year.

The Company confirmed its commitment to act in line with the principles of responsible behaviour towards the environment by undergoing certification to the environmental quality management system under EN ISO 14001:2004. In this manner, Slovak Telekom signed up to the strategy of the most advanced European companies putting equal weight on economic, social and ecological aspects of business. In 2009, the Company accomplished several so-called green activities stimulating also the employees and customers to protect the environment (two-month billing cycle; invoices in envelopes from recycled paper; internal energy saving programme; waste separation).

The CR principles are applied in relation to the customers, suppliers and external partners by means of implementing constant innovations, reduction of the service lead times, resolving technical problems and complaints. Being one of the biggest service and commodity purchasers, Slovak Telekom puts emphasis on transparency of vendor and external partner selection.

By adhering to the above principles, Slovak Telekom wants not only to bring the CR concept to life but also to become a leader in promotion these ideas among Slovak businesses.

Responsibility towards Community

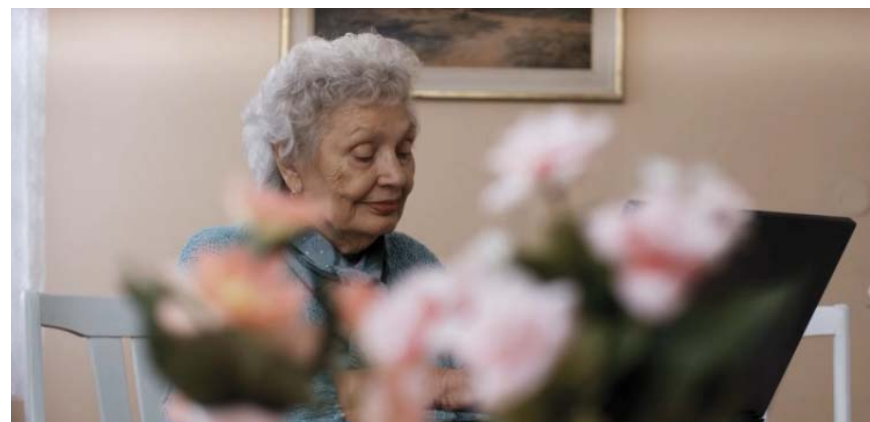
Community aid in Slovak Telekom is based on the Deutsche Telekom's principle – “Connect unconnected”. With respect to its scope of business, the Company uses information and communications facilities to promote activities based on eliminating differences between individual communities, to support physically and socially challenged citizens and development of modern education.

Endowment Fund Slovak Telekom Has Celebrated its Second “Birthday”

Slovak Telekom is aware of its responsibility and obligations towards the community in which it operates. In order to make the aid even more efficient, the Endowment Fund Slovak Telekom was established with the objective of “Opening the Information World to Everyone” and assisting physically or socially disadvantaged groups and individuals who aspire to living a full life full of discoveries. The Endowment Fund is managed by the Intenda Foundation, which is responsible for the administration of the grant programmes. The funds are distributed based on an assessment by independent professional commissions.

Thus far, the Endowment Fund has already distributed almost EUR 430,000, supporting as many as 141 projects and, through an individual scheme, 109 individuals. In 2009 the Fund extended its activities to promoting contemporary art and education. These are areas in which Slovak Telekom has had various activities on a long-term basis, both on national and regional levels. Therefore, it decided to increase the efficiency of this support and promote the development of culture and education in Slovakia also through systematic support from the Endowment Fund Slovak Telekom. Great interest concerning the grants in these

areas has confirmed the Company made a right decision. In 2009, the Endowment Fund Slovak Telekom announced four grant rounds and one round for individual applicants.



TV spot of the Endowment Fund Slovak Telekom.

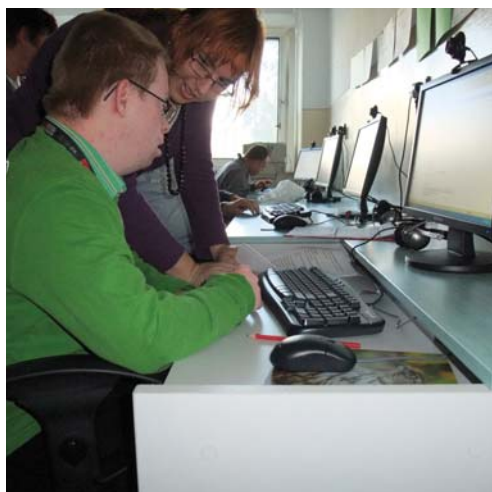
A grant round focusing on promoting contemporary art was opened in February through March 2009. The aim was to promote culture and society in Slovakia through long-term support to miscellaneous genres, forms and works of Slovak contemporary art. The topic attracted interest of general expert public, with more than 200 entities applying for a grant. An expert committee selected 25 projects that received grants amounting in total to almost EUR 72 ths. Funds from the Endowment Fund were used for example to support the Arteterapia (Art Therapy) International Theatre Festival, Fest Anča or Oskár Čepan Award.

In April and May 2009, elementary, secondary and special schools, civic associations and non-profit organizations operating at schools could apply for a financial grant aimed at supporting innovations in education. The announcement attracted great interest. By the closing date, 79 schools and organizations applied for the support, of which 12 best quality projects were selected and supported with the total sum of almost EUR 50,000. One of them was the Elementary School in Trstená where thanks to the grant pupils could create their own multimedia television. A scientific laboratory for students was established in the United Church School in Snina, where students performed natural science experiments using electronic sensors controlled by computers.

In addition, in April and May 2009, grant rounds were opened aiming at the integration of physically disadvantaged and socially isolated people into the society using information and communications technologies. The grant applications could be filed by civic associations, non-profit organizations, foundations, special schools (for extra-curricular activities), organizations providing social services (e.g. social

services institutes, retirement homes, daily social welfare institutions, crisis centres, etc.).

Together 30 projects that were supported received in total more than EUR 98,000. Thanks to the support from the fund, e.g. new computer labs were established where mentally impaired children learnt how to use a PC and the internet. A grant was also provided to the Summer Film School in which mentally impaired young people under the leadership



Sending e-mails is not really a matter of course. The Endowment Fund Slovak Telekom enables everybody to get acquainted with ICT.



Thanks to a grant, pupils of the Elementary School in Trstená could create their own multimedia television.

of art school students got acquainted with the basic procedures of film recording. The Fund also assisted in establishing the so-called First-Contact Agency that



The first internet television in which mentally impaired and autistic people are involved in the production as reporters, cameramen, presenters and actors was established in Bratislava.



Employees with their families helped in an animal shelter.

helps people with severe physical impairment to cope with legal and bank transactions. Underage refugees from Afghanistan that are currently in the care of the Foster Home for underage children in Trenčín were given the opportunity to learn Slovak and overcome their isolation.

Within the individual applicant scheme, in 2009 the Fund supported 21 socially and physically disadvantaged students who received notebooks or connection to the Internet. Students aged 14-20 could apply for the

support. One of the conditions of receiving the aid was to write an essay on the topic “Dreams are without barriers” in which students stated how they would use the provided means in their further study with respect to their own “life story”. The list of all supported programs and individuals is in the Annex 1.

Corporate Volunteering – A Matter of Course

Corporate volunteering in Slovak Telekom has been developing since 2004. The first philanthropic projects were primarily to do with the environmental protection, as Company employees regularly assisted in renewal works in the High Tatras area afflicted by a natural disaster and in the Clean Mountains (Čisté hory) event organized by the state forestry Štátne lesy TANAP. Gradually, volunteer activities have expanded.

In 2009, 13 volunteer activities were organized, including clothing collection, refurbishment of several crisis centres, assistance to families with autistic children and animal shelter reconstruction in cooperation with OZ Sloboda



Thanks to the project and the initiative of our employees, for the first time mothers and children from the Crisis Centre in Košice worked on a common project.

zvierat (Animal Freedom civic association). Employees participated in events such as Our Bratislava and Our Žilina, organised by the Pontis Foundation, whose objective was to help to make Slovakia’s cities more attractive as well



In 2009, employees got involved in the Naša Bratislava event, whose goal is to make Slovak towns more beautiful.



Willingness of Slovak Telekom's employees enabled a trip to the Oravská priehrada dam for people living in the Institute of Social Services for Adults in Žilina.



In addition, employees assisted in cleaning and landscaping of green areas in the premises of a kindergarten in Devínska Nová Ves.



Employees prepared a "Mikuláš" party for mentally and physically impaired children and retired people from the Lúč Centre in Bytča.

as accommodating, especially to those whose lives are for various reasons more difficult. Activities included for instance spending some time with

physically disadvantaged fellow citizens, food or clothing collections, landscaping of green areas and repair of children's playgrounds. Moreover, employees provided assistance during team-building activities, for example by cleaning the education trail in Vydrova dolina valley or the area surrounding the Institute of Social Services (Domov sociálnych služieb) in Hrabiny. The Company has organized the ST+ blood-donation project for seven years and it has already become a tradition. 73 employees participated in the project in 2009. The amount of EUR 1,136 collected by employees at the Christmas party was donated to the Hodina deťom (Hour for Children) project, which used the finance to assist two families, that, not because of their actions, became poor and had to place their children in a foster home. It was also thanks to our assistance that at least they could spend the Christmas holidays together.

Developing Long-Term Partnerships

Slovak Telekom continued in its long-term activities in 2009, including e.g. free providing of premium numbers for the Euro-info-line or to Account Hope (Konto nádeje). The Company is a long-term partner of the Hour for Children project organized by the Nadácia pre deti Slovenska (Slovakia's Children Foundation), whose objective is to increase awareness of the public with respect to children and young people and to support the individual donor tradition. Last year the Company once again covered telecommunications services during the live broadcast of the gala programmes in which employees could participate as volunteers. Moreover, Slovak Telekom provides a technical solution for the annual operation of the collection via 18 222 short telephone number.



Signing of an agreement of platinum partnership with the SFA.

Slovak Telekom covered the costs of operation of non-stop help lines in the crisis and education centre for victims of domestic and social violence. As usual, Slovak Telekom supported the Christmas benefit concert Smile as a Gift (Úsmev ako dar) and the Christmas bazaar organized by the International Women's Club in Bratislava.

For a long time, Slovak Telekom has been supporting art, both on national and regional level. It has cooperated with the Theatre Aréna (Divadlo Aréna) for several years as its



Slovak Telekom was the general partner of Komunizmus and Cirkus performances in the Theatre Aréna in 2009.



main partner. In 2009, the Company was general partner for two productions – Communism (Komunizmus) and Circus (Cirkus).

For many a year, Slovak Telekom has supported sports in Slovakia. The most important activities in this field include supporting of Slovak ice-hockey, hockey-ball, cycling and Slovak athletes attending the Olympic Games. Through the partnerships, the Company strives to boost sports awareness and healthy patriotism of citizens of the Slovak Republic, as well as the best possible sports performance and representation of the country.

Slovak Telekom actively promotes community life, of which football is an important part. Upon signing an agreement of cooperation with the Slovak Football Association in 2009, Slovak Telekom became a platinum partner of the Slovak Football Association and national football team. The decision to support Slovak football as a platinum partner was in accordance with the sponsorship strategy and corporate responsibility concept.

Slovak Telekom Award for Teachers

Modern teaching is impossible without the internet. In 2009, Slovak Telekom announced the fourth Slovak Telekom Award – a competition to recognise educators who pursue this concept. 154 projects were enrolled in the competition, confirming the fact that the internet is used in teaching at all school levels, including kindergartens. The inclusion of kindergartens in the competition was new in this fourth annual competition and the fact that more than 20% of competing projects came from kindergartens clearly confirmed that through games and play, even the youngest generation can get to know the internet and modern communications. Authors of the best projects selected by an expert commission received financial rewards in the total amount of EUR 12,440. The winners of the fourth annual competition were Gabriela Kapiorová from the Elementary School at Hviezdoslava Str. 822/8 in Trstená, Jana Valachová from the Elementary School at Školská ulica Str.



Winners of the Slovak Telekom Award 2009.

in Bošany, Mariana Svoradová from the Piarist Grammar School in Nitra and Zuzana Vaňová from the Elementary School at Malinovského ulica Str. in Partizánske. All projects became part of the virtual library at www.cenast.sk, used by educators as a source for creative and modern teaching. By the end of 2009, the library comprised almost 700 projects on using ICT at schools.

Responsibility towards Community

Cooperation with Secondary Schools and Universities

Slovak Telekom continued its intensive cooperation with student, academic and educators communities in 2009. Besides the usual engagement in student job fairs – National Career Days (Národné dni kariéry) and Opportunities Days (Dni príležitostí), Slovak Telekom also participated in other job fairs.



Also in 2009, Slovak Telekom participated in our largest job opportunities fair – National Career Days.

The traditional programs prepared by the Company for students include: Graduation Thesis in ST (Diplomovka v ST); Global Internship Program; events for professionals, lectures and on site visits; job opportunities for students and graduates; Virtual Student Club.

In cooperation with experts, several onsite visits for students of secondary schools and universities (e.g. the Slovak University of Technology and Secondary Technical School of Transport and Telecommunications in Trnava) were organised in specialised Slovak Telekom classrooms and workplaces. Students thus could take part in demonstration of state-of-the-art technologies as well as see them in practice.

In cooperation with educators, in September 2009 Slovak Telekom organised the second annual expert conference “New Trends in Telecommunications” for secondary school educators, which received positive reactions from the teachers. At the conference, 30 educators had the opportunity to discuss with experts, thus enriching the curricula by adding the latest technology innovations.

Last year, in co-operation with T-Mobile Slovensko, Slovak Telekom prepared the fifth annual Telekom Day 2009 expert conference for students. Almost 100 students in their fourth and fifth year of study from telecommunications- and IT-oriented universities from Slovakia and Germany had the chance to discuss the latest trends from the telecommunications sector and participate in real life case studies. As in previous years, the meeting of the representatives of the academic community, headmasters, deans of faculties and educators from technical universities with Slovak Telekom executives was an important part of the event.



Almost 100 university students who study telecommunications and IT discussed the latest innovations in the telecommunications sector at the fifth year of expert conference Telekom Day 2009.

Moreover, Slovak Telekom assisted the Intenda Foundation in the program “Support to Individualities” aimed at financial support for best internal post-graduate students that are completing their dissertation thesis.

Magio beach

For several years, already, Slovak Telekom has been offering inhabitants and visitors of Bratislava relax and entertainment in the form of the Magio beach. The beach on Tyršovo nábrežie situated on the right bank of the Danube river is opened for more than one hundred days during the summer months and completely for free.



In 2009 there were more than 130,000 visitors relaxing on the Magio beach.

Visitors can use beach volleyball, beach football, and beach handball courts, table tennis tables, minifootbal, bowling, pétanque, badminton, frisbee and other options of active relax. All sporting areas are spaced out so the activities would not interfere with one another and provide visitors of the Magio beach with the maximum possible comfort. Of course, the beach offers deck chairs right on the sand, as well as comfortable seating in the shadow of trees in the reading room. Visitors can buy refreshment in the Magio bar. Slovak Telekom has also built a playground for children close to the beach, which is opened all year round.

In 2009, when the Magio beach was opened for the third time, it experienced a record number of visitors – more than 130,000. For them, as well as for new relax seekers, the beach will be opened also in 2010.

Responsibility towards Employees

Slovak Telekom has used various effective management tools to create attractive working conditions for its employees. Drawing on the Deutsche Telekom strategy of “Connected life and work”, the Company applies a broad range of tools to support a work-life balance. Working conditions reflect various forms of compensation, development and training, motivation and career development including projects to retain key people.

The Company’s strategic and professional human resources management received recognition in the Best Employers Slovensko study, organised by Hewitt Associates, the largest consultancy and outsourcing company in human resources management. In the ranking of 37 prominent companies registered for the study, Slovak Telekom took the fourth place.

In their work, all Slovak Telekom employees follow the Code of Conduct, which is based on defined corporate values and determines the rules of conduct toward other employees and toward external partners. The Code of Conduct is common to all Deutsche Telekom Group companies, representing their common bond of vision, values and strategy with the parent company.

The Code of Conduct is considered a key document of the Company. Observing the Code of Conduct is obligatory for all employees thus making them trustworthy partners for suppliers and customers. Feedback on compliance with ethical business and employee behaviour is obtained by means of the Ethics Line mechanism. The line is available to all employees and external partners, to present their comments via telephone, mail or e-mail. The underlying principles for decision-making for both managers and employees are morals, ethics, legal standards and cor-

porate values. Increasing Company value and correct approach to customer needs and wishes is the priority for employees. Accepting the Code of Conduct is how employees express their loyalty towards the firm, and through behaviour in line with corporate values they strengthen the social corporate responsibility on the part of themselves and their company.

Values identical for all companies forming the Deutsche Telekom Group:

- Customer delight 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.

Employee Structure at Slovak Telekom

In 2009 Slovak Telekom had 3,432 employees, consisting of 62.9% men and 37.1% women. The average age of an employee of Slovak Telekom was 40.19 years. More than 45% of employees are university graduates; 48% of them completed secondary school with school leaving exam; and over 6% of personnel lacks a school leaving exam. 26.63% of Slovak Telekom employees have worked in the Company for less than 5 years, 15.41% from 5 to 10 years (inclusive) and 57.95% for more than 10 years. During 2009, the Company hired 335 new people from outside, with 120 employees transferred within the Company.

Employee Development and Compensation

In the last year, Slovak Telekom organised a total of 1,256 training activities with 7,990 participants. Sixteen new e-learning courses were added to the 65 existing and constantly-used courses on the internal EDUCA portal. Employees used e-learning training in 33,194 cases in the course of 2009. The average number of development days per employee was 3.2, and average development costs per employee were EUR 216.

The Company's priorities in employee development throughout 2009 included business support, enhancing the customer-oriented corporate culture, and continuing development programmes commenced in previous periods; the latter including in particular programmes for comprehensive development of the Company's managers and retention of key employees.

Manager development focused on key management areas – people, finance, customers, projects and processes; with workshops prepared on specialised topics such as Finance for Non-financial Managers, Project and Process Management, and Employment Law for Managers. An interesting and beneficial experience enhancing customer orientation in top management was the Front Line programme, during which top managers spent a day at selected customer contact points. Another programme was specifically designed for Call Centre supervisors and coaches, to reflect their specific development needs.

A new Telekom Storybox programme involved interactive workshops focused on 4 main areas – strategy, brand, customer service and corporate values. Over 90% of employees took part in such workshops. The innovative and unconventional approach in implementing the Telekom Storybox workshops was recognised not only by employees but by experts, who recognised it with the award for the year's best human resources project in the national HR Gold competition.

The two-year retention programme developed key players according to individual training needs identified for this selected group of employees. The success rate

of this programme, focused on motivating and stabilising key employees in the Company, came to 91.8%.

Employee Benefits

The employees of Slovak Telekom may draw on a full array of employee benefits each year. Employee benefits include contribution for meal vouchers, contribution for supplementary pension savings and optional benefits provided in the form of cafeteria system.

The employees could use the allocated sum to the cafeteria in their own discretion for: health care, regeneration and recreation, extraordinary contributions to Supplementary Pension Insurance Companies, transport and SodexoPass benefit vouchers. 50% of the earmarked amount is intended for health care, regeneration and recreation.

Along with that, employees can use the flexible working hours, salary compensation in case of sick leave, financial social aid in case unfavourable live events occur in the families of the employees and discounts which can be applied on the products and services of some selected partners.

Linking Business and Leisure

Discounts on Company's products are a matter of course. This option is also available to employees on maternity and parental leave. A Christmas party is held annually, and a Magio Beach grand opening has become a new tradition, during which the beach is reserved for Company sports and games. Several times a year, employees may meet top management representatives on informal 'offline' events.

The Company regularly organises competitions and quizzes in which employees' family members can also participate. Employee benefits are structured so as to make them available for employees' family members. The employees' children may have joined summer holiday camps for several years now. The leaders of



the camps, who are supervising children aged 7 till 15 years, have huge pedagogic experiences. Children, as well as their parents, appreciate cultural and sports program, pleasant nature surrounding of the Central Slovakia and acceptable prices.



Employee Surveys within Slovak Telekom

Again in 2009 Slovak Telekom employees took part in the regular Deutsche Telekom “spirit@telekom” surveys. Their goal is to regularly monitor development in key areas, focusing on corporate culture, employee satisfaction, and loyalty to the Company. The average participation rate was 47% and the outcomes revealed that more than 84% of employees felt well or very well at Slovak Telekom, and that employees better understood changes taking place in the Company. The perception of customer service levels also improved. Four of five employees perceived Slovak Telekom as a stable employer even in times of crisis, and would recommend getting a job with the Company to their friends and acquaintances.

In 2009, Slovak Telekom employees took part in the Deutsche Telekom Group survey on HR Customer Satisfaction for the first time. This survey ascertains overall satisfaction with the Group’s human resources units. The survey results indicated that the employee’s satisfaction rate with personnel services at Slovak Telekom is above the average level within the CEE region. Managers were also involved in the HR Step survey, a more detailed regular internal survey on satisfaction with human resources services. In 2009, the average score was the most positive for the past four years.

Responsibility towards the Environment

In 2008, Slovak Telekom started a “new era” in its implementation and use of management systems. An environmental management system in line with requirements of EN ISO 14001 standard has been integrated with the already existing quality system 2004. The short period needed to implement the system requirements demonstrates the high level of the Company’s environmental protection.

Slovak Telekom’s approach to environmental protection is in accordance with the environmental goals of the parent company, Deutsche Telekom - a leader in promoting corporate responsibility values with the emphasis on environmental protection. The Company adopted and implemented the Sustainability Charter in 2004 along with European Telecommunications Network Operators’ Association (ETNO). Subsequently, in 2005, the Sustainable Development Strategy as well as the Roadmap and Sustainable Development Strategy for 2006-2008 were adopted.

In its strategy, the Company applies the principle of the Low Carbon Society defined by the parent company. Therefore, the specific activities implemented by Slovak Telekom in the field of environmental protection include systematic decreasing of pollutants production, recovery of waste, electrical devices and packaging, as well as waste separation and water protection. The Company has continued in the reduction of the pollutants from its own resources, particularly by increasing the efficiency of power consumption, optimization of use of work space, reduction of fuel consumption and also by testing of alternative fuels in the operation. Investment costs incurred by the Company with the aim to improve the environment amounted to EUR 1,353,880 in 2009.

Environmental protection is also taken into account in the environmental focus of the marketing. Products and services of the T-Com brand actively contribute to reducing

negative environmental impacts, as the volume and need for transport of persons and goods, and thus also the consumption of natural resources, is decreasing thanks to use of communication and information services.

Furthermore, the Company motivates its customers and employees to protect the environment. As many as 80% of employees have conditions for waste separation at their workplace; they also can dispose of small batteries from households. All employees were engaged in paper saving by means of two-sided printing and an internal campaign focused on power saving was implemented. At the turn of 2009 and 2010, the Company started distributing invoices to their customers using envelopes from recycled paper. So, in the course of one year the Company can help to save

approximately 1,160 trees. Since October 2009, more than 200,000 customers with the collection payment of invoices have been receiving invoices on a two-month basis. In addition, the customers are also offered the option of electronic invoices. At www.t-com.sk in “Enviro” section customers can learn through the so-called tree-counter how many trees were saved thanks to the use of electronic invoices or recycled paper.



Protection of the Air, Ozone Layer of the Earth and Protection against the Changes in the Climate

Slovak Telekom has been systematically decreasing the production of pollutants from its own sources, abides by all air pollution limits set by law and has long contributed to air pollution decrease. Over the last four years, the Company has decreased the production of pollutants from our own sources, by increasing the efficiency of energy consumption, optimising use of work sites, reducing fuel consumption, and testing alternative transportation fuels. The Company contributed to emissions decrease by reducing the number of active vehicles from 1 435 to 1 307.

Protection of the ozone layer

To ensure smooth operation of telecommunications equipment the Company utilises an air-conditioning system using compounds that, if leaked, could damage the Earth's ozone layer. Last year, we did not encounter any leak of the aforementioned substances into the air; and the Company started to phase out the equipment containing these compounds from operation according to the plan to be fulfilled by 2015.

Protection against climate changes

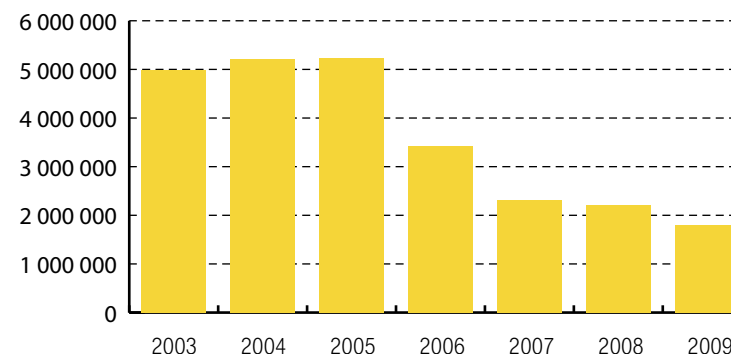
Through optimisation of power supply for telecommunications technology and cooling system used in technology premises, the Company managed to save more than 1300 MWh of electric energy, which means approximately 300 tons less of CO₂. However, the total power consumption increased, which was caused by expanding the telecommunications technology with the aim to increase the portfolio of provided customer services.

Energy consumption by Slovak Telekom in 2003-2009 (in kWh)



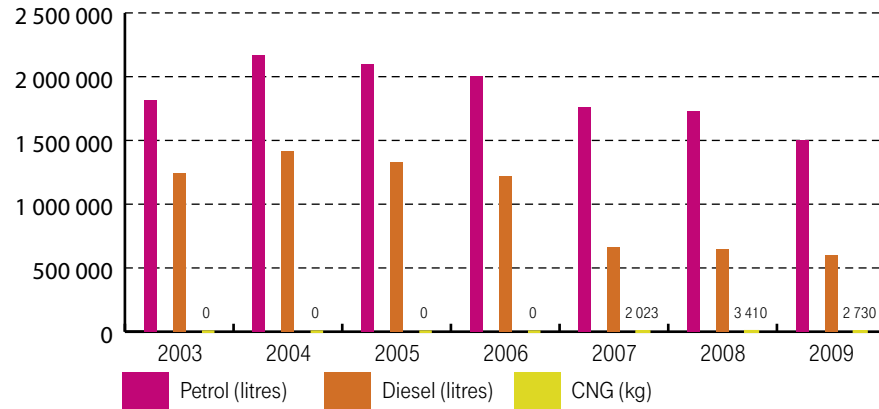
Source: Slovak Telekom

Natural Gas Consumption by Slovak Telekom in 2003-2009 (in m³)



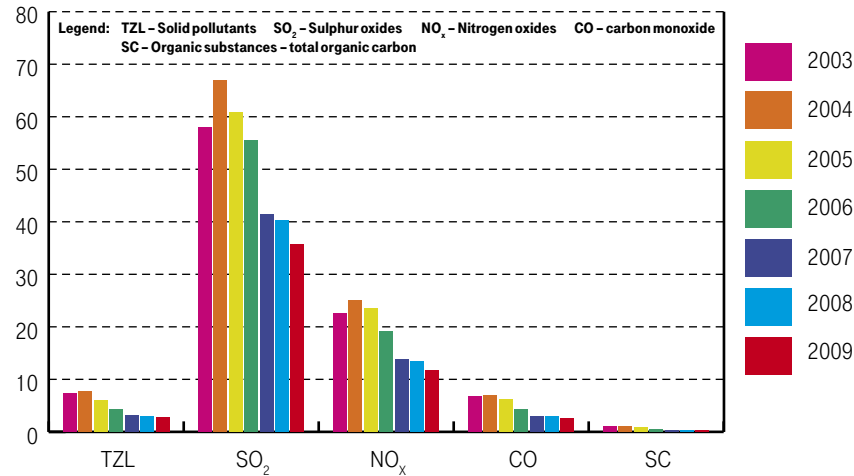
Source: Slovak Telekom

Fuel Consumption by Slovak Telekom in 2003 – 2009



Source: Slovak Telekom

Air pollution by emissions from heating plants, motor generators and transport at Slovak Telekom in 2003 – 2009 (in tonnes)



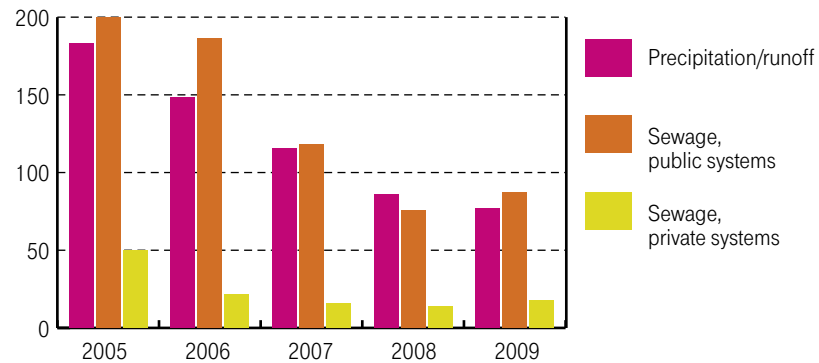
Source: Slovak Telekom

Water Management and Water Protection

In the operation of telecommunications equipment, Slovak Telekom uses substances (petroleum products, heavy metals, acids, coolants) that are a potential threat to the environment, for example to water and soil. Especially diesel handling is considered to be a great risk. As part of the prevention of environmental damage, in 2009 the Company eliminated two obsolete diesel tanks for storage of standby electric generator fuel since they constituted increased risk of pollution to ground and surface waters. Eight more tanks were protected against leakage of hazardous substances into the environment.

Regarding water management, increased attention was paid to sewage treatment in the Company's own facilities (sewage treatment plants; grease and oil traps). Through correct operation and treatment, the declared efficiency of the treatment process has been achieved. With the aim to decrease the consumption of drinking water, the Company has increased the use of industrial (non-potable) water for other than drinking purposes over the last years.

Quantity of Waste Water Released in Slovak Telekom 2005 – 2009 (in ths. m³)



Source: Slovak Telekom

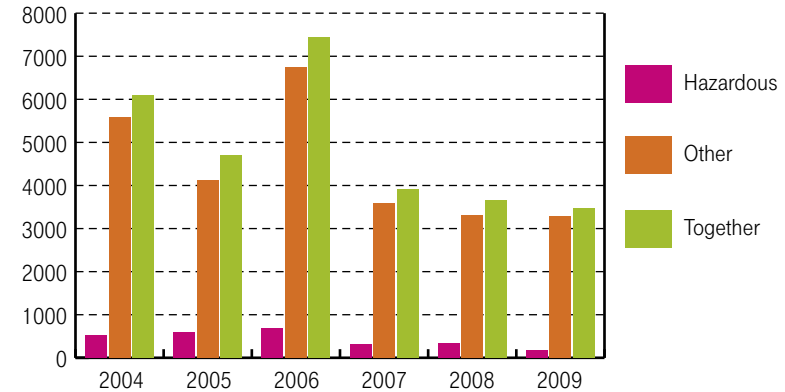
Waste Management

Slovak Telekom pays attention to effective flow of waste from the place of its origin to processing or of final storage, with high emphasis on the available waste recycling possibilities. For example, the Company managed to achieve 100% recycling of electronic waste and discarded lead-acid batteries.

Starting already in the products and services procurement process, the Company gives preference to suppliers of products that place the smallest possible burden on the environment after their service life is finished.

Slovak Telekom uses the collective system of collection, transport, and processing waste from electric and electronic devices (SEWA). At each of the Company's points of sales, collection of waste electrical equipment from customers has been introduced.

Waste Production in Slovak Telekom in 2004 – 2009 (in tonnes)



Source: Slovak Telekom

Responsibility towards Customers

By applying responsible business principles, Slovak Telekom strives to create such customer conditions so that it be perceived as a reliable, innovative and affordable partner. It promptly responds to customer needs through constant innovations, allowing it to cut the time necessary for service provisioning, technical fault clearance and complaints handling. Customer needs comes first and drive all corporate processes.

Ongoing efforts to improve services are emphasized by a quality certificate according to EN ISO 9001:2000. The obtained certificate confirms that Slovak Telekom complies with European standards and is capable of responding to customer requirements; improve the service provision system including the development of new products requested by customers. Certification covers processes of service provision and customer acquisition as well as customer care and design and development processes. The quality management system has been in place since 2004.

Customer Communication

A variety of channels is used for communication with customers. They can order products and services directly at sales points called T-Centres, via telephone through call centres or using an online-application at the web site www.t-com.sk. When ordering a service, one can specify an exact date for service installation, including the option to have it done outside regular business hours or at weekends, as the customer may prefer. Customer Services Centre agents at the toll-free number **0800 123 456** are available to answer customers' questions or give explanations when necessary.

T-Centre

A joint retail network of branded telecommunications shops has been in place for the second year. They offer comprehensive portfolio of voice, data and internet products and services and terminal equipment provided under T-Com and T-Mobile brands under one roof. Creating this common network also increased the coverage of Slovakia by retail shops. Shop addresses, including contact information and business hours, are available on both companies' websites.

Call Centre

Providing Customer care services to the T-Com clients is the main focus of call centres. Call Centres operate several toll-free phone numbers, through which customers obtain all necessary information on the Company's products and services. The **0800 123 456** number of the Customer Service Centre is the most frequently used. Here customers can inquire about services provided, and order them or ask questions about how to order. Business clients can use the line **0800 123 500** to obtain the same information. Technical support to internet services and Magio is provided over the line **0800 123 777**. Voice services technical helpdesk is provided through the **12 129** telephone number. Starting from 2008, the Company offers operator lines **12 999** and **12 777** for the hearing impaired.

Info Asistent

The Info Asistent **12 111** service becomes ever more popular, providing information on timetables, accommodation and recreation possibilities, opening hours of various institutions, winning numbers in lotteries and job offers.



Besides customer care, Call Centres also focus on the sale of T-Com products. Its share of overall sales in 2009 reached 28% of broadband products, 40% for the Magio service and 49% of residential calling plans.

In 2009, quality commercial services with outsourcing focus – telesales, back office, rental of agent positions, premises and lines, and reporting were provided to national clients, parent company Deutsche Telekom and also to T-Mobile Slovensko.

E-shop

When the e-shop portal was launched in September 2008, customers could order only selected products and services. Today, www.t-com.sk offers a much broader portfolio of options. They may order new services or make use of a special promotion on their existing products. Additional discount for placing an online order is almost taken for granted.

On-line sale of equipment (computers, television sets, games) is an innovation; the Company also arranges their free delivery to customers' homes.

Web is, however, not focused exclusively on sales. Existing customers may use web to configure their services (e.g. to programme remote recording on their Magio box via www.magio.tv), change contact information, access electronic invoices or lodge a complaint. The Company also wants to get closer to customers through social networking platforms (such as Magio na Facebooku [Magio on Facebook]). For customers, the web has thus become the easiest way to “visit” the Company. This fact is also supported by an ever growing number of customers actively using company web pages.

Feedback Provision

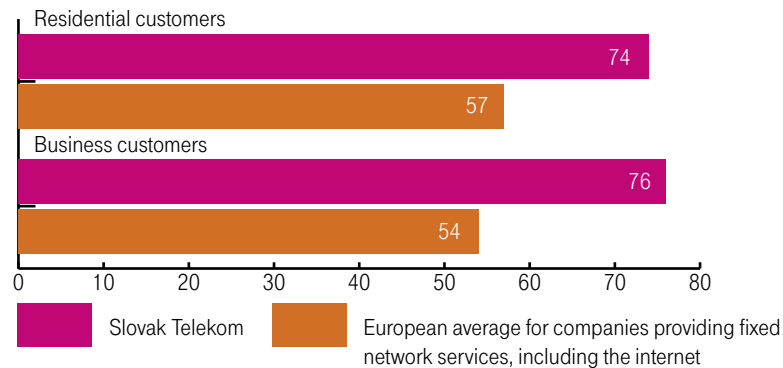
Slovak Telekom uses various tools to obtain customer feedback. Major tool to measure customer satisfaction is the TRI*M survey, conducted quarterly by an independent agency. The result of this survey is the TRI*M index (customer satisfaction and loyalty index) which allows benchmarking not only with other telecommunications operators in Slovakia and across Europe, but also comparing various companies' positions within diverse industries. Slovak Telekom has used this tool to measure customer satisfaction since 1998.



Back in 2007 Deutsche Telekom harmonised customer satisfaction measures within the whole Group, in order to unify surveys made in individual countries and so achieve comparable results. Obtained results allow benchmarking vis-à-vis the European average of companies providing fixed network services, including the internet. 2009 results confirmed the position and high standard that Slovak Telekom's TRI*M index has enjoyed over the years.

Harmonised survey showed that customer satisfaction with Slovak Telekom's products and services retained a growing tendency. According to the Global TRIM Centre, 74 points achieved in residential and 76 points in business segment ranked Slovak Telekom among top European telecommunications companies operating fixed and internet networks.

Comparison of Slovak Telekom's TRI*M index achieved at the end of 2009



Other internal surveys document how important customer feedback is. Such surveys helped gain a more profound insight into individual areas. On a monthly basis, "Welcome calls" telephone survey map customer satisfaction with the ordering and service installation process for chief services such as Magio TV, Magio internet and fixed line. "Feedback calls" focus on satisfaction with claim handling and fault clearance. In 2009 telephone surveys were expanded to

include customers with services provided over optical network and those using the satellite Magio.

Last year the Company implemented the survey titled International Customer Contact Analysis to track customer satisfaction with contact points and channels. It is an internationally harmonised methodology to obtain feedback from customers immediately after their contact with the Company:

- telephonic contact with the call centre,
- personal contact at T-Centre,
- written contact via e-mail,
- customer contact with a technician at service installation or fault clearance.



Based on results from these individual surveys, the Company develops measures which serve a primary tool to manage customer satisfaction. In addition to such studies, Slovak Telekom also makes use of customer ideas and filings, blogs, claims and complaints at the Hlas zákazníka (Customer Voice) platform to obtain more feedback. The institution of an Ombudsman resolved almost one hundred customer filings in 2009.

Responsibility towards Suppliers and Partners

Slovak Telekom is one of the major customers and purchasers in Slovakia. The Company especially focuses on transparent selection of its suppliers. It pays attention that its business partners and suppliers are certified for their business, maintain rules and norms valid for the European Union and that their business is ethical and in compliance with the applicable laws of the Slovak Republic.

In 2009 Slovak Telekom cooperated with over one thousand suppliers, while preferring a long-term cooperation with reliable partners. Therefore, the level of services and quality of deliveries by suppliers of important commodities are regularly audited.

During public tenders for external procurement of goods and services, as well as in archiving relevant documents, the responsible employees follow internal company guidelines mandatory for all public tenders.

For four years now, we have been inviting potential suppliers to participate in electronic public tenders and auctions, increasing transparency of procurement. The procurement process has been certified according to ISO 9001:2000. Our Company thoroughly applies the Sarbanes-Oxley Act (SOX) standards, obligatory for all companies listed on the New York Stock Exchange that is also for Deutsche Telekom AG and its subsidiaries. One of the main SOX requirements asks for establishment of transparent control environment that would prevent manipulation with financial data directed to the capital market.

In case the communication during a public tender includes sensitive information, a contract on protection of confidential information and facts as part of

business secret is concluded with the bidders, or they sign a non-disclosure agreement. The details of the bids submitted during selection procedures are subject to trade secret.

Annexes



Annex 1: Excerpt from Annual Report on the Usage of the Means of the Endowment Fund Slovak Telekom for 2009

“Contemporary Art Support Programme“

Overview of Projects Supported in 5th Grant Cycle of EF ST

Subject	Project	Amount of Grant (€)
Štyri živly, občianske združenie	11. ročník Letného filmového semináru 4 živly: NOC (11 th Summer Film Seminar of 4 Elements: NIGHT)	5 000,00 €
Štúdio tanca v Banskej Bystrici	Festival Štyri (+1) dni tanca pre vás (Festival Four (+1) Days of Dancing For You)	5 000,00 €
Nadácia – Centrum súčasného umenia	Cena Oskára Čepana 2009 (Oskár Čepan Award 2009)	5 000,00 €

Subject	Project	Amount of Grant (€)
Divadelná skupina Trnava	Obohatenie repertoáru Divadelného štúdia DISK – tvorba inscenácie PONOR (Enrichment of the Repertoire of the DISK Theatre Studio: Creation of the PONOR Inscenation)	2 714,69 €
Divadlo z Pasáže, n. o.	Medzinárodný divadelný festival Arteterapia: Chránené územia – happeningové aktivity (International Theatre Festival Artherapy: Protected Territories – Happening Activities)	4 600,00 €
Truc sphérique, občianske združenie	Kreatívny kemping na Stanici (Creative Camping at the Station)	4 000,00 €

Subject	Project	Amount of Grant (€)
Ing. arch. Žáček Tomáš	Kniha YOUNGSTERS / Mladá slovenská architektúra [pracovný názov] (Book: YOUNGSTERS /Young Slovak Architecture [Preliminary Title])	3 000,00 €
Medzinárodná spoločnosť pre súčasnú hudbu – Slovenská sekcia ISCM	(NEW) MUSIC AT HOME - 7. ročník koncertného cyklu v šamorínskej synagóge (7th Year Anniversary of the Concert Cycle Held in the Synagogue of Šamorín)	2 000,00 €
SOOZVUK, občianske združenie	Cyklus komorných koncertov (Cycle of Chamber Concerts)	1 000,00 €
ANČA, občianske združenie	Fest Anča (Anča Fest Festival)	3 000,00 €
Asociácia súčasného tanca	DIAMONDANCE	3 000,00 €
Blaščák Fedor	MEMORY KONTROL 1989/2009 (MEMORY CONTROL 1989/2009)	3 000,00 €
Divadlo Pôtoň, n. o.	Centrum umenia a creativity (Art & Creativity Centre)	3 000,00 €

Subject	Project	Amount of Grant (€)
KOLOMAŽ (združenie pre súčasné umenie)	Otvorený kultúrny priestor 2009 (Open Cultural Space 2009)	3 000,00 €
OZ Vresk Factory	Festival Barbakan 2009 (Barbakan Festival 2009)	3 000,00 €
Občianske združenie VEĎ	Dialógy medzi žánrami (Cross-Genre Dialogues)	2 980,00 €
Štokovec, priestor pre kultúru	United Culture / seriál kultúrnych aktivít v Banskej Štiavnici (Serial of Cultural Activities performed in Banská Štiavnica)	2 683,37 €
Iniciatíva Inakosť	Filmový festival inakosti 2009 (8th Slovak Queer Film Festival) (Film Festival of Differences 2009)	2 500,00 €
Tosca agency, občianske združenie	XXI. Víkend atraktívneho divadla (XXIst Weekend of Attractive Theatre)	3 000,00 €
literarnyklub.sk, občianske združenie	Literarnyklub.sk uvádza ... (Literal Club.sk presents ...)	2 000,00 €
KUMAKOKRA, občianske združenie	Žilinský literárny festival 2009 (Žilina Literal Festival 2009)	2 000,00 €

Subject	Project	Amount of Grant (€)
NEON, občianske združenie	Slovenská sekcia na Praguebiennale 4 - Art works (Slovak Section of Praguebiennale 4)	2 000,00 €
Mgr. Keratová Miroslava	Verejná knižnica (Public Library)	2 000,00 €
BONA FIDE, občianske združenie	MOON RIDE 04 - festival súčasných umení (Festival of Contemporary Arts)	1 500,00 €
Kostolanský Ján	Periférne centrá (Peripheral Centres)	959,59 €
Total	25 projects	71 937,65 €

“Programme of Support of Innovations in Education”

Overview of Projects Supported in 6th Grant Cycle of EF ST

Subject	Project	Amount of Grant (€)
Základná škola, Hviezdoslavova 822/8, Trstená	STROSKOTANECKÁ TELEVÍZIA (SHIPWRECK TELEVISION)	4 393,50 €
Základná škola, Tovarnícka 1 641/57, Topoľčany	Z lavíc do terénu (From School Desks to the Field)	4 610,00 €

Subject	Project	Amount of Grant (€)
Priatel'ia Zeme - SPZ	Jednou nohou v tráve - inovatívna zážitková ekovýchova na školách (One Leg in Grass: Innovative Experience-Based Ecology Education at Schools)	4 198,21 €
Základná škola Rudolfa Dilonga, Hviezdoslavova 823/7, Trstená	MALÍ REPORTÉRI (LITTLE REPORTERS)	4 702,69 €
Stredná odborná škola zdravotnícka, Daxnerova 6, Trnava	IKT ako most medzi vzdelávaním budúcich sestier a zdravotnou výchovou verejnosti (ICT as a Bridge Between Education of Future Nurses and Public Health Education)	5 198,83 €
Poza školu, občianske združenie	Omšenským chodníčkom (Walking the Path of Omšenie Village)	2 955,99 €
Gymnázium Michala Miloslava Hodžu	VČERA, DNES A ZAJTRA... (YESTERDAY, TODAY AND TOMORROW...)	5 000,00 €
Špeciálna základná škola v Liptovskom Hrádku	Detská webová stránka Khamoro (Khamoro Children Website)	2 789,96 €

Subject	Project	Amount of Grant (€)
Stredná odborná škola elektrotechnická, Celiny 536, Liptovský Hrádok	JA A ROBOT (ROBOT AND ME)	3 453,02 €
Spojená škola, Štefánikova 64, Bardejov	TELEKOM ŠTÚDIO – moderne a tvorivo (In a Modern and Creative Way)	3 776,00 €
Cirkevná spojená škola, Švermova 10, Snina	ŠTUDENTSKÉ VEDECKÉ LABORATÓRIUM (SCIENTIFIC STUDENT LABORATORY)	4 609,80 €
Základná škola, Slobody 2, Poltár	Alenka v ríši priateľov (Alice in FriendLand)	3 762,00 €
Total	12 projects	49 450,00 €

“Programme of Support of Projects for Young People Suffering from Physical, Mental or Sensory Impairments”

Overview of Projects Supported in 7th Grant Cycle of EF ST

Subject	Project	Amount of Grant (€)
Domov sociálnych služieb pre deti ROSA	Integrácia detí s dyzatriou prostredníctvom intenzívneho rozvoja reči (Integration of Children Suffering from Disatria by Means of an Intensive Speaking Skill Development)	5 000,00 €
Združenie na pomoc ľuďom s mentálnym postihnutím	Internet je môj kamarát (Internet is My Friend)	4 999,79 €
Domov sociálnych služieb, Park mládeže 3, Košice	Môj svet očami fotografie (My Word in Photos)	1 609,85 €
Domov sociálnych služieb, Špitálska 7, Rožňava	Počítač, šanca pre nás (Computer, a Chance for Us)	4 600,00 €

Subject	Project	Amount of Grant (€)
Agentúra podporovaného zamestnávania, n. o.	Easy to read - čítanie jednoduché na pochopenie (Easy-to-Understand Reading)	3 194,61 €
WellGiving, občianske združenie	Dakujeme.sk (Thankyou.sk)	1 466,25 €
ATHÉNA, občianske združenie	CHCEME BYŤ ON-LINE! (WE WANT TO BE ON-LINE!)	4 296,50 €
ZOM Prešov	Vzdelávanie bez bariér v Prešove (Barrier-Free Education in Prešov)	5 000,00 €
Občianske združenie BARLIČKA	Mosty Radosti – cesta uplatnenia IKT aj s hendikepom! (Bridges of Joy – Way of ICT Application Also with Impairment)	4 629,60 €
Centrum pedagogicko-psychologického poradenstva a prevencie	Profesijné poradenstvo pre zdravotne znevýhodnených žiakov (Professional Advisory for Physically Impaired Pupils)	5 000,00 €
Detský domov, Školská 1 503/21, Rimavská Sobota	Podajme si ruku s počítačom (Let's Shake Hands with Computer)	2 400,00 €

Subject	Project	Amount of Grant (€)
Bol raz jeden človek	Letná filmová škola (LFŠ) (Summer Film School, SFS)	2 610,94 €
Total	12 projects	44 807,54 €

“Programme of Support of Projects for Socially Disadvantaged People”

Overview of Projects Supported in 8th Grant Cycle of EF ST

Subject	Project	Amount of Grant (€)
Liga za ľudské práva	Naučme maloletých utečencov po slovensky (Let's Teach the Juvenile Fugitives Slovak)	1 462,81 €
SVETIELKO POMOCI n.f.	"Pod sa so mnou učiť a hrať, som Tvoj nový kamarát ..." ("Come to Learn and Play with Me, I am Your New Friend ...")	3 420,00 €
Súkromná základná škola pre žiakov s autizmom, Do Stošky 8, Žilina	„Povedzme to cez počítač..." ("Let's Tell It Via Computer ...")	1 727,88 €
Ľubovnianska knižnica v Starej Ľubovni	Študovňa Internetové očko (Internet Eye Study Room)	4 790,00 €

Subject	Project	Amount of Grant (€)
Diecézna charita Nitra	Nová šanca pre bezdomovcov (New Chance for the Homeless)	3 824,19 €
C.A.R.D.O., občianske združenie	Využitie IKT v procese práce s klientmi domovov seniorov (ICT Using in the Process of Work with Clients of Rest Homes)	2 355,65 €
Detský domov Dedina Mládeže	SVET JE GOMBIČKA (THE WORLD IS MY OYSTER)	2 969,50 €
Wyfalu – Nová dedina, n. o.	Počítačové kurzy v komunitnom centre (Computer Courses in the Community Centre)	2 024,00 €
Domovské vzdelávacie centrum n. o.	Na pol ceste do samostatného života (Halfway Towards Independent Life)	755,00 €
Inštitút pre verejné otázky	Interaktívna mapa digitálnej [ne]gramotnosti na Slovensku (Interactive Map of Digital [Il]literacy in Slovakia)	4 500,00 €
Autistické centrum Andreas n.o.	Hľadám človeka (Looking for a Human Being)	3 098,00 €

Subject	Project	Amount of Grant (€)
DETSKÉ CENTRUM	Komunikačný intranetový portál Detského centra, virtuálneho detského domova a sociálne znevýhodnených cieľových skupín (Communication Intranet Portal of Children's Centre, a Virtual Children's Home and Socially Disadvantaged Target Groups)	3 854,81 €
DELFIN, občianske združenie pre duševné zdravie	DAJME STENU PREČ! (LET'S REMOVE THE WALL!)	2 731,00 €
Komisia pre mládež v Spišskej diecéze	JOB MARATÓN – podporný program pre mladých nezamestnaných ľudí (Job Marathon – Support Programme for Young Unemployed People)	2 000,00 €
Mládež ulice	Informácie na dosah (Information is Available)	1 395,00 €
Via Orbis n.o.	Agentúra prvého kontaktu – „Prvý krok“ (First Contact Agency – “First Step”)	4 374,88 €

Subject	Project	Amount of Grant (€)
DOMKA – Združenie saleziánskej mládeže	Sprevádzanie angažovaného dobrovoľníka prístupom preventívnej výchovy (Accompanying of a Committed Volunteer Through Preventive Education)	4 000,00 €
Domov sociálnych služieb a zariadenie pre seniorov Kaštieľ	MosTsoM	4 516,10 €
Total	18 projects	53 798,82 €

“Support for Talented Students Suffering from Social or Physical Impairments”

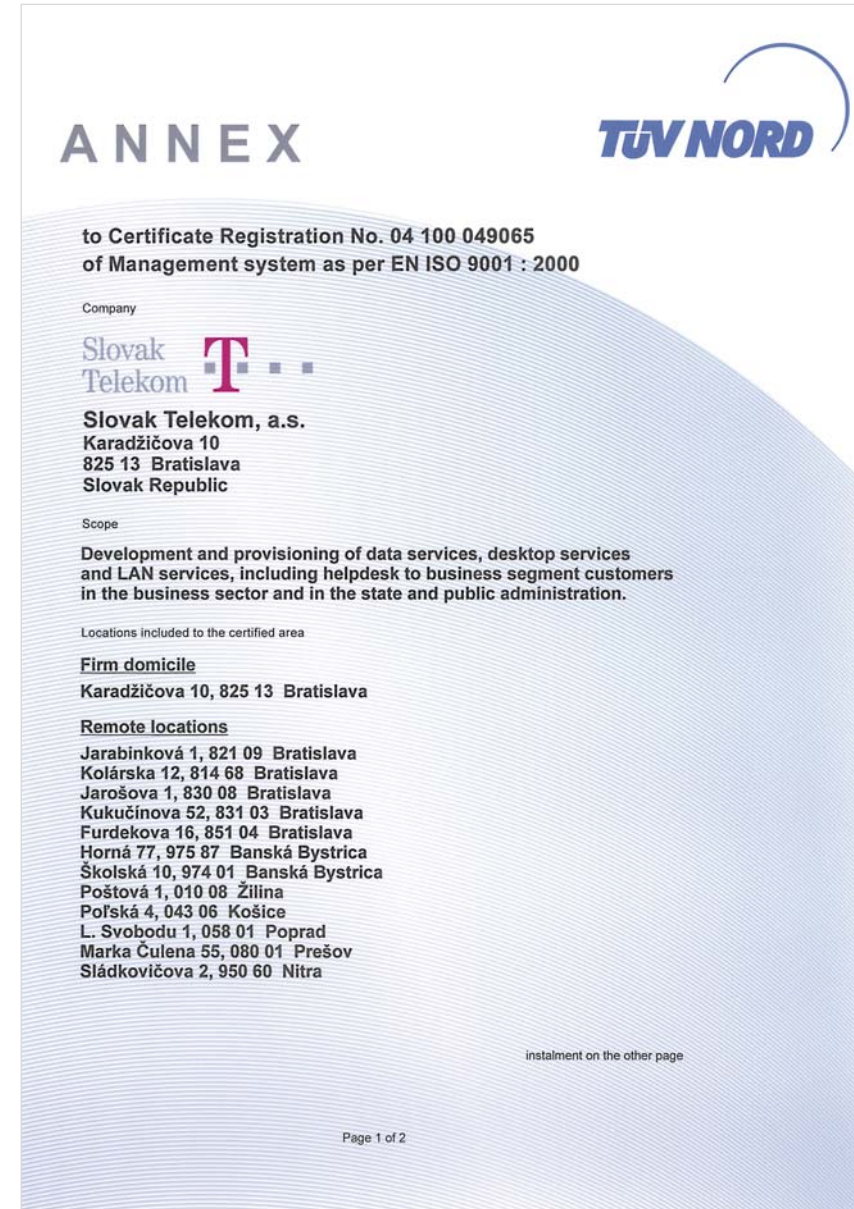
Overview of Applications Supported Within the Scope of the EF ST Individual Scheme

Impairment	Device	Amount of Grant (€)
Physical impairment (long-term unfavourable physical condition)	Laptop	620,00 €
Sensory or physical impairments	Notebook	665,00 €
Social impairment	Notebook	600,00 €

Impairment	Device	Amount of Grant (€)
Physical impairment (long-term unfavourable physical condition)	Notebook, optical mouse, internet connection	665,00 €
Social impairment	Notebook	599,00 €
Sensory or physical impairments	Notebook	646,00 €
Sensory or physical impairments	Notebook	600,00 €
Physical impairment (long-term unfavourable physical condition)	Notebook	589,00 €
Social impairment	Notebook	589,89 €
Social impairment	Notebook, internet connection, Adobe programme	658,90 €
Sensory or physical impairments	Notebook	659,00 €
Social impairment	Notebook	658,98 €
Social impairment	Notebook	499,00 €
Social impairment	Notebook	629,00 €
Sensory or physical impairments	Notebook	665,00 €

Impairment	Device	Amount of Grant (€)
Physical impairment (long-term unfavourable physical condition)	Internet connection	300,00
Social impairment	notebook	665,00 €
Social impairment	Notebook	479,00 €
Social impairment	Laptop	600,00 €
Social impairment	Notebook	600,00 €
Physical impairment (long-term unfavourable physical condition)	Notebook	665,00 €
Total	21 applications	12 652,78 €

Annex 2: Certificates owned by Slovak Telekom



ANNEX



to Certificate Registration No. 04 100 049065
of Management system as per EN ISO 9001 : 2000

Instalment

Locations included to the certified area

Remote locations

Dolný Šianec 2, 911 01 Trenčín
Špitálska 3, 071 01 Michalovce
Nám. republiky 4, 984 60 Lučenec
Sadová 621, 905 32 Senica
Hlavné námestie 9, 940 01 Nové Zámky
M. M. Hodžu 7, 031 48 Liptovský Mikuláš
Bojnická cesta 26, 971 04 Prievidza

--- End of the list ---


Certification Body at
TÜV NORD CERT GmbH

Praha, 2008-10-02

TÜV NORD CERT GmbH Langemarckstrasse 20 D - 45141 Essen www.tuev-nord-cert.com



TGA-ZM-30-96-00

CERTIFICATE



Management system as per
EN ISO 14001 : 2004

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

Slovak Telekom 

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

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.**

Certificate Registration No. 44 104 085018
Audit Report No. 710 073/010

Valid until 2011-10-02


Certification Body
at TÜV NORD CERT GmbH

Praha, 2008-10-03

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

The annex (1 page) is the integral part of the certificate.

TÜV NORD CERT GmbH Langemarckstrasse 20 45141 Essen www.tuev-nord-cert.com



TGA-ZM-30-96-00

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

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.

Locations included to the certified area

Firm domicile

Karadžičova 10, 825 13 Bratislava

Remote locations

Jarabinková 1, 821 09 Bratislava
Kolárska 12, 814 68 Bratislava
Jarošova 1, 830 08 Bratislava
Kukučínova 52, 831 03 Bratislava
Furdekova 16, 851 04 Bratislava
Horná 77, 975 87 Banská Bystrica
Školská 10, 974 01 Banská Bystrica
Poštová 1, 010 08 Žilina
Poľská 4, 043 06 Košice
L. Svobodu 1, 058 01 Poprad
Marka Čulena 55, 080 01 Prešov
Sládkovičova 2, 950 60 Nitra

instalment on the other page

ANNEX



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

Instalment

Locations included to the certified area

Remote locations

Dolný Šianec 2, 911 01 Trenčín
Špitálska 3, 071 01 Michalovce
Nám. republiky 4, 984 60 Lučenec
Sadová 621, 905 32 Senica
Hlavné námestie 9, 940 01 Nové Zámky
M. M. Hodžu 7, 031 48 Liptovský Mikuláš
Bojnická cesta 26, 971 04 Prievidza

--- End of the list ---

Certification Body
at TÜV NORD CERT GmbH

Praha, 2008-10-03

TÜV NORD CERT GmbH Langemarckstrasse 20 D - 45141 Essen www.tuev-nord-cert.com



TGA-ZM-30-96-50

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 providing 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 Rev. P1_3_7_050502_v3_091207 ze dne 2009-12-07

Certificate Registration No. 44 121 091623
Audit Report No. 3505 2647

Valid until 2013-02-09


Uwe Spindler
Certification Body

at TÜV NORD CERT GmbH

Essen, 2010-02-10

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

Langemarckstrasse 20

45141 Essen

www.tuev-nord-cert.com



TGA-ZM-07-06-20

ANNEX

Page 1 of 1

to TÜV NORD CERT Certificate

Certificate Registration No. 44 121 091623

Valid until 2013-02-09
Essen, 2010-02-10

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.
Karadžičova 10
SK - 825 13 Bratislava

Slovak Telekom, a.s.
Poľská 4
SK - 043 06 Košice

Slovak Telekom, a.s.
Špitálska 3
SK - 071 01 Michalovce

Slovak Telekom, a.s.
Jarabínková 1
SK - 825 09 Bratislava

Slovak Telekom, a.s.
L. Svobodu 1
SK - 058 01 Poprad

Slovak Telekom, a.s.
Nám. republiky 4
SK - 984 60 Lučenec

Slovak Telekom a.s.
Kolárska 12
SK - 814 68 Bratislava

Slovak Telekom a.s.
Marka Čulena 55
SK - 080 01 Prešov

Slovak Telekom a.s.
Sadová 621
SK - 905 32 Senica

Slovak Telekom, a.s.
Jarošova 1
SK - 830 08 Bratislava

Slovak Telekom, a.s.
Horná 77
SK - 975 87 Banská Bystrica

Slovak Telekom, a.s.
Hlavné námestie 9
SK - 940 01 Nové Zámky

Slovak Telekom, a.s.
Kukučínova 52
SK - 831 03 Bratislava

Slovak Telekom, a.s.
Školská 10
SK - 974 01 Banská Bystrica

Slovak Telekom, a.s.
M. M. Hodžu 7
SK - 031 48 Liptovský Mikuláš

Slovak Telekom, a.s.
Furdekova 16
SK - 851 04 Bratislava

Slovak Telekom, a.s.
Sládkovičova 2
SK - 950 60 Nitra

Slovak Telekom, a.s.
Bojnická cesta 26
SK - 971 04 Prievidza

Slovak Telekom, a.s.
Poštová 1
SK - 010 08 Žilina

Slovak Telekom, a.s.
Dolný Šianec 2
SK - 911 01 Trenčín



SLOVAK NATIONAL ACCREDITATION SERVICE

Karľoveská 63, P. O. Box 74, 840 00 Bratislava 4, Slovak Republic



CERTIFICATE OF ACCREDITATION

No. K-008

The Slovak National Accreditation Service grants accreditation to

Slovak Telekom, a. s.
Karadžičova 10, 825 13 Bratislava
Calibration Laboratory
Furdekova 16, 851 04 Bratislava

which is competent to carry out calibration of optical sources, optical power meters, optical attenuators and optical time domain reflectometers within the accreditation scope delineated in the Annex to this Certificate.

The laboratory gives evidence of competence to perform calibration impartially and trustworthily by meeting the requirements of the ISO/IEC 17025:2005 Standard.

Mr. Ladislav Hrubčín, the Head of the Calibration laboratory, act on behalf of the accredited laboratory and is responsible for correctness of calibration certificates.

The Certificate comes into force on the day of its issue and is valid until February 26, 2013.

Bratislava February 26, 2009

Jozef Obernauer
Director

