



SUSTAINABILITY REPORT

2016



EGYÜTT. VELED

GRI CONTENT INDEX

GRI STANDARDS USED

GRI 101: FOUNDATION 2016

GRI 102: GENERAL DISCLOSURES 2016

GRI 103: MANAGEMENT APPROACH 2016

GRI 200: ECONOMIC 2016

GRI 300: ENVIRONMENTAL 2016

GRI 400: SOCIAL 2016

GRI TELECOMMUNICATION SECTOR SPECIFIC INDICATORS

GRI (Global Reporting Initiative) Standard is an international organization the purpose of which is to provide a standard framework of guidelines and indicators for preparing sustainability reports, thus ensuring comparability and promoting transparency among companies. The following table helps the reader to find the information attached to specific GRI indicators. You can read more about the guidelines and the indicators on the following website
<https://www.globalreporting.org/standards/g4/Pages/default.aspx>

Disclosure Number	Chapter in Sustainability Report 2016	Page Number	Website	Direct Answer	Omission	External Assurance																				
GRI 102: GENERAL DISCLOSURES 2016																										
ORGANIZATIONAL PROFILE																										
102-1				The registered company name of Magyar Telekom is Magyar Telekom Telecommunications Public Limited Company, and its abbreviated name is Magyar Telekom Plc.		✓																				
102-2			http://www.telekom.hu/lakossagi/english/plans http://www.telekom.hu/about_us/about_magyar_telekom	The activities of Magyar Telekom Group cover three main business areas: - fixed-line and mobile telecommunication services to residential customers (under the Telekom brand), - services to small- and medium-sized businesses (under the Telekom brand), - and services to large businesses (under the T-Systems brand). Magyar Telekom's employer and HR activities, business and investor relations, legal and corporate affairs, sustainability and corporate social responsibility, non-core business development, technical and network development activities also go under the corporate Telekom brand. The national member companies of Magyar Telekom Group manage the content, media and other, non-access services provided under different brand names. The international member companies of the Group operate as integrated or alternative telecommunications providers in the markets of the Southeast European region. Magyar Telekom is majority owner of Makedonski Telekom, Macedonia's biggest fixed and mobile operator, and also holds majority share in Crnogorski Telekom, Montenegro's biggest telecom provider. National and foreign members of the Group are described at: You can find more information about the Group's products and services on the Company's home page at: http://www.telekom.hu/lakossagi/english and http://www.telekom.hu/uzleti/main or our partners can also inquire at our customer service offices. Hungarian and foreign members of the Group: http://www.telekom.hu/about_us/about_magyar_telekom/magyar_telekom_group Magyar Telekom does not sell debated or prohibited products.		✓																				
102-3				The headquarters of the Group are located in Budapest (I., Krisztina krt 55.).		✓																				
102-4				The Group's area of operation: Hungary, Macedonia, Montenegro, Bulgaria and Romania.		✓																				
102-5			http://www.telekom.hu/about_us/investor_relations/magyar_telekom_shares/ownership_structure	<table border="1"> <thead> <tr> <th>Shareholders</th> <th>Ownership %</th> </tr> </thead> <tbody> <tr> <td>Domestic institution</td> <td>5.26%</td> </tr> <tr> <td>Other foreign institutions</td> <td>21.69%</td> </tr> <tr> <td>Deutsche Telekom Europe B.V.*</td> <td>59.21%</td> </tr> <tr> <td>Domestic individuals</td> <td>7.17%</td> </tr> <tr> <td>Government institution</td> <td>0.01%</td> </tr> <tr> <td>Nominee</td> <td>2.99%</td> </tr> <tr> <td>Treasury shares</td> <td>0.01%</td> </tr> <tr> <td>Other</td> <td>3.67%</td> </tr> <tr> <td>Total:</td> <td>100.00%</td> </tr> </tbody> </table> <p>Based on the company's share register as of December 30, 2016. Magyar Telekom, founded in 1991 (under the name of Matáv) was privatized in 1993. Magyar Telekom's shares were introduced at the Budapest and at the New York Stock Exchange in 1997. Magyar Telekom delisted in 2010 and deregistered in 2012 from the New York Stock Exchange maintaining an American Depositary Receipt program on a Level I basis with American Depositary Shares ("ADSs") traded on OTC markets. The majority shareholder of Magyar Telekom (59.21%) is Deutsche Telekom Europe B.V., which is indirectly owned exclusively by Deutsche Telekom AG. Deutsche Telekom Europe B.V. (formerly called CMobil B.V.) is 100%-os owned by Deutsche Telekom Europe Holding B.V., whose 100%-os owner is Deutsche Telekom Europe Holding GmbH (formerly called T-Mobile Global Holding Nr. 2 GmbH) and Deutsche Telekom Europe Holding GmbH is 100% owned by Deutsche Telekom AG, as a result Deutsche Telekom AG has 59,21% indirect ownership and voting rights in Magyar Telekom Plc. Deutsche Telekom AD is the only shareholder of Magyar Telekom Group with ownership of more than 5% of shares. All other shareholders hold shares below 5%.</p>	Shareholders	Ownership %	Domestic institution	5.26%	Other foreign institutions	21.69%	Deutsche Telekom Europe B.V.*	59.21%	Domestic individuals	7.17%	Government institution	0.01%	Nominee	2.99%	Treasury shares	0.01%	Other	3.67%	Total:	100.00%		✓
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102-6			http://www.telekom.hu/about_us/about_magyar_telekom/magyar_telekom_group http://www.telekom.hu/lakossagi/english/plans	The activities of Magyar Telekom Group cover 3 major business areas: - fixed-line and mobile telecommunication services to residential customers (under the Telekom brand), - services to small- and medium-sized businesses (under the Telekom brand), and - services to large businesses (under the T-Systems brand). Magyar Telekom's employer and HR activities, business and investor relations, legal and corporate affairs, sustainability and corporate social responsibility, non-core business development, technical and network development activities also go under the corporate Telekom brand. The national member companies of Magyar Telekom Group manage the content, media and other, non-access services provided under different brand names. The international member companies of the Group operate as integrated or alternative telecommunications providers in the markets of the Southeast European region. Magyar Telekom is majority owner of Makedonski Telekom, Macedonia's biggest fixed and mobile operator. You can find more information about the Group's products and services on the Company's home page at: http://www.telekom.hu/lakossagi/english and http://www.telekom.hu/uzleti/main or our partners can also inquire at our customer service offices. Hungarian and foreign members of the Group: http://www.telekom.hu/about_us/about_magyar_telekom/magyar_telekom_group		✓																																																																																				
102-7			http://www.telekom.hu/about_us/investor_relations/financial	Number of employees of Magyar Telekom Group: 9,432 persons (as of December 31, 2016)		✓																																																																																				
102-8	5. Employees	42	https://www.telekom.hu/about_us/career/telekom_internship_program	The company uses external workforce in all major areas of its operations. The decisions are made by the relevant directorates. Generally we rely on external workforce in special areas, rare skillsets and qualities contracting them to fill in temporary vacancies in different areas of our operations. The positions as well as the levels of expertise may vary and thus they are hard to specify. In 2016 Magyar Telekom had 229 interns, and T-Systems had 196 interns. Throughout our internship program these 425 interns were provided with opportunities to gain real workforce experience in various areas of our operations. The diverse team of our 2016 interns included students from the fields of IT, business, economy, architecture, horticultural sciences and many other areas. Admission to the internship program of the company is not limited to any scholarly areas, we are eager to find out more about the applicants main drives and personality as well. We believe that thinking together with a diverse set of great people can lead to great solutions. Crnogorski Telekom invests appropriate efforts and attention to attract young graduates and trainees. Crnogorski Telekom has engaged certain number of fresh graduates for 9 months trainee program, over Government's Trainee Program of Employment and American Chamber in Montenegro. In 2016 the fourth year in a row, we engaged overall 15 trainees through Government's Trainee Program of Employment. After the expiration of 9 months period, 8 of them, signed work contracts and stay with the Company.		✓																																																																																				
102-9	3. Suppliers	33	http://www.telekom.hu/about_us/about_magyar_telekom/procurement ; https://beszerzes.telekom.hu/beszerzes/portal_en?appid=beszerzes&page=english/main.vm	The total number of suppliers that Magyar Telekom Plc. contacted with procurement orders in 2016 was 1798. The table at GRI 102-10 lists the types of supplier by procurement areas. If suppliers are involved in the procurement processes of multiple areas than the above table lists them in all areas concerned. Therefore the sum of the above numbers does not reflect to the total number of suppliers engaged in our corporate procurement processes. The proportion of local suppliers is 78.9%. There is a corporate intranet site providing internal information for employees on the Procurement and Logistics Directorate's areas of concern, representatives and the related rules and regulations.		✓																																																																																				
102-10	3. Suppliers	33		<table border="1"> <thead> <tr> <th colspan="6">CHANGE IN THE COMPOSITION OF MAGYAR TELEKOM GROUP OVER THE PAST YEARS</th> </tr> <tr> <th>2011</th> <th>2012</th> <th>2013</th> <th>2014</th> <th>2015</th> <th>2016</th> </tr> </thead> <tbody> <tr> <td>Magyar Telekom Plc.</td> <td>Magyar Telekom Plc.</td> <td>Magyar Telekom Plc.</td> <td>Magyar Telekom Plc.</td> <td>Magyar Telekom Plc.</td> <td>Magyar Telekom Plc.</td> </tr> <tr> <td>IQSYS</td> <td>IQSYS¹</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>KFKI²</td> <td>T-Systems Hungary</td> <td>T-Systems Hungary</td> <td>T-Systems Hungary</td> <td>T-Systems Hungary</td> <td>T-Systems Hungary</td> </tr> <tr> <td>Pro-M</td> <td>Pro-M³</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Dataplex</td> <td>Dataplex⁴</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Origo</td> <td>Origo</td> <td>Origo</td> <td>Origo</td> <td>Origo</td> <td>Origo⁵</td> </tr> <tr> <td>ISH Informatika⁶</td> <td>ISH Informatika⁷</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Daten-Kontor⁸</td> <td>Daten-Kontor⁹</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Budakalász Kábel TV¹⁰</td> <td>Budakalász Kábel TV</td> <td>Budakalász Kábel TV¹¹</td> <td>KalászNet</td> <td>KalászNet</td> <td>KalászNet</td> </tr> <tr> <td>TCG¹²</td> <td>TCG</td> <td>TCG</td> <td>TCG</td> <td>TCG</td> <td>TCG¹³</td> </tr> <tr> <td>MakTel¹³</td> <td>MakTel</td> <td>MakTel</td> <td>MakTel</td> <td>MakTel¹⁴</td> <td>MakTel</td> </tr> <tr> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>GTS¹⁵</td> <td>GTS</td> </tr> </tbody> </table>	CHANGE IN THE COMPOSITION OF MAGYAR TELEKOM GROUP OVER THE PAST YEARS						2011	2012	2013	2014	2015	2016	Magyar Telekom Plc.	Magyar Telekom Plc.	Magyar Telekom Plc.	Magyar Telekom Plc.	Magyar Telekom Plc.	Magyar Telekom Plc.	IQSYS	IQSYS ¹	-	-	-	-	KFKI ²	T-Systems Hungary	T-Systems Hungary	T-Systems Hungary	T-Systems Hungary	T-Systems Hungary	Pro-M	Pro-M ³	-	-	-	-	Dataplex	Dataplex ⁴	-	-	-	-	Origo	Origo	Origo	Origo	Origo	Origo ⁵	ISH Informatika ⁶	ISH Informatika ⁷	-	-	-	-	Daten-Kontor ⁸	Daten-Kontor ⁹	-	-	-	-	Budakalász Kábel TV ¹⁰	Budakalász Kábel TV	Budakalász Kábel TV ¹¹	KalászNet	KalászNet	KalászNet	TCG ¹²	TCG	TCG	TCG	TCG	TCG ¹³	MakTel ¹³	MakTel	MakTel	MakTel	MakTel ¹⁴	MakTel	-	-	-	-	GTS ¹⁵	GTS		✓
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(1) From 30.09.2012 IQSYS merged into T-Systems Magyarország Zrt.

(2) From 01.04.2012 KFKI provides its services under the name of T-Systems Magyarország Zrt.

(3) In 2012 100% of Pro-M shares sold to the Nemzeti Infokommunikációs Szolgáltató Zártkörűen Működő Részvénytársaság.

(4) Dataplex merges into T-Systems Magyarország Zrt. (with effect 09.30.2012).

(5) In 2016 100% of Origo shares sold to the New Wave Media Hirdetésszervező és Reklámértékesítő Szolgáltató Korlátolt Felelősségű Társaság.

(6) In 2011 ISH Informatika appeared as new data provider.

(7) SH merges into T-Systems Magyarország Zrt (with effect 09.30.2012).

(8) In 2011 Daten-Kontor appeared as new data provider

(9) Daten-Kontor merges into T-Systems Magyarország Zrt. (with effect 31.03.2013).

(10) In 2011 Budakalász Kábel TV appeared as new data provider.

(11) From 27.03.2013 Budakalász Kábel TV provides its services under the name of KalászNet.

(12) The data of Crnogorski Telekom is quoted under the name of TCG.

(13) The data of Makedonski Telekom AD and T-Mobile Macedonia AD are quoted under the name of MakTel.

(14) T-Mobile Macedonia AD merged into Makedonski Telekom AD (with effect 01.07.2015). Thereafter, only the data of Makedonski Telekom AD is quoted under the name of MakTel.

(15) In 2015 GTS Hungary appeared as new data provider.

(16) Magyar Telekom has announced the transfer of ownership of Crnogorski AD Podgorica to Hrvatski Telekom d.d. in the form of share acquisition on January 10, 2017.

https://www.telekom.hu/about_us/press_room/press_releases/2017/january_10_2

Disclosure Number	Chapter in Sustainability Report 2016	Page Number	Website	Direct Answer	Omission	External Assurance																		
102-10	3. Suppliers	33		<table border="1"> <thead> <tr> <th colspan="3">NUMBER OF SUPPLIERS AT DIFFERENT PROCUREMENT AREAS</th> </tr> <tr> <th>Procurement area</th> <th>Description</th> <th>Number of suppliers</th> </tr> </thead> <tbody> <tr> <td>Network</td> <td>wire and wireless network, transmission technology, backbone network</td> <td>347</td> </tr> <tr> <td>IT</td> <td>hardver, software procurement, IT Consulting & Contracting, IT operations and desktop services, OSS, BSS</td> <td>347</td> </tr> <tr> <td>CPE & Noncore</td> <td>special projects and terminals, functional area</td> <td>80</td> </tr> <tr> <td>Indirect</td> <td>marketing, low cost supplies, fleet management, real estate management, related services, consultancy, labor force and HR services</td> <td>1035</td> </tr> </tbody> </table>	NUMBER OF SUPPLIERS AT DIFFERENT PROCUREMENT AREAS			Procurement area	Description	Number of suppliers	Network	wire and wireless network, transmission technology, backbone network	347	IT	hardver, software procurement, IT Consulting & Contracting, IT operations and desktop services, OSS, BSS	347	CPE & Noncore	special projects and terminals, functional area	80	Indirect	marketing, low cost supplies, fleet management, real estate management, related services, consultancy, labor force and HR services	1035		✓
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102-11	Our Approach (Sustainability strategy) 1. Climate- and environmental protection 3. Suppliers	5 17 33	http://www.telekom.hu/about_us/society_and_environment/approach_strategy_and_goals https://www.telekom.hu/static-tr/sw/file/20160224_Risk_management_guideline_ENG.pdf	As a result of the corporate environment becoming more risky, in more and more European countries it was made compulsory for listed companies to operate a risk management system and to make risk reports for the information of their investors. Establishing a comprehensive risk management system the Company complies with the relevant requirements such as the recommendations of Budapest Stock Exchange, as well as with international standards. It is Magyar Telekom's policy that all disclosures made by the company to the shareholders and the investment community be accurate and complete, and fairly present Telekom's financial condition and results of operations in all material respects. Such disclosures are made on a timely basis as required by the applicable laws, rules and regulations. To achieve these objectives, Magyar Telekom developed and have continuously enhanced its risk management policies. The Company's risk management includes identification, assessment and evaluation of risks, development of necessary action plans, as well as monitoring of performance and results. For risk management to be effective, Telekom must ensure that the management takes business decisions with full understanding of all relevant risks. In 1999 Telekom established a formal risk management system. This system has been operating in an integrated way with the risk management system of Deutsche Telekom since 2002. All risks related to material internal and external operations, financial and legal compliance and certain other risks are evaluated and managed by a well-defined internal mechanism. A risk management handbook and an internal regulation on risk management were issued. A risk management course was developed for employees responsible for risk management in all organizational areas. Risk items affecting our operations are reviewed quarterly throughout the Company. All of Telekom's subsidiaries, business units, divisions and entities are obliged to identify and report their operational risks on a quarterly basis. After evaluation of these risks, results are reported to the Company's management, to the Board of Directors and to the Audit Committee. For the sake of prompt disclosure of all risk items influencing investors' decisions, Telekom enhanced its risk management procedures with a new element, complemented the quarterly risk reporting system with a continuous reporting procedure which requires all departments and subsidiaries to report on a real-time basis any new material fact, information or risk that comes to their knowledge. Information thus submitted is monitored and evaluated by the risk management area and the CFO is notified when a new material risk or information is identified. An internal regulation has been issued to define responsibilities of each employee in risk monitoring and management.		✓																		
102-12	Our approach Stakeholders 3. Suppliers 4. Employees 5. Customer relations	5 10 33 42 37				✓																		
102-13	Stakeholders	10				✓																		
STRATEGY																								
102-14	Letter from the CEO	3				✓																		
102-15	Our approach (sustainability strategy)	5	https://www.telekom.hu/about_us/society_and_environment https://www.telekom.hu/static-tr/sw/file/Magyar_Telekom_environmental_policy.pdf https://www.telekom.hu/about_us/society_and_environment/approach_strategy_and_goals			✓																		
ETHICS AND INTEGRITY																								
102-16	Our approach 3. Suppliers 5.1 Human rights, equal opportunities	5 33 43	https://www.telekom.hu/static-tr/sw/file/MT_Code_of_Conduct_8April2011_web.pdf https://beszerzes.telekom.hu/beszerzes/portal/objects-beszerzes/doc/szocialis_charta_en.pdf https://beszerzes.telekom.hu/beszerzes/portal_en?appid=beszerzes&page=english/vendors/information/Our_Code_of_Conduct.vm http://www.telekom.hu/about_us/about_magyar_telekom/principles/quality_guarantees	Magyar Telekom Group's Code of Conduct is a summary of the corporate compliance requirements; this document sets out the common values of the Group and it is also the token of the strong position, reputation and successful future of Telekom. Everyone at Magyar Telekom Group must comply with the Code of Conduct from staff employees to the Board members. In addition to the employees the contracted partners of Magyar Telekom Group are also required to learn and accept these values when registering on the Company's procurement site.		✓																		
102-17			http://www.telekom.hu/about_us/about_magyar_telekom/principles/compliance	Magyar Telekom Group takes the Code of Conduct and its detailed regulation seriously and considers its enforcement to be among the highest priorities, but it is also acknowledged that it is sometimes difficult to know right from wrong. That's why the employees are encouraged to initiate open communication through an internally available Ask me! portal. Complaints and concerns about possible non-compliance with ethics are to be issued through the dedicated Tell Me! secure internal employee site.		✓																		

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GOVERNANCE						
102-18	7.1 Sustainability coordination	55	http://www.telekom.hu/about_us/investor_relations/corporate_governance	<p>The Board of Directors is responsible for the management of the Company, which has the power to act on behalf of the Company vis-à-vis third persons, and represent it in court. The competences of the Board of Directors include decisions on all issues with regard to the management and business activities of the Company that do not fall into the exclusive scope of authority of the General Meeting or any other corporate body pursuant to the Articles or the relevant laws.</p> <p>In accordance with the Company's Articles of Association and the rules of procedure of the Board of Directors, in 2000 the Board of Directors established the Management Committee (MC) with powers to pursue its activities in compliance with the annual business plan.</p> <p>The Supervisory Board (SB) supervises the management of the Company in order to protect its interests. In this role it supervises the governance, management of the company, its finances and controls compliance with the regulations and the Company's Articles of Association.</p> <p>The Audit Committee is a permanent committee, established by the General Meeting from the independent members of the Supervisory Board. The objective of the Committee is to assist the Supervisory Board (1) in supervising the financial report regime, (2) in selecting the statutory auditor (3) in working with the statutory auditor. The Committee acts within its competence as defined in the Hungarian Civil Code, the Articles of Association and the Supervisory Board's Rules of Procedure.</p> <p>Magyar Telekom Telecommunications Public Limited Company's Board of Directors established the Remuneration and Nomination Committee with the objective to support the Company's Board of Directors in matters related to the remuneration of corporate bodies and top managers as well as in certain nomination issues. The reason of merging remuneration and certain nomination tasks into a single committee was to make the Board's personnel decision making process more effective thus ensuring the complex management of the relevant matters.</p>		✓
102-19	7.1 Sustainability coordination	55				✓
102-20	7.1 Sustainability coordination	55				✓
102-21	Stakeholders	10				✓
	3. Suppliers	33				✓
	5.1 Human rights, equal opportunities	43				✓
	7.1 Sustainability coordination	55				✓
102-22			<p>Annual report 2016 (page nr. 63-64) : http://www.telekom.hu/static-tr/sw/file/HAR_Eves_Jelentes_2016_12_31_Eng.pdf Board of Directors: http://www.telekom.hu/about_us/investor_relations/corporate_governance/board_of_directors, Members of the Board of Directors: https://www.telekom.hu/about_us/investor_relations/corporate_governance/board_of_directors/members_of_the_board_of_directors Management Committee: http://www.telekom.hu/about_us/investor_relations/corporate_governance/management_committee, Remuneration and Nomination Committee: http://www.telekom.hu/about_us/investor_relations/corporate_governance/compensation; Self-assessment of the Board of Directors 2016 (page nr. 1,3,5): https://www.telekom.hu/static-tr/sw/file/BoD_self-evaluation_2016_20170308_eng.pdf;</p>	<p>As at December 31, 2016 the Board of Directors had 8 members, with one executive and seven non-executive members. 3 members are considered independent and 5 members are not considered independent. Members of the Board of Directors on December 31, 2016: Kerstin Günther president, CEO of Deutsche Telekom Pan-net, Deutsche Telekom AG; Christopher Mattheisen CEO, Magyar Telekom Plc.; Frank Odzuck CEO, Zwack Unikum Plc. (independent); Dr. Ralph Rentschler, Senior Vice President Finance, Group Headquarters and Group Services, Deutsche Telekom AG; Günter Mossal, Vice President for Area Management, Board Area Europe, Deutsche Telekom AG. György Mosonyi, Chairman of the Supervisory Board, MOL (independent); Dr. Mihály Patai Chairman-CEO of UniCredit Bank Hungary Zrt. (independent); Ralf Nejedl, Senior Vice President B2B, Europe Deutsche Telekom AG. The annual meeting of the Board of Directors has selected new members on its meeting on April 7, 2017. The new membership is represented on our website. http://www.telekom.hu/about_us/investor_relations/corporate_governance/board_of_directors Members of the Management Committee on December 31, 2016. december 31-én: Christopher Mattheisen CEO; Éva Somorjai* CHRO; András Gyenes,** Chief Commercial Officer Residential; Balázs Máthé, Jogi és társasági ügyek vezérigazgató-helyettes; Péter Lakatos, Chief Commercial Officer SMBK; Walter Goldenits,*** Chief Technology and IT Officer; Tibor Rékasi,**** Chief Commercial Officer Enterprise; Chief Financial Officer. * Until December 31, 2016. From May 15, 2017 Zsuzsanna Friedl is CHRO of Magyar Telekom ** Until January 10, 2017. From January 11, 2017, Tibor Rékasi is Chief Commercial Officer Residential *** Until December 31. From April 4, 2017 Dr. Kim Kylesbech Larsen is Chief Technology and IT Officer **** Until January 10, 2017. From January 11, 2017 Zoltán Kaszás is the temporary Chief Commercial Officer Enterprise Members of the Supervisory Board on December 31, 2016: Dr. László Pap, Chairman of the Supervisory Board, Budapest University of Technology and Economics, Professor emeritus (independent), Dr. János Illéssy, Managing Director, Lebona Kft. (independent), Dr. Sándor Kerekes (independent), Director of Institute of Environmental Sciences, Corvinus University Budapest, Dr. Károly Salamon, General Director, MIS Kft. (independent), Dr. János Bitó, Chairman of the Thesis and Final Examination Board at Pázmány Péter Catholic University, Information Technology Faculty (independent), Konrad Kreuzer, Managing Director, EUTOP Vienna, Budapest, Prague (independent), Martin Meffert, Responsible for Corporate Governance issues of Magyar Telekom, Makedonski Telekom and Slovak Telekom at the Group Headquarters, Deutsche Telekom AG, Sándor Hartai, TU Wholesale Directorate Expert, Member of the Central Workers' Council, Tamás Lichnovszky, Chairman of the Central Workers' Council, Magyar Telekom Plc., Zsoltné Varga, Quality manager, Magyar Telekom, Dr. Konrad Wetzker, Chairman, Corvinus School of Management (independent), Éva Óz, Controlling Manager of Controlling Directorate, Chairwoman of the Workers' Council of Central Functions, Magyar Telekom Plc. Members of the Audit Committee on December 31, 2016: Dr. János Illéssy Chairman of the Audit Committee, Managing Director of Lebona Kft., Dr. László Pap, Budapest University of Technology and Economics, Professor emeritus, Dr. Sándor Kerekes, Director of Institute of Environmental Sciences, Corvinus University, Dr. Károly Salamon, General Director, MIS Kft., Dr. János Bitó, Chairman of the Thesis and Final Examination Board at Pázmány Péter Catholic University, Information Technology Faculty. Members of the Remuneration and Nomination Committee on December 31, 2016: Frank Odzuck Chief Executive Officer of Zwack Unikum Plc., Dr. Ralph Rentschler, Financial Director Europe, Deutsche Telekom AG, a Csoport központ es Csoport szolgáltatások pénzügyi alelnöke, Kerstin Gunther, Chairman of the Remuneration and Nomination Committee, CEO of Deutsche Telekom Pan-net at Deutsche Telekom AG. Our website showing the constitution of the Remuneration and Nomination Committee shows the actual membership of the committee in accordance with the decisions made on April 21, 2017.</p>		✓

Disclosure Number	Chapter in Sustainability Report 2016	Page Number	Website	Direct Answer	Omission	External Assurance
102-23			Members of the Board of Directors: https://www.telekom.hu/about_us/investor_relations/corporate_governance/board_of_directors/_members_of_the_board_of_directors	The Chief Executive Officer does not fill the position of the Chairman of the Board of Directors.		✓
102-24			Remuneration and Nomination Committee (chapter titled "Powers of the Committee" of the Rules of Procedure): http://www.telekom.hu/about_us/investor_relations/corporate_governance/compensation ; Articles of Association (chapter titled "Matters within the Exclusive Scope of Authority of the General Meeting") : http://www.telekom.hu/about_us/investor_relations/corporate_governance/corporate_governance_documents Election of members of the Board of Directors (Annual General Meeting, April 12, 2016, page 281): https://www.telekom.hu/static-tr/sw/file/20160321_kgy_eloterjesztesek_eng.pdf AGM resolutions (April 12, 2016): https://www.telekom.hu/static-tr/sw/file/Resolutions_of_the_AGM_12april2016.pdf Election of members of the Board of Directors (Annual General Meeting, April 7, 2017, page 294): https://www.telekom.hu/static-tr/sw/file/AGM_2017_combined_file_EN_v04.pdf AGM resolutions (April 7, 2017): https://www.telekom.hu/static-tr/sw/file/20170407_kozgyulesi_hatarozatok_ENG.pdf Annual report 2016 (2.8 Diversity page nr. 67) : https://www.telekom.hu/static-tr/sw/file/HAR_Eves_Jelentes_2016_12_31_Eng.pdf	The current job grading system is transparent and the structure is reflecting the actual value of the particular positions rather than representing a hierarchical model. Each employee is placed in the respective job category on the basis of the responsibility, professional knowledge required by the given position which is taken by the employee. The individual positions are therefore comparable and the entire system is transparent and clear. The Remuneration and Nomination Committee held its Annual General Meeting on April 21, 2016, where the members have agreed on the acceptance and compliance with the following statement: 'In the nomination process diversity and complementary competencies are taken into consideration.' Representatives of the Annual General Meeting held on April 21, 2016 have voted about the new members of the Board of Directors and shareholders could express their opinions. Representatives of the Annual General Meeting held on April 7, 2016 have elected 3 new members of the Board of Directors and shareholders were invited to express their opinions.		✓
102-25			Code of Conduct (Article Preventing conflicts of interest) http://www.telekom.hu/about_us/investor_relations/corporate_governance/corporate_governance_documents Self-assessment of the Board of Directors 2016 (page nr. 1): https://www.telekom.hu/static-tr/sw/file/BoD_self-evaluation_2016_20170308_eng.pdf ; Board of directors (Rules of procedure 19.1) https://www.telekom.hu/about_us/investor_relations/corporate_governance/board_of_directors Corporate Governance Report http://www.telekom.hu/static-tr/sw/file/20170407_Corporate_Governance_Report_2016.pdf	Representatives of the Annual General Meeting held on April 21, 2016 have voted about the new members of the Board of Directors and shareholders could express their opinions. Representatives of the Annual General Meeting held on April 7, 2016 have elected 3 new members of the Board of Directors and shareholders were invited to express their opinions.		✓
102-26	7.1 Sustainability coordination	55				✓
102-27	7.1 Sustainability coordination	55				✓
102-28	7.1 Sustainability coordination	55		Top management decisions have a direct impact on the entire Magyar Telekom Group's activity and future priorities. The performance of the top management (Chief Executive Officer, Chief Officers) is incentivized through the Lead to Win motivation system. The incentive system has a short-term incentive (bonus), a long-term, cash-based incentive (LTI) and a long-term, share-based incentive (share benefit program - SBP) element. The Remuneration and Nomination Committee of Magyar Telekom Group's Board of Directors makes proposals both for the annual targets and the evaluation of their implementation. The Committee Member, independent from the majority owner, shall provide for the representation of the minority owners' interests. Upon consideration of the proposals made by the Remuneration Committee, the Board of Directors adopts decisions regarding the targets and evaluation of top executives' performance. The Board of Directors evaluates the performance of the previous year and finalizes the targets of the current year in the first meeting of the year. In general, 55% of top executives' salary is fixed, while 45% is variable pay (bonus). The annual bonus is payable prorated to the evaluated performance of the partly collective, partly individual targets set at the beginning of the year and derived from Magyar Telekom Group's strategic targets. In the case of the collective targets no bonus is payable, if performance is below a certain minimum limit, defined in advance. In case of over-achieving the targets, additional bonus is paid, the extent of which cannot exceed 50% of the bonus payable upon 100% performance. The framework of bonus target setting (bonus amount, structure and maximal amount of additional bonus) is defined by the strategic investor's compensation guidelines (Deutsche Telekom Global Compensation Guidelines). In addition to the annual target-setting, evaluation and bonus payment used as short term incentive, the Company also lays emphasis on long-term performance stimulation. The first package of the LTI-program - as part of the Lead to Win system - was introduced in 2015 so as to stimulate the contribution of the top management to the achievement of the strategic objectives even more effectively. With the 4 year term Telekom focuses on the increase of sustainable performance. It is the competence of the General Meeting to approve the "Remuneration Guidelines" that sets forth the remuneration principles and components for the top management and the members of corporate bodies. Besides, as part of the Corporate Governance Report, Telekom each year discloses the previous year's remuneration for the top management and corporate bodies in the Remuneration Statement. The conditions of selecting the members of Magyar Telekom's Board of Directors, Supervisory Board and Audit Committee were amended by the Remuneration and Nomination Committee in April 2016: as new elements diversity and the reciprocal supplementation of competences are also taken into account. In order to fulfill the sustainability objectives the responsible middle managers and experts are incentivized directly through the TM system.		✓

Disclosure Number	Chapter in Sustainability Report 2016	Page Number	Website	Direct Answer	Omission	External Assurance
102-29	7.1 Sustainability coordination	55				✓
102-30	7.1 Sustainability coordination	55		The potential risk segments concerning the operations of Magyar Telekom are being revisioned on a quarterly basis. All of our subsidiaries, business segments and other corporate bodies are obliged to identify and report on the potential risks of their operations on a quarterly basis. The results of assessment and evaluation of these threats are being forwarded to the Board of Directors and the Audit Committee. In order to enable the immediate release of threats that might effect shareholder decisions we have introduced a supplementary element to the risk management process. Our quarterly risk reporting system has been supplemented by a continuous risk reporting obligation. Thus all subsidiaries and business segments of the company are obliged to immediately report on all relevant, news, facts, changes and threats. All transmitted information is being evaluated by the Risk management area, and in case of identifying new and relevant information and/or threat, the representative of the area immediately reports them to the Chief Financial Officer. There is an internal regulation in operation that secures and defines the levels of responsibility of employees in relation to risk management.		✓
102-31	7.1 Sustainability coordination	55				✓
102-32	7.1 Sustainability coordination	55				✓
102-33	7.1 Sustainability coordination	55				✓
102-34	1.4 Environmental objectives, costs and compliance 7.1 Sustainability coordination	23 55				✓
102-35			http://www.telekom.hu/about_us/investor_relations/corporate_governance/compensation ; http://www.telekom.hu/static-tr/sw/file/HAR_Eves_Jelentes_2016_12_31_Eng.pdf http://www.telekom.hu/static-tr/sw/file/20170407_Corporate_Governance_Report_2016.pdf	Top management decisions have a direct impact on the entire Magyar Telekom Group's activity and future priorities. The performance of the top management (Chief Executive Officer, Chief Officers) is incentivized through the Lead to Win motivation system. The incentive system has a short-term incentive (bonus), a long-term, cash-based incentive (LTI) and a long-term, share-based incentive (share benefit program - SBP) element. The Remuneration and Nomination Committee of Magyar Telekom Group's Board of Directors makes proposals both for the annual targets and the evaluation of their implementation. The Committee Member, independent from the majority owner, shall provide for the representation of the minority owners' interests. Upon consideration of the proposals made by the Remuneration Committee, the Board of Directors adopts decisions regarding the targets and evaluation of top executives' performance. The Board of Directors evaluates the performance of the previous year and finalizes the targets of the current year in the first meeting of the year. In general, 55% of top executives' salary is fixed, while 45% is variable pay (bonus). The annual bonus is payable prorated to the evaluated performance of the partly collective, partly individual targets set at the beginning of the year and derived from Magyar Telekom Group's strategic targets. In the case of the collective targets no bonus is payable, if performance is below a certain minimum limit, defined in advance. In case of over-achieving the targets, additional bonus is paid, the extent of which cannot exceed 50% of the bonus payable upon 100% performance. The framework of bonus target setting (bonus amount, structure and maximal amount of additional bonus) is defined by the strategic investor's compensation guidelines (Deutsche Telekom Global Compensation Guidelines). In addition to the annual target-setting, evaluation and bonus payment used as short term incentive, the Company also lays emphasis on long-term performance stimulation. The first package of the LTI-program - as part of the Lead to Win system - was introduced in 2015 so as to stimulate the contribution of the top management to the achievement of the strategic objectives even more effectively. With the 4 year term Telekom focuses on the increase of sustainable performance. It is the competence of the General Meeting to approve the "Remuneration Guidelines" that sets forth the remuneration principles and components for the top management and the members of corporate bodies. Besides, as part of the Corporate Governance Report, Telekom each year discloses the previous year's remuneration for the top management and corporate bodies in the Remuneration Statement. The conditions of selecting the members of Magyar Telekom's Board of Directors, Supervisory Board and Audit Committee were amended by the Remuneration and Nomination Committee in April 2016: as new elements diversity and the reciprocal supplementation of competences are also taken into account. In order to fulfill the sustainability objectives the responsible middle managers and experts are incentivized directly through the TM system.		✓
102-36			Remuneration and Nomination Committee: http://www.telekom.hu/about_us/investor_relations/corporate_governance/compensation ; Corporate Governance and Management Report of Magyar Telekom Plc. (11. Remuneration statement): http://www.telekom.hu/static-tr/sw/file/20170407_Corporate_Governance_Report_2016.pdf	Members of the Committee may request presence of external invitees (e.g. experts) who can attend parts or the entire meeting related to the agenda item.		✓
102-37			Decision on the remuneration of the members of the Board of Directors, the Supervisory Board and the Audit Committee (Annual General Meeting, April 11, 2014): http://www.telekom.hu/static-tr/sw/file/8_javadalmazas_19March2014_eng.pdf ; AGM resolutions (April 11, 2014): http://www.telekom.hu/static-tr/sw/file/kozgyulesi_hatarozatok_2014AGM_14April2014_eng.pdf ; Amendment of the Remuneration Guidelines (Annual general meeting, April 15, 2015): http://www.telekom.hu/static-tr/sw/file/20150324_AGM_submission_Javadalmazasi_iranyelvek_ENG.pdf ; AGM resolutions (April 15, 2015): http://www.telekom.hu/static-tr/sw/file/kozgyulesi_hatarozatok_2015AGM_ENG.pdf	The Annual General Meeting, held on April 11, 2014, determined the remuneration of the members of the Board of Directors, the Supervisory Board and the Audit Committee, where stakeholders could express their opinions. The Annual General Meeting, held on April 15, 2015 approved the amendments of the Remuneration Guidelines, where stakeholders could express their opinions. The guidelines of remuneration accepted in 2015 are still in effect in 2016.		✓

Disclosure Number	Chapter in Sustainability Report 2016	Page Number	Website	Direct Answer	Omission	External Assurance
102-38			Corporate Governance and Management Report of Magyar Telekom Plc. (11. Remuneration statement; 2.7.7 p18.); http://www.telekom.hu/static-tr/sw/file/20170407_Corporate_Governance_Report_2016.pdf	Information disclosed on remuneration of Board of Directors, Supervisory Board, Audit Committee and Management (the members of the Management Committee of the Company) is available in Corporate Governance and Management Report (prepared on the basis of the provisions of the Civil Code and the Corporate Governance Recommendations of the Budapest Stock Exchange (BSE)).		✓
102-39			Corporate Governance and Management Report of Magyar Telekom Plc. (11. Remuneration statement; 2.7.7 p18.); http://www.telekom.hu/static-tr/sw/file/20170407_Corporate_Governance_Report_2016.pdf	Information disclosed on remuneration of Board of Directors, Supervisory Board, Audit Committee and Management (the members of the Management Committee of the Company) is available in Corporate Governance and Management Report (prepared on the basis of the provisions of the Civil Code and the Corporate Governance Recommendations of the Budapest Stock Exchange (BSE)).		✓
STAKEHOLDER ENGAGEMENT						
102-40	Stakeholders	10				✓
102-41	5.1 Human rights, equal opportunities	43				✓
102-42	Stakeholders	10		The report is an information source for all stakeholders, however, the entirety of the report is primarily prepared for Telekom's shareholders and investors, and among them, for the responsible investors and sustainability analysts in the first place. Nevertheless, the Company uses its best efforts to involve all stakeholders and to provide them with information.		✓
102-43	Stakeholders 2.1 Closing the digital divide 2.4 Protection of our children in the digital age 3. Suppliers 4.1 Customer satisfaction 4.2 Involvement of our customers 5.2 Involvement of our employees 6.2 Our employees as corporate citizens	10 25 29 33 38 40 46 51				✓
102-44	Stakeholders 4.1 Customer satisfaction	10 38				✓
REPORTING PRACTICE						
102-45				The report covers Hungary, Macedonia and Montenegro and all activities of the Group are included. Telekom uses its best efforts to ensure completeness of the report therefore includes all member companies that are of key importance from a sustainability point of view. The data disclosed the report are comparable to the changes of the composition of the Group which is supported by the table in the direct answers to the 102-10 indicator.		✓
102-46	Our approach (Materiality)	5				✓
102-47	Our approach (Materiality) Stakeholders	5 10				✓
102-48	Our approach	5	http://www.telekom.hu/about_us/society_and_environment/approach_strategy_and_goals	In 2016 the Company continued its sustainability operations based on the new 4th 2016-2020 Sustainability Strategy. The current report follows the structure of the prior reports, and the contents are based on the Corporate Sustainability Strategy 2016-2020.		✓
102-49				The contents of the current report have changed in accordance with the 2016-2020 Corporate Sustainability Strategy. Although the content did not change there were minor changes to the structure of the report. The structure of the report follows the priorities of the materiality analysis: high and medium priority topics are presented in details whereas information on low priority topics are primarily provided in the GRI indicator table to provide as transparent information to all stakeholders as possible on the company's corporate governance, environmental and social impact as well as the underlying risks and opportunities.		✓
102-50				All data and information presented in this current report references the year 2016.		✓
102-51			http://www.telekom.hu/about_us/society_and_environment/sustainability_reports http://www.telekom.hu/static-tr/sw/file/Sustainability_report_2015.pdf			✓
102-52			http://www.telekom.hu/about_us/society_and_environment/sustainability_reports	Magyar Telekom releases the sustainability report on an annual basis.		✓
102-53				Should you have any questions or queries on the report, please do not hesitate to write to the following e-mail address: fenntarthatosag@telekom.hu		✓

Disclosure Number	Chapter in Sustainability Report 2016	Page Number	Website	Direct Answer	Omission	External Assurance
102-54				This report has been prepared in accordance with the GRI Standards: Comprehensive option		✓
102-55	GRI content index	61				✓
102-56	Assurance statement	605		<p>In order to ensure credibility and transparency, the Company continued to rely upon the support of an experienced and respected, external, independent third party. The purpose of the assurance procedure that they conducted is to determine the compliance, authenticity, comprehensiveness, structural integrity, justifiability and verifiability of the Sustainability Report. The report has been audited by PricewaterhouseCoopers Könyvvizsgáló Kft. and they assure the information contained therein to be reliable. The assurance process has been designed and conducted in accordance with the ISAE3000 standard, defined by the International Federation of Accountants. The respective limited assurance engagement report can be found in the 'Assurance Statement' chapter. Data and information audited are indicated by a ✓ symbol in the report and in the GRI content index.</p> <p>Sources of the data included in the report:</p> <ul style="list-style-type: none"> - The business data are from the Group's year-2016 Annual Report and Quarterly Reports and data collection conducted within the Group. - The data of social nature are collected within the Group partly with the support of an online reporting tool, while the rest was supplied by the affiliates and organizational units. - The environmental protection data are partly from a process-wise transparent, online data provision system, as well as data collection conducted within the Group. 		✓

SPECIFIC STANDARD DISCLOSURES 2016

GRI 200: ECONOMIC 2016

GRI 201: ECONOMIC PERFORMANCE 2016

103-1 2 3	Our approach (corporate strategy)	5				✓																																																																																																																																				
201-1				<table border="1"> <thead> <tr> <th colspan="11">CREATING VALUE FOR OUR STAKEHOLDERS</th> </tr> <tr> <th></th> <th></th> <th>2013</th> <th>2014</th> <th>2015</th> <th>2016</th> <th>2016</th> <th>2016</th> <th>2016</th> <th>2016</th> <th>2016</th> </tr> <tr> <th></th> <th></th> <th>Group</th> <th>Group</th> <th>Group</th> <th>Group</th> <th>Hungary</th> <th>Macedonia</th> <th>Montenegro</th> <th>Romania</th> <th>Bulgaria</th> </tr> </thead> <tbody> <tr> <td></td> <td>Produced economic value</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>Revenues (total revenue + share from the after-tax profit of the affiliates)</td> <td>637 521 million HUF</td> <td>626 442 * million HUF</td> <td>656 342 million HUF</td> <td>602 729 million HUF</td> <td>516 068 million HUF</td> <td>53 333 million HUF</td> <td>28 616 million HUF</td> <td>2 982 million HUF</td> <td>1 730 million HUF</td> </tr> <tr> <td>Stakeholder</td> <td>Distributed economic value</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Suppliers</td> <td>Operating costs (total revenue-related payments + net other operating costs)</td> <td>361 368 million HUF</td> <td>354 573** million HUF</td> <td>377 409 million HUF</td> <td>311 721 million HUF</td> <td>271 324 million HUF</td> <td>23 648 million HUF</td> <td>13 181 million HUF</td> <td>2 261 million HUF</td> <td>1 307 million HUF</td> </tr> <tr> <td>Employees</td> <td>Employee wages and benefits (employee-related costs)</td> <td>96 691 million HUF</td> <td>94 750 million HUF</td> <td>95 160 million HUF</td> <td>83 327 million HUF</td> <td>71 155 million HUF</td> <td>7 162 million HUF</td> <td>4 449 million HUF</td> <td>273 million HUF</td> <td>288 million HUF</td> </tr> <tr> <td>Investors</td> <td>Payments to capital investors (dividend pay + net other operating costs)</td> <td>83 677 million HUF</td> <td>28 397 million HUF</td> <td>28 176 million HUF</td> <td>42 448 million HUF</td> <td>42 444 million HUF</td> <td>175 million HUF</td> <td>187 million HUF</td> <td>9 million HUF</td> <td>7 million HUF</td> </tr> <tr> <td>State</td> <td>Payments to the state budget (profit tax + crisis tax + telecom tax + utility tax)¹⁷</td> <td>45 693 million HUF</td> <td>53 614 million HUF</td> <td>46 666 million HUF</td> <td>27 128 million HUF</td> <td>25 692 million HUF</td> <td>943 million HUF</td> <td>462 million HUF</td> <td>32 million HUF</td> <td>n.a.</td> </tr> <tr> <td>Communities</td> <td>Community investments (donations, institutional sponsorship, voluntary work, education)</td> <td>218 million HUF</td> <td>497 million HUF</td> <td>348 million HUF</td> <td>444 million HUF</td> <td>401 million HUF</td> <td>30 million HUF</td> <td>13 million HUF</td> <td>n.a.</td> <td>n.a.</td> </tr> <tr> <td>Overall stakeholders in future</td> <td>Retained earnings (after-tax profit + depreciation - dividend paid)</td> <td>81 479 million HUF</td> <td>132 674 million HUF</td> <td>145 331 million HUF</td> <td>159 066 million HUF</td> <td>130 904 million HUF</td> <td>18 069 million HUF</td> <td>9 269 million HUF</td> <td>512 million HUF</td> <td>312 million HUF</td> </tr> </tbody> </table>	CREATING VALUE FOR OUR STAKEHOLDERS													2013	2014	2015	2016	2016	2016	2016	2016	2016			Group	Group	Group	Group	Hungary	Macedonia	Montenegro	Romania	Bulgaria		Produced economic value											Revenues (total revenue + share from the after-tax profit of the affiliates)	637 521 million HUF	626 442 * million HUF	656 342 million HUF	602 729 million HUF	516 068 million HUF	53 333 million HUF	28 616 million HUF	2 982 million HUF	1 730 million HUF	Stakeholder	Distributed economic value										Suppliers	Operating costs (total revenue-related payments + net other operating costs)	361 368 million HUF	354 573** million HUF	377 409 million HUF	311 721 million HUF	271 324 million HUF	23 648 million HUF	13 181 million HUF	2 261 million HUF	1 307 million HUF	Employees	Employee wages and benefits (employee-related costs)	96 691 million HUF	94 750 million HUF	95 160 million HUF	83 327 million HUF	71 155 million HUF	7 162 million HUF	4 449 million HUF	273 million HUF	288 million HUF	Investors	Payments to capital investors (dividend pay + net other operating costs)	83 677 million HUF	28 397 million HUF	28 176 million HUF	42 448 million HUF	42 444 million HUF	175 million HUF	187 million HUF	9 million HUF	7 million HUF	State	Payments to the state budget (profit tax + crisis tax + telecom tax + utility tax) ¹⁷	45 693 million HUF	53 614 million HUF	46 666 million HUF	27 128 million HUF	25 692 million HUF	943 million HUF	462 million HUF	32 million HUF	n.a.	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Employees	Employee wages and benefits (employee-related costs)	96 691 million HUF	94 750 million HUF	95 160 million HUF	83 327 million HUF	71 155 million HUF	7 162 million HUF	4 449 million HUF	273 million HUF	288 million HUF																																																																																																																																
Investors	Payments to capital investors (dividend pay + net other operating costs)	83 677 million HUF	28 397 million HUF	28 176 million HUF	42 448 million HUF	42 444 million HUF	175 million HUF	187 million HUF	9 million HUF	7 million HUF																																																																																																																																
State	Payments to the state budget (profit tax + crisis tax + telecom tax + utility tax) ¹⁷	45 693 million HUF	53 614 million HUF	46 666 million HUF	27 128 million HUF	25 692 million HUF	943 million HUF	462 million HUF	32 million HUF	n.a.																																																																																																																																
Communities	Community investments (donations, institutional sponsorship, voluntary work, education)	218 million HUF	497 million HUF	348 million HUF	444 million HUF	401 million HUF	30 million HUF	13 million HUF	n.a.	n.a.																																																																																																																																
Overall stakeholders in future	Retained earnings (after-tax profit + depreciation - dividend paid)	81 479 million HUF	132 674 million HUF	145 331 million HUF	159 066 million HUF	130 904 million HUF	18 069 million HUF	9 269 million HUF	512 million HUF	312 million HUF																																																																																																																																

*The data published in the 2015 Sustainability Report has been corrected to 626 442 million HUF

** The data published in the 2015 Sustainability Report has been corrected to 354 573 million HUF

Disclosure Number	Chapter in Sustainability Report 2016	Page Number	Website	Direct Answer	Omission	External Assurance																																																	
201-2	1. Climate- and environmental protection 7.1 Sustainability coordination	page number				✓																																																	
201-3				The relevant figures are contained in the direct answer to the 201-1 indicator. Any Magyar Telekom employee who joins the association may buy life, pension and health insurance and mutual assistance services through the Dimenzió Health Care Fund. Members of voluntary pension funds receive supplementary financial support from the company.		✓																																																	
201-4				<table border="1"> <thead> <tr> <th colspan="7">SUBSTANTIAL FINANCIAL SUPPORT FROM THE STATE¹⁸</th> </tr> <tr> <th></th> <th>2011</th> <th>2012</th> <th>2013</th> <th>2014</th> <th>2015</th> <th>2016</th> </tr> </thead> <tbody> <tr> <td>tax credit utilization</td> <td>1628 million HUF</td> <td>4946 million HUF</td> <td>3011 million HUF</td> <td>3323 million HUF</td> <td>5493 million HUF</td> <td>1877 million HUF</td> </tr> <tr> <td>film- and sport subsidies</td> <td>285 million HUF</td> <td>723 million HUF</td> <td>409 million HUF</td> <td>584 million HUF</td> <td>664 million HUF</td> <td>395 million HUF</td> </tr> <tr> <td>tax benefit on wage cost of software developers</td> <td>20 million HUF</td> <td>20 million HUF</td> <td>20 million HUF</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>tax impact of tax base decreasing item on donations</td> <td>4 million HUF</td> <td>8 million HUF</td> <td>8 million HUF</td> <td>400 000 HUF</td> <td>300 000 HUF</td> <td>114 000 HUF</td> </tr> <tr> <td>tax impact of tax base decreasing item on R&D</td> <td>48 million HUF</td> <td>2 million HUF</td> <td>58 million HUF</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	SUBSTANTIAL FINANCIAL SUPPORT FROM THE STATE ¹⁸								2011	2012	2013	2014	2015	2016	tax credit utilization	1628 million HUF	4946 million HUF	3011 million HUF	3323 million HUF	5493 million HUF	1877 million HUF	film- and sport subsidies	285 million HUF	723 million HUF	409 million HUF	584 million HUF	664 million HUF	395 million HUF	tax benefit on wage cost of software developers	20 million HUF	20 million HUF	20 million HUF	0	0	0	tax impact of tax base decreasing item on donations	4 million HUF	8 million HUF	8 million HUF	400 000 HUF	300 000 HUF	114 000 HUF	tax impact of tax base decreasing item on R&D	48 million HUF	2 million HUF	58 million HUF	0	0	0		✓
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GRI 202: MARKET PRESENCE 2016																																																							
103-1 2 3	Our approach	5				✓																																																	
202-1				Magyar Telekom Group Tele always pays at least the minimum wage as required in the relevant legislation and the salary of new entrants is exclusively determined by the value of the advertised position. Magyar Telekom is an equal opportunity employer. The salary brackets are determined on the basis of the actual market benchmark regardless of the gender of the employees.		✓																																																	
202-2	5.1 Human rights, equal opportunities	43				✓																																																	
GRI 203: INDIRECT ECONOMIC IMPACTS 2016																																																							
103-1 2 3	Our approach (Corporate strategy)	5				✓																																																	
	2.1 Closing the digital divide	25																																																					
203-1	2.1 Closing the digital divide	25				✓																																																	
	6. Social engagement	48																																																					
203-2	2.1 Closing the digital divide	25				✓																																																	
	2.3 Innovation for sustainability	28																																																					
	3. Suppliers	33																																																					
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GRI 204: PROCUREMENT PRACTICES 2016																																																							
103-1 2 3	Our approach (Sustainability strategy)	6				✓																																																	
	3. Suppliers	33																																																					
204-1	3.3 Local procurement	33				✓																																																	
GRI 205: ANTI-CORRUPTION 2016																																																							
103-1 2 3			http://www.telekom.hu/about_us/about_magyar_telekom/principles/compliance http://www.telekom.hu/static-tr/sw/file/MT_Code_of_Conduct_31March2011.pdf http://www.telekom.hu/static-tr/sw/file/Anti_corruption_clause_en.pdf http://www.telekom.hu/static-tr/sw/file/corporate_governance_declarations_ICCS_eng.pdf	<p>Magyar Telekom does not tolerate intention or transaction on corruption; therefore several internal policies and procedures have been developed to prohibit and prevent bribery (including making facilitation payments).</p> <p>Magyar Telekom intention is to comply with the anti-corruption rules relevant to the Group and it expects its business partners that they will not use money or other consideration paid by Magyar Telekom Group for unlawful purposes, including purposes violating anti-corruption laws, such as make or cause to be made direct or indirect payments to any public official or private person in order to assist Magyar Telekom or anyone acting on its behalf in obtaining or retaining business with, or directing business to, any person, or securing any improper advantage.</p> <p>Telekom prohibits any form of corruption or bribery including but not limited to providing or accepting or promising personal advantage, kick-backs or facilitation payments.</p> <p>The Group also prohibits its employees to make decisions for the employees' benefit or that of the employees' family, friends, associates and acquaintances.</p> <p>No gift or invitation to events can be granted to a third-party where they could affect or be perceived to affect the outcome of a business transaction.</p> <p>The Magyar Telekom Group does not financially or morally support political parties, political organizations or their representatives. Its charitable contribution activities are disclosed on its internet site.</p> <p>Magyar Telekom does not intend to conduct any business with third parties who violate the anti-corruption regulations or the guiding principles of the Compliance Program.</p>		✓																																																	
205-1			https://www.telekom.hu/about_us/about_magyar_telekom/principles/compliance	Our yearly Compliance Risk Assessment (CRA) addresses active and passive corruption separately. It always includes Magyar Telekom, T-Systems, Makedonski Telekom and Crngorski Telekom. Other subsidiaries may be included on an ad-hoc basis based on inputs coming from compliance investigations. The CRA covers the before mentioned companies entirely (100%).		✓																																																	

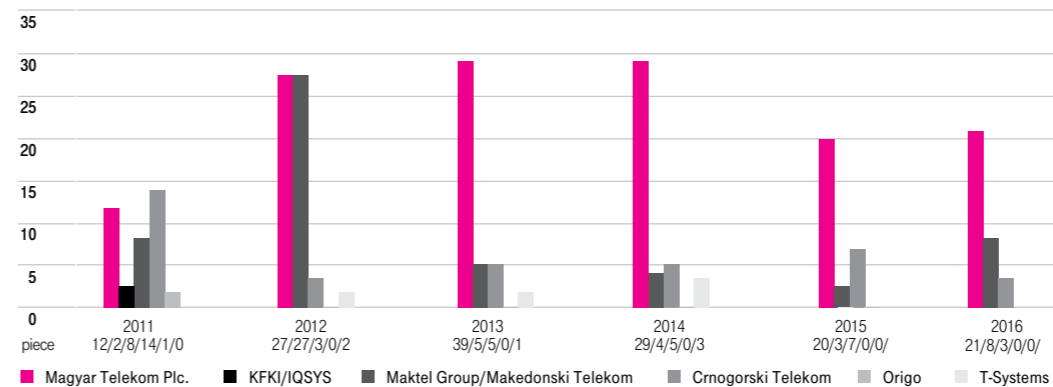
Disclosure Number	Chapter in Sustainability Report 2016	Page Number	Website	Direct Answer	Omission	External Assurance
205-2			https://www.telekom.hu/about_us/about_magyar_telekom/principles/compliance	<p>a. number and proportion of the members of management bodies to which the organization's anticorruption policy and processes have been communicated, broken down to regions: 100%, all regions, Magyar Telekom: 7 persons (Management Committee)</p> <p>b. number and proportion of employees to whom the organization's anticorruption policy and processes have been communicated, broken down to employee categories and regions: 100%, all regions</p> <p>c. number and proportion of business partners to which the organization's anticorruption policy and processes have been communicated, broken down to business partner type and region: 100%, Magyar Telekom's current business partners. There was no external communication on this topic.</p> <p>d. number and proportion of management organizations that were trained on anticorruption, broken down to regions: 100%, all regions, Magyar Telekom: 7 persons</p> <p>e. number and proportion of employees who were trained on anticorruption, broken down to employee a category and region: Magyar Telekom Plc.: 1442 persons, in 2016 86% of new entrants completed the course successfully.</p>		✓
205-3				Number of confirmed incidents: 0		✓
GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016						
103-1 2 3			https://www.telekom.hu/about_us/about_magyar_telekom/principles/compliance	Magyar Telekom uses its best efforts to fulfill its obligations in accordance with the effective laws. In order to prevent potential authority penalties and sanctions the Company always strive to ensure Magyar Telekom's compliance with the effective laws and manage conflicts - besides harmonizing our processes and IT systems with the amendment of laws - with continuous personal consultation, agreements concluded with the authorities and retroactive settlement plans set out in undertakings, made in the form of declarations.		✓
206-1				In 2016 no fines were imposed due to anti-competitive conduct or violation of anti-trust or anti-monopoly statutes. In 2015 there was one Competition Office proceeding initiated against Telekom, which is still pending.		✓
GRI 300: ENVIRONMENTAL 2016						
GRI 301: MATERIALS 2016						
103-1 2 3	Our approach (Sustainability strategy, Environmental policy) 1. Climate and environmental protection	6,8 17	http://www.telekom.hu/about_us/society_and_environment http://www.telekom.hu/static-tr/sw/file/Magyar_Telekom_environmental_policy.pdf http://www.telekom.hu/about_us/society_and_environment/environment/management_systems			✓
301-1	Our approach 1.2.5 Paper consumption 1.3.1 Waste 1.3.2 Producer's responsibility	5 21 22 22	http://www.telekom.hu/about_us/society_and_environment http://www.telekom.hu/about_us/society_and_environment/environment/equipment_management http://www.t-systems.hu/a-t-systemsrol/iranyelveink/gyartoi-tajekoztato			✓
301-2	1.2.5 Paper consumption 1.3.2 Producer's responsibility 1.3.3 Effects of transport and logistics	21 22 22	http://www.telekom.hu/about_us/society_and_environment https://www.telekom.hu/rolunk/fenntarthatosag/ugyfeleinknek (only HU)			✓
301-3	1.3.2 Producer's responsibility	22	https://beszerzes.telekom.hu/beszerzes/portal_en?appid=beszerzes&page=english/vendors/information/main.vm http://www.t-systems.hu/a-t-systemsrol/iranyelveink/gyartoi-tajekoztato (only HU) http://www.telekom.hu/about_us/society_and_environment/environment/equipment_management https://www.telekom.hu/rolunk/fenntarthatosag/ugyfeleinknek (only HU)	Magyar Telekom Plc.'s intermediary partner for batteries is ReLEM (http://www.relem.hu/).		✓
GRI 302: ENERGY 2016						
103-1 2 3	Our approach (Sustainability strategy, Environmental policy, Management systems) 1. Climate and environmental protection	6 17	http://www.telekom.hu/about_us/society_and_environment http://www.telekom.hu/about_us/about_magyar_telekom/principles/quality_guarantees http://www.telekom.hu/static-tr/sw/file/Magyar_Telekom_environmental_policy.pdf			✓
302-1	1.1. Climate protection and energy efficiency 1.2 Resources management	18 19				✓
302-2	1.1.3 Equipment in customers' premises 1.2.2 Fleet management, fuel consumption	19 19	http://www.telekom.hu/about_us/society_and_environment/environment/equipment_management			✓

Disclosure Number	Chapter in Sustainability Report 2016	Page Number	Website	Direct Answer	Omission	External Assurance
302-3	1.1.2 Energy efficiency	19				✓
302-4	1.1. Climate protection and energy efficiency 1.2 Resources management	18	http://www.telekom.hu/about_us/society_and_environment			✓
302-5	1.1.2 Energy efficiency 1.2.1 Electricity consumption	19				✓
GRI 303: WATER 2016						
103-1 2 3	Our approach (Environmental policy, Management systems) 1. Climate and environmental protection	5 17	http://www.telekom.hu/about_us/society_and_environment http://www.telekom.hu/about_us/about_magyar_telekom/principles/quality_guarantees http://www.telekom.hu/static-tr/sw/file/Magyar_Telekom_environmental_policy.pdf			✓
303-1	1.2.6 Biodiversity (Water consumption)	21				✓
303-2	1.2.6 Biodiversity (Water consumption)	21		Note: the usage of groundwater is only a minor part of the total water consumption, the wells are not located in protected areas therefore we only report quantitative data.		✓
303-3	1.2.6 Biodiversity (Water consumption)	21		There is no water-recycling during our operations.		✓
GRI 304: BIODIVERSITY 2016						
103-1 2 3			http://www.telekom.hu/static-tr/sw/file/Magyar_Telekom_environmental_policy.pdf			✓
304-1	1.2.6 Biodiversity (Water consumption)	21	http://www.telekom.hu/static-tr/sw/file/Magyar_Telekom_environmental_policy.pdf http://www.telekom.hu/about_us/about_magyar_telekom/principles/quality_guarantees http://www.telekom.hu/about_us/society_and_environment			✓
304-2	1.2.6 Biodiversity (Water consumption)	21		Our company avoids operations on protected and Natura 2000 areas.		✓
304-3				We do not conduct operations on protected or restored habitats.	Not relevant	✓
304-4				Our operations do not affect habitats of endangered and/or IUCN Red List species.	Not relevant	✓
GRI 305: EMISSIONS 2016						
103-1 2 3	Our approach (Sustainability strategy, Environmental policy) 1. Climate and environmental protection	5 17	http://www.telekom.hu/about_us/society_and_environment http://www.telekom.hu/about_us/about_magyar_telekom/principles/quality_guarantees http://www.telekom.hu/static-tr/sw/file/Magyar_Telekom_environmental_policy.pdf			✓
305-1	1.1. Climate protection and energy efficiency 1.2 Resources management	18 19				✓
305-2	1.1. Climate protection and energy efficiency 1.2 Resources management	18 19		All emissions are location based.		✓
305-3	1.1. Climate protection and energy efficiency 1.1.3 Equipment in customers' premises 1.2.5 Paper consumption	18 19 21				✓
305-4	1.1.2 Energy efficiency 1.1.3 Equipment in customers' premises	19 19		We have conducted the following measurements: Scope 1: g/CO2/km, Scope 2 Gbit/kWh, energy intensity: GJ/HUF M, Scope 3: we measure the emissions related to CPE energy consumption.		✓
305-5	1.1. Climate protection and energy efficiency 1.2 Resources management	18 19		The quoted emission data refer to Scope 1 and Scope 2 emissions.		✓
305-6				ODS material: Magyar Telekom does not produce, export or import substances that damage the ozone layer. No leakage was detected from air-conditioning equipment. Due to the very low number of occurrences Telekom does not report this item.		✓
305-7	1.3.4 Emissions into the air	23				✓

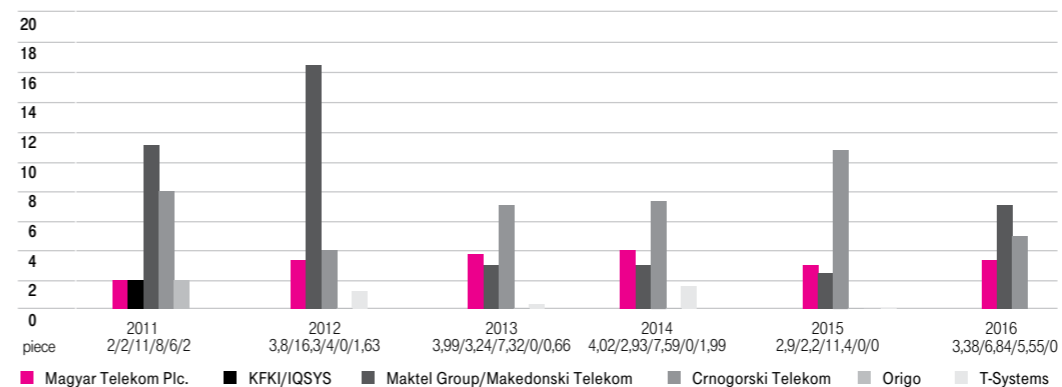
Disclosure Number	Chapter in Sustainability Report 2016	Page Number	Website	Direct Answer	Omission	External Assurance																																																		
GRI 306: EFFLUENTS AND WASTE 2016																																																								
103-1 2 3	Our approach (Sustainability strategy, Environmental policy) 1. Climate and environmental protection	5 17	http://www.telekom.hu/about_us/society_and_environment http://www.telekom.hu/about_us/about_magyar_telekom/principles/quality_guarantees http://www.telekom.hu/static-tr/sw/file/Magyar_Telekom_environmental_policy.pdf			✓																																																		
306-1	1.2.6 Biodiversity (Water consumption)	21		Magyar Telekom Group only uses potable water for social purposes (we do not use water for technology purposes) therefore the quantity of sewage water output is the same as the potable water consumption		✓																																																		
306-2	1.3.1 Waste 1.3.2 Producer's responsibility	22 23				✓																																																		
306-3				There was no significant leakage or unsupervised output.		✓																																																		
306-4				Magyar Telekom does not import or export or manage hazardous waste.		✓																																																		
306-5				Our operations do not directly affect water bodies, water discharges and/or freshwater habitat.		✓																																																		
GRI 307: ENVIRONMENTAL COMPLIANCE 2016																																																								
103-1 2 3	Our approach (Environmental policy, Management systems) 1. Climate and environmental protection	5 17	http://www.telekom.hu/about_us/society_and_environment http://www.telekom.hu/static-tr/sw/file/Magyar_Telekom_environmental_policy.pdf http://www.telekom.hu/about_us/society_and_environment/environment/management_systems			✓																																																		
307-1	1.4 Environmental objectives, costs and compliance	23		The company has not been sanctioned by the environmental protection authorities.		✓																																																		
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2016																																																								
103-1 2 3	Our approach (Sustainability strategy) 3. Suppliers	5 33				✓																																																		
308-1	3. Suppliers	33	https://beszerzes.telekom.hu/beszerzes/portal_en?appid=beszerzes&page=english/main.vm			✓																																																		
308-2	3. Suppliers	33		Magyar Telekom has not terminated any contracts with any of its suppliers with reference to negative environmental impacts.		✓																																																		
GRI 401: EMPLOYMENT 2016																																																								
103-1 2 3	Our approach (Human resources strategy) 5. Employees	5 42		On January 1st, 2016 there were 11 pending labor law litigations. In 2016 3 more cases were initiated and 6 cases were carried over to 2017.		✓																																																		
401-1				FLUFLUCTUATION AT MAGYAR TELEKOM GROUP		✓																																																		
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401-2	Our approach (Human resources strategy) 5.1 Human rights, equal opportunities	5 43		The remuneration elements are determined by the position level (job grade) of the given position (base wage, bonus %, cafeteria, etc.).		✓																																																		
401-3	5.1 Human rights, equal opportunities	43				✓																																																		

Disclosure Number	Chapter in Sustainability Report 2016	Page Number	Website	Direct Answer	Omission	External Assurance
GRI 402: LABOR/MANAGEMENT RELATIONS 2016						
103-1 2 3	Our approach (Human resources strategy)	5		Magyar Telekom has long traditions of negotiation with employee representative bodies. Employee representation bodies are treated as partners in the operation of the company. At present two unions and workers council operate at Magyar Telekom, communication with them runs on two levels. Central decisions concerning the whole Company, when the employee representation bodies need to be consulted, are deliberated with the Central Workers Council and the representatives delegated by the trade unions, either in the frame of joint consultation (Interest Reconciliation Council), or separately, depending on the nature of the matter discussed. Central communication is managed both verbally (negotiation) and in writing. The Chief HR Officer and the HR Strategic Director are responsible for central-level communication with the employee representation bodies. Interest enforcement issues concerning a given governance area are also discussed locally with the representatives of the trade unions and the local workers council. The HR Business Partners of the governance area are responsible for communication with the local employee representation bodies.		✓
402-1				Trade union and the workers council (Central Workers Council) must be consulted and their opinion solicited on significant decisions resulting in organizational changes or changes affecting a large group of employees. In organization restructuring decisions the collective bargaining bodies have 7 days to submit their comments, in other cases 15 days. The measure in question may not be implemented during this 15-day period. Trade unions and workers councils (Central Workers Council) must be consulted with regard to draft resolutions, aiming at organizational changes without regard to the number of employees concerned.		✓
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2016						
103-1 2 3	Our approach (Human resources strategy)	5	http://www.telekom.hu/about_us/about_magyar_telekom/principles/quality_guarantees	Magyar Telekom looks at health and safety as a precondition of the success of the company that play an important role in the satisfaction of our employees as well as in the quality of work and corporate culture. That is the reason why the company is committed to operate the Workplace Healthcare and Occupational Safety Management System that ensures the successful fulfillment of the objectives. The results justify Telekom's work, i.e. as a result of the year 2016 audit the Company successfully renewed the MEBIR certification. Magyar Telekom together with all of its national and international subsidiaries have the DECRA Certification OHSAS 18001:2007.		✓
403-1				Workers representation in formal joint management-worker health and safety committees: a. Depending of the risk category of the respective areas the occupational safety risks - and interests - are weighted. In general the technical areas have the highest representation rate in the weighted structure. b. Magyar Telekom Plc. 1.28 % (80 persons), T-Systems: 1.91% (27 persons).		✓
403-2						✓

WORKPLACE ACCIDENTS AT MAGYAR TELEKOM GROUP



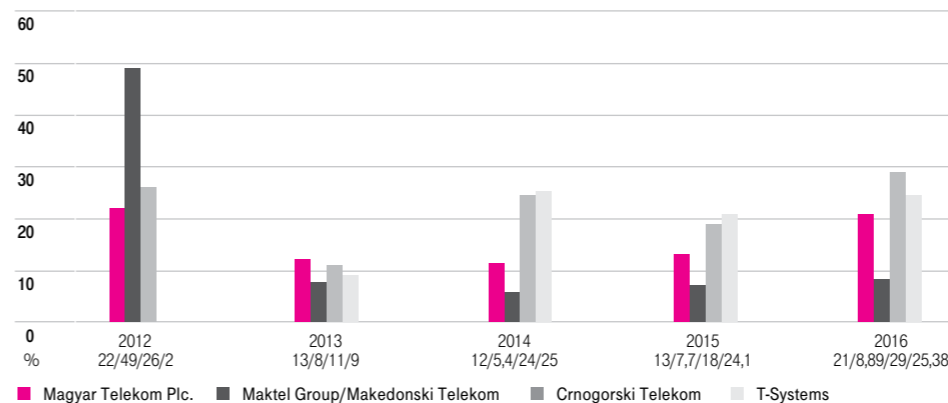
ACCIDENT RATIO FOR ONE THOUSAND EMPLOYEES



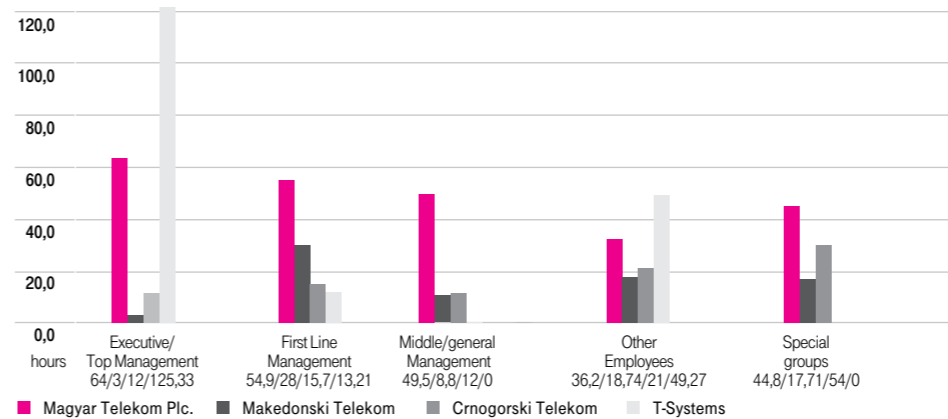
Disclosure Number	Chapter in Sustainability Report 2016	Page Number	Website	Direct Answer	Omission	External Assurance
403-2				<p>a. There were no occupational diseases or fatal accidents in 2016. Most frequent injuries are bruises and dislocation of limbs. Magyar Telekom Plc.: 43 injuries (5 female, 38 male); 20 cases involved the loss of more than 3 workdays, 1 case involving the loss of 1 to 3 workdays, 22 cases that did not involve loss of workdays, 0 unsubstantiated accidents, i.e. a total of 893 lost workdays. Distribution of injury types: 36 technical and 7 office injuries. T-Systems: no injuries in 2016. Magyar Telekom does not keep records on injuries of its suppliers. Crnogorski Telekom has registered 3 injuries and a total of 193 lost workdays.</p> <p>b. Injury rate of all workforce: Magyar Telekom Plc.: 1,28% (80 persons), T-Systems: 1,91% (27 persons)</p>		✓
403-3				<p>Prevention and screening examinations are important part of Magyar Telekom's prevention system. Within the frame of the system the Company requires the vaccination of employees who are exposed to tick bites. It is also important that within aptitude tests Telekom performs hearing and eye examinations. The company pays special attention to locomotor screening examinations too. Independently from the activities performed Telekom provides opportunities for heart and cardiovascular examinations as well. The Company elaborates technological processes to avoid electric shock accidents and to ensure the safety of work performed in heights. In the case of business trips abroad - if necessary - the relevant vaccination is determined. Crnogorski Telekom continued to apply systematic approach regarding development and implementation of regulations related to occupational health and safety. Within the scope of intensive work to meet the highest standards in this field, the following measures have been implemented in 2016: Employees being engaged on the positions with increased risk undertook medical check-up thus confirming they are able for work. Total number of affected employees: 59. Work safety training for all new employees. 53 TCS colleagues attended the workshops on health and safety which were held in 8 locations throughout the country. That occasion was used to distribute the Procedural order for carrying out work in a safe manner to these employees. In cooperation with the Red Cross of Montenegro, First Aid Trainings continued to be organized during 2016. Total number of employees who are certified to provide first aid is 46. Promoting a healthy lifestyle through the possibility of using the benefit of fitness center within the company Makedonski Telekom and cooperation with foreign sports centers and experts with their knowledge and experience contribute to the proper guidance to employees when choosing physical activities according to the health and physical is prepared employee, available to all employees. (100 % available to all employees. For 77 managers there are special extended health checks available as a benefit to raise awareness and preservation of health. All employees receive an Action Plan through regular notifications for a healthy diet, and natural disasters, and protection from infectious diseases. Special training is available for all employees in Group 3 working in jobs with an increased risk of injury, training for safe working at height and depth. Detailed technical examination of personal protective equipment for working height throughout Macedonia is available for all relevant employees.</p>		✓
403-4				<p>Besides determining the tasks and responsibilities of occupational safety representatives in the Occupational Safety Rules and Regulations, the competences of the Central Works Council also includes participation in measures to provide healthy and safe workplaces and to avoid accidents and occupational diseases. The regulatory function of the Central Works Council (Occupational Safety Rules and Regulations) guarantees that employees may work in a healthy and safe environment and the Council also has the right to express its opinion in such matters. The Occupational Safety Rules and Regulations determines the scope of personal protective equipment, the environment to provide healthy and safe workplaces that also ensures compliance with the effective legislation as well as the MSZ 280001 MEBIR safety standards. In Cooperation with Trade Union Crnogorski Telekom continued to provide and improve a large scale of employee benefits related to health protection and promotion of healthy life styles:</p> <ul style="list-style-type: none"> - Voluntary systemic check-ups for all employees - numerous sport and recreation offers for all employees - free of charge medical check-ups for all children of the employees (children up to 14 yrs) - 77 medical check-ups (prevention) for female colleagues - medical check-ups (prevention) for male colleagues <p>Crnogorski Telekom joined this global initiative and launched "Sea Hero" DT mobile game, to contribute to the scientific community in the fight against dementia. This initiative was supported by the Clinical Center, Faculty of Medicine and the Ministry of Health of Montenegro, pointing to the problem of dementia and the importance that this initiative has further research and assist the scientific community in its healing.</p> <p>Both, quality and quantity of extended offers which support healthy lifestyles in 2016, have been highly appreciated by the employees.</p>		✓
GRI 404: TRAINING AND EDUCATION 2016						
103-1 2 3	Our approach (Human resources strategy)	5		<p>Magyar Telekom Group lays much emphasis on constant training, development of its employees and supports the use of the acquired knowledge. Magyar Telekom Group is a decisive organization of Hungary's ICT sector. In this industry it is imperative to know and apply new trends, research results both at employee and managerial levels. The development plans are based on the alignment of the company's strategic objectives and the individuals' development targets.</p>		✓

Disclosure Number	Chapter in Sustainability Report 2016	Page Number	Website	Direct Answer	Omission	External Assurance
404-1						✓

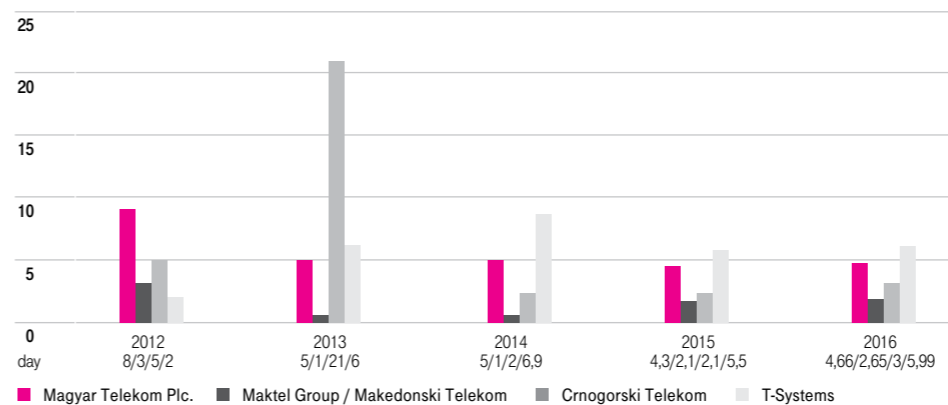
RATIO OF DISTANCE LEARNING AT MAGYAR TELEKOM GROUP



ANNUAL AVERAGE TRAINING HOURS PER CAPITA, BROKEN DOWN TO EMPLOYEE CATEGORIES AT MAGYAR TELEKOM GROUP IN 2016



STUDENT DAYS PER CAPITA AT MAGYAR TELEKOM GROUP



Disclosure Number	Chapter in Sustainability Report 2016	Page Number	Website	Direct Answer	Omission	External Assurance
404-2	5.1 Human rights, equal opportunities	43		The company's management has been using its best efforts to devote 1.5-2% of the personnel expenses to the training and development of managers and employees. Telekom has strengthened the internal knowledge sharing system (Knowledge Stock Exchange, Employee Academy). Training plans at business unit level define the direction of development activities, professional training courses, skills and cooperation development programs, management development events and conferences of the given year. Coaching is a key management development and culture forming tool at Magyar Telekom both for individuals and groups. Telekom elaborated the corporate mentoring system with the focus on knowledge sharing and self-development. The company also supports its employees in their studies, pursued in the framework of the state education system by concluding study contracts with them, thus providing financial subsidy and some reduction of working hours. In 2016, Magyar Telekom concluded a total of 118 study contracts. Out of them 15 covered school training, the others were related to training courses or agreements containing mutual commitments. Upon registration the employees involved in downsizing could use the following services: two-day labor market training course in groups, support in active job search, financial support to training and retraining activities to meet labor market requirements, personal psychological and labor law consulting, as well as follow-up activities and monitoring participants' potential placement are also granted.		✓
404-3				In 2016 almost 100% of Magyar Telekom Plc. employees participated in the centrally operated performance management system (TM). The majority of the member companies apply the same TM-KMR system as the parent company does, or run their own performance assessment system to assess the employees' performance and professional development. In the career management (KMR) system not only the employees' professional performance, but also their personal competences and the performance-potential are assessed and the areas of future development are also planned jointly by the relevant manager and the employee. The system does not store information on the gender of employees therefore it is not possible to assess the male - female ratio of the evaluated staff.		✓
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016						
103-1 2 3	Our approach (Human resources strategy)	5				✓
	5.1 Human rights, equal opportunities	43				✓
405-1	5.1 Human rights, equal opportunities	43				✓
405-2	5.1 Human rights, equal opportunities	3				✓
GRI 406: NON-DISCRIMINATION 2016						
103-1 2 3	Our approach (Human resources strategy)	5	http://www.telekom.hu/static-tr/sw/file/MT_Code_of_Conduct_31March2011.pdf	Magyar Telekom Group's Code of Conduct is a summary of the corporate compliance requirements; this document sets out the common values of the Group and it is also the token of the strong position, reputation and successful future of Telekom. Everyone at Magyar Telekom Group must comply with the Code of Conduct from staff employees to the Board members. In addition to the employees the contracted partners of Magyar Telekom Group are also required to learn and accept these values when registering on the Company's procurement site.		✓
	5.1 Human rights, equal opportunities	43	https://www.telekom.hu/static-tr/sw/file/Social_Charter.pdf			✓
406-1				In 2016 there were no complaints issued against the company by the Equal Opportunity Authority for Discriminative Practices (EBH). One case concerning the termination of an employment status that was issued in 2015 was examined and rejected by the authority.		✓
GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING 2016						
103-1 2 3	Our approach (Human resources strategy)	5	https://www.telekom.hu/static-tr/sw/file/Social_Charter.pdf			✓
	3. Suppliers	33				✓
	5. Employees	42				✓
407-1	3. Suppliers	33				✓
	5.1 Human rights, equal opportunities	43				✓
GRI 408: CHILD LABOR 2016						
103-1 2 3	3. Suppliers	33	https://www.telekom.hu/static-tr/sw/file/Social_Charter.pdf			✓
	5.1 Human rights, equal opportunities	43				✓
408-1	3. Suppliers	33				✓
	5.1 Human rights, equal opportunities	43				✓
GRI 409: FORCED OR COMPULSORY LABOR 2016						
103-1 2 3	3. Suppliers	33	https://www.telekom.hu/static-tr/sw/file/Social_Charter.pdf			✓
	5.1 Human rights, equal opportunities	43				✓
409-1	3. Suppliers	33				✓
	5.1 Human rights, equal opportunities	43				✓
GRI 410: SECURITY PRACTICES 2016						
103-1 2 3			http://www.telekom.hu/static-tr/sw/file/Code_of_Ethics.pdf	Security personnel of the company do not receive particular training on human rights procedures, since the thorough knowledge of human rights policies in relation to their professional fields is a mandatory ethical requirement of their employment. As employees of Magyar Telekom they are too obliged to thoroughly comprehend and comply with the contents of Magyar Telekom Group Code of Business Conduct and Ethics.		✓
410-1			http://www.telekom.hu/static-tr/sw/file/Code_of_Ethics.pdf			✓

Disclosure Number	Chapter in Sustainability Report 2016	Page Number	Website	Direct Answer	Omission	External Assurance
GRI 411: RIGHTS OF INDIGENOUS PEOPLES 2016						
103-1 2 3				In Hungary there is no adequate denotation of the group 'Indigenous Peoples'.	Not relevant	✓
411-1				In Hungary there is no adequate denotation of the group 'Indigenous Peoples'.	Not relevant	✓
GRI 412: HUMAN RIGHTS ASSESSMENT 2016						
103-1 2 3	3. Suppliers	33				✓
	5.1 Human rights, equal opportunities	43				
412-1	3. Suppliers	33	http://www.telekom.hu/static-tr/sw/file/MT_Code_of_Conduct_31March2011.pdf			✓
	4.2. Involvement of our customers	40				
	5.1 Human rights, equal opportunities	43	http://www.telekom.hu/static-tr/sw/file/Magyar_Telekom_Eselyegyenlosegi_Terv_2016_2020_en.pdf			
412-2				In 2010 an external, independent party audited the Compliance program and they issued a certificate on Telekom's compliance with the external expectations and the system itself. In 2013 the Company reviewed the program, involving other areas, like the procurement, internal audit, HR, sales area. This audit did not only focus on the system at various areas but also measured the operational effectiveness of the control system as well. We again met the requirements that is certified by Ernst&Young, as an independent external auditor. In 2012 every employee of Magyar Telekom Group had to update their knowledge and accept the Code of Conduct after an online training. In addition, the Company launched online training courses at group-level on anti-corruption and employee conflict of interest for employee target groups selected through risk analysis. The Company provides training for the new entrants appropriated for their positions on an ongoing basis.		✓
412-3	3. Suppliers	33				✓
GRI 413: LOCAL COMMUNITIES 2016						
103-1 2 3	2.1 Closing the digital divide	24				✓
	4.2 Involvement of our customers	40				
	5.2 Involvement of our employees	46				
413-1	2.1 Closing the digital divide	24	http://www.telekom.hu/about_us/company/telekom-for-digital-hungary			✓
	4.2 Involvement of our customers	40	https://www.facebook.com/LegyelTeisInformatikus/			
	5.2 Involvement of our employees,	43	https://www.facebook.com/DigitalisHid/?fref=ts			
	5.1 Human rights, equal opportunities	46				
413-2			http://www.telekom.hu/about_us/company/telekom-for-digital-hungary	In some cases of network development processes the physical construction of the network might cause inconvenience to residents.		✓
GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016						
103-1 2 3	Our approach (Sustainability strategy)	5				✓
	3. Suppliers	33				
414-1	3. Suppliers	33				✓
414-2	3. Suppliers	33				✓
GRI 415: PUBLIC POLICY 2016						
103-1 2 3				Magyar Telekom Group is involved in shaping public politics indirectly, through its representation organizations, in such a way that the representation organizations, in compliance with the effective regulation, are given the opportunity to comment draft laws and industry-specific strategies. The ministries and authorities supervising the industry pass the relevant regulations to the representation organizations, which synthesize the opinions received from the member companies and submit a summary to the relevant ministries. Such regulation commenting procedures are implemented through e.g. the Telecommunication Reconciliation Council, the Joint Venture Association, the American Chamber of Commerce (AmCham), the German-Hungarian Chamber of Industry and Trade, the Association of IT Enterprises, the Communication Interest Conciliation Council and the Hungarian Energy Traders' Association.		✓
415-1			http://www.telekom.hu/static-tr/sw/file/MT_Code_of_Conduct_31March2011.pdf https://www.telekom.hu/about_us/about_magyar_telekom/principles	The Company has no knowledge of any financial support to political parties, politicians or any related entities provided by Magyar Telekom Group affiliates in 2015, which is in full compliance with the detailed stipulations set forth in the Code of Conduct - Paragraph [3.1.1 and 3.1.4]. If it would have done so the operation would have been in full compliance with the relevant international bookkeeping regulations.		✓
GRI 416: CUSTOMER HEALTH AND SAFETY 2016						
103-1 2 3	2.4 Protection of our children in the digital age	29	http://www.telekom.hu/about_us/society_and_environment/society/health_and_safety	Within Deutsche Telekom Group, issues related to electromagnetic fields are regulated as part of DT's EMF objectives, the so-called 'EMF Policy Recommendations', with special emphasis on transparency, information provision, support of and involvement in research. Magyar Telekom applies the relevant Deutsche Telekom recommendation as mandatory regulation since 2004, T-Mobile Macedonia since March, 2011, and the Management Committee of Crnogorski Telekom adopted the company's EMF regulations aligned to the DT regulations on October 27, 2011. To support preventive action both Magyar Telekom and T-Mobile Macedonia set up dedicated workgroups, which meet quarterly and monitor EMF-related national and international developments and respond to the EMF-related queries of the authorities, residents or employees.		✓
	2.6. Safe mobile use, electromagnetic field	31				

Disclosure Number	Chapter in Sustainability Report 2016	Page Number	Website	Direct Answer	Omission	External Assurance
416-1				Magyar Telekom did not identify such impacts.		✓
416-2				The number of health and safety incidents regarding products and services, involving disorderly operating equipment or the breach of internal policies were as follows: penalty or fine due to disorderly operation of equipment: 0 warning due to disorderly operation of equipment: 0 internal warning due to disorderly operation of equipment: 0		✓
GRI 417: MARKETING AND LABELING 2016						
103-1 2 3	Our approach (sustainability strategy) 2.2 ICT for sustainability 1.3.2. Producer's responsibility 4.3 Informing our customers	5 23 27 40	http://www.telekom.hu/lakossagi/english http://www.telekom.hu/lakossagi/english/plans/mobile https://www.telekom.hu/lakossagi/english/plans/phone https://www.telekom.hu/uzlet/main http://www.t-systems.hu/home-page http://kibu.hu/ http://www.kalasznet.hu/ (only HU) https://www.telekom.mk/prepaid-en.nspk https://www.telekom.me/	"Magyar Telekom Group is making ongoing efforts to simplify its propositions as much as possible and to make them available to the widest possible scope of customers. We offer detailed information about the services and tariff packages of Magyar Telekom Plc.'s business units, and information about the services of our most important member companies on the listed websites. Customers can inquire about Telekom tariff packages and services or even request modifications 24 hours a day through the consumer customer service call center, which can be called toll free from Telekom's Hungarian mobile network at 1414 or the 1777 (Domino pre-paid center) number. We have made Telekom website more user-friendly, among others by highlighting search keywords and developing the webshop service to enable quick and simple purchase. The services are available on the following website: http://www.telekom.hu/lakossagi/szolgalatasok/mobil . The integrated servicing of T-Systems customers is provided through the 1400 telephone number and the TS_ugyfelkapcsolat@t-systems.hu e-mail address. Magyar Telekom considers it as high priority to communicate its advertisements to the existing and prospective consumers in compliance with the relevant regulations. We take all measures necessary to ensure that our advertisements deliver our proposals accurately and clearly, excluding any deception. In view of the above, compliance with the consumer protection and GVH (Competition Office) guidelines, and checking regulatory compliance are important requirements of the work processes of producing advertisements is a crucial part of our advertising operations. We convey our proposals to everyone by using the greatest number of communication tools possible and with maximum exploitation of the possibilities offered by the given media. In this way we allow our audience to receive thorough information to be able to make carefully contemplated and responsible decisions. Telekom New Media operates a call center since its inception, which runs 24 hours a day. Our customer service professionals act in accordance with the customer relationship management manual. Up to this day, no official charges were filed to the relevant authorities. Our customer service handles 80% of the Hungarian television market, including the interactive services of some television programs, and the hotline! system of freemail.hu service, that is operated by Origo Zrt. Based on the service type (upon request) and in accordance with the relevant national rules and regulations, the management of some customer complaint issues is being supplemented with voice recording and data recording. The operation and responsibility of the customer service is extended to the online moderation service for particular clients, where compliance with ethical rules, relevant laws and regulations and customer requirements secure that only controlled messages are being published online. The integrated customer service hotline available for T-Systems clients could be reached by dialing 1400 or by writing to TS_ugyfelkapcsolat@t-systems.hu. Through these channels we are handling customer complaints and service change demands. These are also platforms for all incoming customer notifications that are being forwarded to the areas in charge for further processing and resolution.		✓
417-1	Our approach (sustainability strategy) 1.3.1 Waste 1.3.2 Producer's responsibility	5 22 23		The information related to electromagnetic fields (SAR values) can be found in user manuals supplied in the packaging of devices as well as in the web shop among the detailed information of the respective device.		✓
417-2				The Company did not identify such incidents.		✓
417-3				In 2015 there was one, and in 2016 there were 4 proceedings against Magyar Telekom before the Hungarian Competition Authority (GVH) initiated due to the alleged breach of the relevant rules, none of which have concluded in 2016.		✓
GRI 418: CUSTOMER PRIVACY 2016						
103-1 2 3	2.5. Data Protection	30	http://www.telekom.hu/about_us/data_protection			✓
418-1	2.5. Data Protection	30	http://www.telekom.hu/about_us/data_protection			✓
GRI 419: SOCIOECONOMIC COMPLIANCE 2016						
103-1 2 3			https://www.telekom.hu/about_us/about_magyar_telekom/principles/compliance https://beszerzes.telekom.hu/beszerzes/portal_en?appid=beszerzes&page=english/main.vm	The Management and Board of Magyar Telekom Group are unanimous in their commitment that the Magyar Telekom Group (hereinafter 'Magyar Telekom' or 'Group') will conduct all business activities in accordance with the highest legal and ethical standards. In support of this commitment the Magyar Telekom Corporate Compliance Program ('hereinafter 'Compliance Program') has been developed to create an internal culture where 'Respect and Integrity' is one of the most crucial values. The Compliance Program is enacted at all members companies of the Group where Magyar Telekom has effective control. The Compliance Program applies to all bodies, organizations, directors, officers and employees of the Magyar Telekom Group, as well as to consultants, agents, representatives, and all other persons or bodies who carry out work on behalf of any company within the Group. Additionally, we expect our business partners, suppliers and customers to aid us in this effort by acting in a similarly ethical manner. As such, certain aspects of the Compliance Program, apply not just to Magyar Telekom Group employees, but also to third parties with whom we do business. The Compliance Program has been designed to ensure that the Group conducts its business to the highest standards of awareness, transparency, accountability, commitment, and adherence to applicable laws and regulations. To do so requires the implementation of policies and procedures that address potential compliance risk areas together with identifiable mechanisms for reporting, investigating, monitoring, and correcting cases of suspected or actual non-compliance. The elements of Compliance Program is continuously tailored to the changes in the business sector, location of operation, business circumstances, culture and risks, international best practices. The Compliance Program is reflected in the Code of Conduct which is accepted internally by all employees, and by all suppliers through Magyar Telekom Procurement Intranet site. The Group Compliance Officer is responsible for operation and monitoring the Compliance Programme.		✓
419-1			https://www.telekom.hu/about_us/about_magyar_telekom/principles/compliance	Magyar Telekom uses its best efforts to fulfill its obligations in accordance with the effective laws. In order to prevent potential authority penalties and sanctions the Company always strives to ensure Magyar Telekom's compliance with the effective laws and manage conflicts - besides harmonizing processes and IT systems with the amendment of laws - with continuous personal consultation, agreements concluded with the authorities and retroactive settlement plans set out in undertakings, made in the form of declarations. In 2016 the National Media and Info-Communications Authority conducted several individual complaint and general/overall market supervision proceedings against the Company. Within the frame of general market supervision proceedings the authority imposed HUF 40 million HUF whereas in the case of subscriber complaints a total of 261.3 million HUF penalty. The Hungarian Consumer Protection Authority completed several investigations against Magyar Telekom, in 2016 the total amount of fines were HUF 28.9 million. Our clients have used the services of alternative dispute resolution fora, in relation to which there were a total of 373 cases handled with the assistance of the Media and Communications Commissioner, and 631 cases in which dispute resolution plenums provided assistance.		✓

Disclosure Number	Chapter in Sustainability Report 2016	Page Number	Website	Direct Answer	Omission	External Assurance
GRI TELECOMMUNICATION SECTOR SPECIFIC INDICATORS 2016						
CATEGORY: INTERNAL OPERATIONS						
ASPECT: INVESTMENT						
IO 1.	Letter from the CEO 2.1 Closing the digital divide	3 25				✓
IO 2.			http://www.telekom.hu/about_us/company/telekom-for-digital-hungary , http://www.telekom.hu/lakossagi/szolgaltatasok/mobil/domino-dijcsomagok/hello-holnap-dijcsomagok https://www.telekom.hu/rolunk/fenntarthatosag/ugyfeleinknek/hello_holnap_dijcsomagok	In compliance with the Universal Service Obligation Magyar Telekom is aiming to make broadband internet accessible in all households by the end of 2018. In connection to the same obligation we have also developed the hello holnap! tariff package with reduced prizes available for our customers living with disabilities and to one of their supporters or relatives in order to make their lives easier by providing access.		✓
ASPECT: HEALTH AND SAFETY						
IO 3.	2.6. Safe mobile use, electromagnetic field	31	http://www.telekom.hu/about_us/society_and_environment/society/health_and_safety http://www.emf-portal.hu/portal/ (only HU)	According to the Company's common practice, at base station antennas are installed in a way that employees normally cannot stay in front of them, they cannot and do not have to work in the relevant zone, and passage ways do not cross the areas in question. If, in extraordinary cases, people must pass or work in front of the antennas - which usually occurs with external contractors' work, e.g. when renovating a building, safety distance data are made available. If necessary, site measuring can be conducted, or in justified cases the antennas can be temporarily relocated or the performance of the transmitter can be reduced. If a Magyar Telekom employee performing work in the vicinity of an antenna detects unidentified signal source, he will use his RADMAN personal radiation detector to determine the boundaries of safe zone and prevent health risk. Compliance with the value limits defined by law for Magyar Telekom mobile network is audited and certified by independent measurement bodies. In 2016 there were 13 on-site non-ionization electromagnetic exposure measurements were made, all of which found the emission levels to be under the relevant limits. In the framework of the company's overall education program, new employees are informed about matters concerning electromagnetic fields as part of their mandatory orientation training. The adaptation of the year 2014 amendments of the law regulating industrial climbing was completed in 2015 upon the Work Safety Regulation's entry into force. The applicable law requires the formal education of employees ("OKJ" training) who do not have the relevant educational background. In 2016 the effected employees have started the necessary formal education.		✓
IO 4.	2.6. Safe mobile use, electromagnetic field	31	http://www.telekom.hu/about_us/society_and_environment/society/health_and_safety http://www.emf-portal.hu/portal/ (only HU)	The electromagnetic exposure limits in Hungary have been determined in line with the guidelines set by ICNIRP (International Commission on Non-Ionizing Radiation Protection), which are based on the practice applied in most European countries and on Recommendation 1999/EC/519 of the European Commission. As a result of the relevant Hungarian decree adopted in August, 2004 (63/2004./VII. 26. - ESzCsM/) on the basis of ICNIRP guidelines, the regulations in Hungary are compliant with the EU regulation on electromagnetic fields.		✓
IO 5.	2.6. Safe mobile use, electromagnetic field	31	http://www.telekom.hu/about_us/society_and_environment/society/health_and_safety http://www.emf-portal.hu/portal/ (only HU)	The electromagnetic exposure limits in Hungary have been determined in line with the guidelines set by ICNIRP (International Commission on Non-Ionizing Radiation Protection), which are based on the practice applied in most European countries and on Recommendation 1999/EC/519 of the European Commission. As a result of the relevant Hungarian decree adopted in August, 2004 (63/2004./VII. 26. - ESzCsM/) on the basis of ICNIRP guidelines, the regulations in Hungary are compliant with the EU regulation on electromagnetic fields.		✓
IO 6.	2.6. Safe mobile use, electromagnetic field	31	http://www.telekom.hu/about_us/society_and_environment/society/health_and_safety http://www.emf-portal.hu/portal/ (only HU)	Within Deutsche Telekom Group, issues related to electromagnetic fields are regulated as part of DT's EMF objectives, the so-called 'EMF Policy Recommendations', with special emphasis on transparency, information provision, support of and involvement in research. Magyar Telekom applies the relevant Deutsche Telekom recommendation as mandatory regulation, T-Mobile Macedonia since 2004 and Crnogorski Telekom since 2011, too. The information related to electromagnetic fields (SAR values) can be found in user manuals supplied in the packaging of devices as well as in the web shop among the detailed information of the respective device.		✓
ASPECT: INFRASTRUCTURE						
IO 7.	1.2.6 Biodiversity	21		The company consults and cooperates with the relevant stakeholders in each and every case when building new base stations. If needed, citizens' forums are held with the participation of all concerned parties in order to reach satisfactory agreement to all concerned parties.		✓
IO 8.	1.2.6 Biodiversity	21				✓
CATEGORY: PROVIDING ACCESS						
ASPECT: ACCESS TO TELECOMMUNICATION PRODUCTS AND SERVICES: BRIDGING THE DIGITAL DIVIDE						
PA 1.	2.1 Closing the digital divide	25	http://www.telekom.hu/about_us/company/telekom-for-digital-hungary			✓
PA 2.	2.1 Closing the digital divide 2.4 Protection of our children in the digital age	25 29	http://www.telekom.hu/about_us/company/telekom-for-digital-hungary http://www.telekom.hu/rolunk/fenntarthatosag/ugyfeleinknek/hello_holnap_dijcsomagok (only HU)			✓
PA 3.			The General Contract Terms and Conditions are available at: http://www.telekom.hu/rolunk/szolgaltatasok/aszf (only HU)	Magyar Telekom Plc. guarantees its customers rights in connection with service availability and troubleshooting on the basis of the General Contract Terms and Conditions (GTC) available at the customer service points and also in the Internet. In this it declares to fulfill the published quality targets during providing services on the entire service territory, to check this via measurements and to publish the measurement methods. Here, the Company also defines the quality targets for the services provided, meeting of which is continuously measured and made available to everyone on an annual basis. The trouble management for customers is handled along a defined process - in accordance with their rights set out in the GTC, inter alia - after having detected the problem and having filed the trouble at the company. Magyar Telekom, by permanently developing technical solutions, security systems and backup tools, seeks to ensure continuity of the availability of the services, with setting the enhancement of customer experience as an objective.		✓
PA 4.	2.1 Closing the digital divide (Partnership for Digital Hungary) Key operating statistics of Magyar Telekom Group	25 57	http://www.telekom.hu/about_us/company/telekom-for-digital-hungary http://www.telekom.hu/rolunk/fenntarthatosag/ugyfeleinknek/hello_holnap_dijcsomagok (only HU)			✓

Disclosure Number	Chapter in Sustainability Report 2016	Page Number	Website	Direct Answer	Omission	External Assurance
PA 5.	2.1 Closing the digital divide (Partnership for Digital Hungary) Key operating statistics of Magyar Telekom Group	25 57	http://www.telekom.hu/about_us/company/telekom-for-digital-hungary			✓
PA 6.	Our approach (Management systems) 2.2 ICT for sustainability	5 27				✓
ASPECT: ACCESS TO CONTENT						
PA 7.	2.4 Protection of our children in the digital age	29	http://www.telekom.hu/static-tr/sw/file/etikaikodex_en.pdf	There is an effective service contract and a Code of Ethics in place between the content providers and Magyar Telekom that regulate the terms and conditions of providing services, however, it does not contain provisions on the content.		✓
ASPECT: CUSTOMER RELATIONS						
PA 8.	2.6. Safe mobile use, electromagnetic field	31	http://www.telekom.hu/about_us/society_and_environment/society/health_and_safety	As a result of the three mobile operators' cooperation a new website - EMF portal (http://www.emfportal.hu) - was created in 2006 where questions can be asked regarding EMF issues, news are available about the topic and readers can access the findings of the EMF measurements ordered by the operators from external organizations.		✓
PA 9.	2.6. Safe mobile use, electromagnetic field	31	http://www.telekom.hu/about_us/society_and_environment/society/health_and_safety			✓
PA 10.			http://www.telekom.hu/lakossagi/english http://www.telekom.hu/lakossagi/english/plans/mobile https://www.telekom.hu/lakossagi/english/plans/phone https://www.telekom.hu/uzleti/main http://www.t-systems.hu/home-page http://kibu.hu/ http://www.kalasznet.hu/ (only HU) https://www.telekom.mk/prepaid-en.nspx https://www.telekom.me/	Magyar Telekom puts substantial efforts in making its offers be transparent and easily comprehensible and widely accessible. Inquiries about tariffs and services of the company and its subsidiaries, together with detailed information about the operations of all company branches could be received on the listed links. Customer inquiries about the tariff packages and services of Magyar Telekom could be made 24 hours a day through the residential customer service call center. Postpaid service clients can dial 1414 while prepaid service customers can turn to the service by dialing number 1777. Information about our residential services is also available at https://www.telekom.hu/lakossagi/english . Magyar Telekom considers it top priority to communicate its advertisements to the existing and prospective consumers in compliance with the relevant regulations. We do everything to ensure that our advertisements carry our proposals accurately and clearly, excluding any deception. In line with these preferences all processes of our advertisement production are in compliance with the consumer protection and GVH (Competition Office) guidelines and regulatory rules. We convey our proposals to everyone through all possible communication tools by maximizing our visibility through all channels. Thus we allow the most thorough and detailed information availability to ensure our customer's responsible decision making process is supported with all relevant information. Telekom New Media operates a call center since its inception, which runs 24 hours a day. Our customer service professionals act in accordance with the customer relationship management manual. Up to this day, no official charges were filed to the relevant authorities. Our customer service handles 80% of the Hungarian television market, including the interactive services of some television programs, and the hotline! system of freemail.hu service, that is operated by Origo Zrt. Based on the service type (upon request) and in accordance with the relevant national rules and regulations, the management of some customer complaint issues is being supplemented with voice recording and data recording. The operation and responsibility of the customer service is extended to the online moderation service for particular clients, where compliance with ethical rules, relevant laws and regulations and customer requirements secure that only controlled messages are being published online. The integrated customer service hotline available for T-Systems clients could be reached by dialing 1400 or by writing to TS_ugyfelkapcsolat@t-systems.hu . Through these channels we are handling customer complaints and service change demands. These are also platforms for all incoming customer notifications that are being forwarded to the areas in charge for further processing and resolution.		✓
PA 11.			https://www.telekom.hu/rolunk/fenntarthatosag/ugyfeleinknek (only HU) https://www.telekom.hu/rolunk/fenntarthatosag/ugyfeleinknek/fenntarthato_keszulekek (only HU) http://www.t-systems.hu/a-t-systemsrol/iranyelveink/gyartoi-tajekoztato (only HU)			✓
ASPECT: RESOURCE EFFICIENCY						
TA 1.	1.1 Climate protection and energy efficiency 2.2 ICT for sustainability	18 27				✓
TA 2.	1.1 Climate protection and energy efficiency 1.2.2 Fleet management, fuel consumption 1.2.5 Paper consumption 2.2 ICT for sustainability 2.3 Innovation for sustainability	18 19 21 27 28	https://www.telekom.hu/rolunk/fenntarthatosag/ugyfeleinknek (only HU)			✓
TA 3.	1.2.2 Fleet management, fuel consumption 2.2 ICT for sustainability	19 27	https://www.telekom.hu/rolunk/fenntarthatosag/ugyfeleinknek (only HU)			✓
TA 4.	1.2.5 Paper consumption 2.2 ICT for sustainability	21 27				✓
TA 5.				Magyar Telekom respects intellectual property and observes the provisions of the relevant law. All software used by Magyar Telekom are procured from lawful sources and are used in accordance with the provisions of law.		✓