



# ETHICS HANDBOOK

ETHICS HANDBOOK

**Yettel.**

# DEAR CUSTOMERS, PARTNERS AND COLLEAGUES,



Seemingly simple things about our company can fill us with pride. Our bold brand colors. The little 5G sign on our phone display. The sleek contours of our stunning head office. Or just saying “We are Yettel”. To us, there is so much more beyond their simplicity. They all represent milestones that show how far we have come as a company since we brought mobile communications to Hungary three decades ago. We have built an exceptional network. We have launched so many exciting services. We have become a household name and we are liked by our customers. All this has been made possible by our vibrant community of talented and passionate people who celebrate our past, yet whose sights are firmly set on the future. We embrace the challenges of a rapidly changing world, and we are confident in our ability to keep transforming and keep winning.

We are also unwavering in our belief that if we are to keep winning, our business shall be conducted with uncompromised integrity and ethics. We know that obtaining and retaining the trust of our customers, partners and employees is not one way of doing business, but the only way.

We therefore expect every employee of Yettel Hungary, as well as every person or entity that does business with us to know and comply with this Ethics Handbook and the PPF Code of Ethics that it is based on. These documents are fundamental to living our core value of being responsible, and to ensuring that acting with integrity and respect is embedded in our culture.

Please do not hesitate to speak up if you have an ethics concern or question. I, along with our dedicated Integrity team, are here to help and protect those who raise their voices in good faith.

Igor Přerovský CEO

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# A QUICK GUIDE TO THIS HANDBOOK

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Before you dive into any of the specific topics, please take a moment to think about what this Handbook represents: first and foremost, it serves as a compass to point you in the right ethical direction. It also identifies fundamental principles and rules you shall work by, and it serves as a basis for the interpretation of all other internal regulations of Yettel Hungary.

Simply put, our life working for or on behalf of Yettel involves a lot of „musts”: we must comply with legal regulations, international treaties and authority decisions; we must observe rules of ethics, morals and fair commercial conduct. This Handbook strives to help you with these „musts”.

However, its list of rules and principles is not exhaustive. Should anything not be expressly regulated, exercise good judgement and always act in a way that promotes the good name and reputation of Yettel and the PPF Group. Though this Handbook is based on the stipulations of the PPF Code of Ethics, the latter shall prevail in case of any discrepancy.

Last but certainly not least, there is one more „must”: if you suspect any violation of the Handbook or the Code of Ethics, keeping quiet about it is a violation too. If you have an ethical concern, you need to raise your voice. We tolerate no retaliation whatsoever against anyone who reports a concern in good faith. However, knowingly false or vexatious submissions shall not be tolerated either.

Whistleblowing in good faith helps uncover breaches and supports a constructive working environment based on mutual respect. The Integrity team treats all incoming reports confidentially and investigates them in an objective, fair and impartial manner. If an internal investigation substantiates a breach, sanctions potentially affecting employment may be imposed.

All contracting partners of Yettel are provided with a boiler plate of our ethical principles (Annex 1 of the PPF Code of Ethics). We strive to make the rules therein a part of our contractual relationships.



## >> HOW TO SPEAK UP

### In case

- you have any doubts regarding the application of legal regulations,
- you have questions as to how to apply Code of Ethics rules, or
- suspect that someone is not complying with the Handbook, the Code of Ethics, its spirit and expectations,

please raise your voice, reach out and consult the matter with your manager or the Integrity team.

If you have knowledge of a potential ethics breach, you should let us know

- personally, to the Intergity team, or
- through our anonymous [hotline](#)
- through e-mail to [integrity@yettel.hu](mailto:integrity@yettel.hu)
- through the PPF [Eticka Linka](#) hotline



# 1. CONFLICTS OF INTEREST

## WE AVOID

## CONFLICTS OF INTEREST

**We shall always act in the best interest of Yettel. The decisions we make at work shall be objective and free from any personal considerations.**

This may sound trivial, but it can be challenging to keep your personal life away from the things you do at work. Your investment in another company, your family relationships or your friendship with a supplier may all influence your decisions at work: if this happens, your focus is no longer on Yettel only and you may no longer be acting objectively.

Some conflicts are easy to see: if you hire your spouse into your team or you award a contract to your brother's company, you will certainly be partial, even if you believe you can remain objective. Such actions shall be avoided.

Other situations are trickier because you need to consider how they appear to others, even if you

haven't done anything wrong. If your best friend works at our competitor and you know you never discuss confidential company topics, people may still doubt it. Similarly, if your father's company has become a Yettel supplier, colleagues may not believe that you had nothing to do with the decision.

You may feel unsure at times: a fancy dinner invitation from a supplier could make you wonder if they will expect something in return.

In such situations, being transparent is the key to building trust and to demonstrating objectivity.

# HOW TO DO THE RIGHT THING

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## Be transparent

Always report your interests according to policy and transparently share the info with your superior and other relevant colleagues.

## Be objective

Whenever you have a personal interest that may influence your judgment, take a step back and let others decide. Also avoid participating in decisions when you think you can be objective, but others may reasonably believe that you are biased.

## Be responsible

When at work, always keep Yettel's best interest at heart. Do not hold external duties or positions that could impact your ability, performance and responsibility to look after what is best for Yettel.

## Be alert

In case of any questions, concerns or doubts related to any of your personal interests, always consult with your supervisor and Integrity.

For more info: Integrity policy | question about the topic: Integrity Team

## Q&A

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### So does this mean I cannot recommend a friend for a position at Yettel or to be our supplier?

You certainly can, just make sure you're not influencing the selection. For a position, go to FirstBird, our dedicated job portal, then let the People Department do the work.

If you recommend a supplier, reach out to the contract owner, disclose openly your relationship to the potential supplier and make sure you stay out of the selection process.

### May I work together with a supplier where my brother is a manager?

You may definitely not participate in the selection process. You may work with them if it cannot be avoided, but only others may evaluate the performance of the supplier. You also need to let your colleagues know about your relationship

## 2. ANTI-CORRUPTION

WE REJECT

### CORRUPTION

**Yettel's success is built on our quality services and our passionate and engaged employees, not on unethical activities.**

Corruption is the abuse of entrusted power for private gain. It is illegal and it is unethical. Corruption erodes trust, undermines the rule of law, distorts markets and is a key element in economic underperformance. Corruption may happen in the public sector, in business and even between private individuals, but mostly it is done in the shadows. It can take many forms:

- offering or receiving a bribe or a kickback, or any attempt to do so
- an excessive gift or a fancy event invitation when the giver expects something in return,
- a donation given in exchange for a favor,
- even smaller facilitation payments to speed up processes are considered as corruption.

Corruption isn't always as simple and direct as one person passing an envelope to another under the table. Many times it is hidden inside complex human relationships: the mayor gives a hint to an entrepreneur how they could win an upcoming local government tender, and, in return, the entrepreneur's friend soon offers a job to the mayor's son.

However, corruption always needs at least two parties, so we always need to thoroughly consider who we are doing business with.





# HOW TO DO THE RIGHT THING

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## Learn what the signs of bribery could be

Corruption can take many forms and some of them are not easy to recognize. If you're in a situation where you ask yourself any of these questions, treat them as a red flag: Why am I being offered this gift? Am I the only one to receive this? Am I a decision maker or someone who can influence a decision? Why is this supplier reluctant to undergo a screening? Why is there a middleman in a proposed transaction? Why am I negotiating with one company of a group but asked to sign a contract with another? Once you identify a red flag, contact the Integrity team for support.

## Never commit or even attempt bribery

- Do not offer, give, request or accept bribes, kickbacks, facilitation payments, any form of cash or undue benefit
- Avoid excessive gifts or fancy events
- Do not use donations and sponsorship to illegally influence decision makers
- Only make payments based on valid transactions and for legitimate purposes, maintain proper business records

## Be alert with public officials

There are many public entities we need to work together with and we always respect their independence and reject illegal influence. We also need to be extra cautious because even standard business courtesies can be considered as a bribe or an improper advantage, so always consult the Integrity Team beforehand.

For more info: Integrity policy | question about the topic: Integrity Team

# Q&A

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**I was asked whether I would like to use the supplier's lakeside vacation house next weekend, and they also mentioned something about the upcoming tender. Was it an attempt to bribe me? What shall I do?**

Most bribery attempts are not straightforward and happen in the shadows. Even an attempt is illegal and shall be rejected. You shall also notify Integrity about the case and they will help you with how to proceed.

**A large business customer recommends a charity organization for donation. The contract with the customer ends soon. How shall I proceed?**

Maybe only a coincidence, but definitely a situation that needs thorough consideration. We need to avoid even the appearance of donating to an organization just to be awarded with a contract. These two activities cannot be handled separately, the best is to contact Integrity and strictly follow our internal procedures.

## 3. GIFTS & EVENTS

### RULES ON GIFTS AND EVENTS

**Gifts and events are part of generally accepted business courtesies, but there is a fine line between nurturing legitimate business relationships and unethical influence.**

Gifts and events shall promote and support the good name of Yettel and PPF Group. They shall be in line with standard market practices, and shall be given without expecting anything in return, especially business benefits. Even if there is no apparent expectation, an overly generous gift or a fancy invitation can pressure the recipient to return the

favor or just feel indebted to the giver.

Our customers and business partners shall be impressed by our products and services, not by expensive gifts or fancy events. The same goes for us and the decisions we make.



# HOW TO DO THE RIGHT THING

## Observe the 200€ limit

Under this amount you may give or accept gifts, provided your direct supervisor is informed. The limit may only be exceeded in rare and special circumstances, with prior written management approval. Cash and cash equivalents are not allowed.

## Consider the context

Regardless of value, watch out if the gift or event: is offered frequently or without an apparent occasion (e.g. Christmas), is tailored exclusively for you, seems too fancy, comes before an important business decision (e.g. tender) and can be seen as unethical influence. In any such case it is better to politely refuse.

## Do the newspaper test

If you are still in doubt, imagine you read about a gift you exchanged or an event you attended in the newspaper or an online portal. Would you still be comfortable? Would you be sure it does not reflect badly on Yettel? If the answer is no, it's best to say no.

For more info: Integrity policy | question about the topic: Integrity Team

## Q&A

**I received a box from a supplier, when I opened it I saw an expensive gift inside. I should not accept it, but it's already here and would be so impolite to send it back. What shall I do?**

Yes, it's an unpleasant situation. But accepting an inappropriate gift that may be seen as corruption is much worse. If returning it is not an option, politely inform the giver about our policy, tell your supervisor and hand the gift over to the Integrity team.

**I am about to have lunch with public officials, are there any special rules?**

Since we reject even a perceived attempt to illegally influence public authorities, we need to be extra cautious. In such situations, please contact your supervisor and the Integrity team in advance.

**A customer was very satisfied with the service I provided and returns to the store with a box of chocolates. May I accept it?**

It is allowed by policy and there is nothing wrong with accepting a small gift of appreciation. You should however consider the circumstances it is given:

- Would you feel obliged to reciprocate?
- Do you think it is only appreciation or the customer may expect something in return, e.g. a discount next time?
- What may other customers waiting in the store think when they see you getting the gift? Could they think it is the way to a better level of service?

## 4. FAIR COMPETITION

### WE ARE HERE TO WIN BUT WE COMPETE FAIRLY

Undistorted competition is a cornerstone of the economy and is the interest of the society, as it fosters innovation and development. There are laws in every country to ensure that competition is not restricted through agreements between competitors, unilateral restrictive behaviour from a dominant company or by mergers between undertakings. Failure to comply with the relevant laws may have far reaching legal, reputational and financial consequences for PPF Group.

Agreeing on prices or market allocation are clear violations of competition law. But there are several other unintentional or informal acts that can be understood as a restriction of the competition. It is therefore crucial to fully understand both the concepts and the detailed regulations of competition law. And here we really need to walk the talk: whenever a potentially anti-competitive act is encountered, speaking up is not only the right thing to do, it is a legal obligation.



# HOW TO DO THE RIGHT THING

## Don't agree or even discuss

- Any arrangement that limits competition, such as fixing prices, dividing markets or customers, rigging bids or preventing a potential competitor from entering the market
- Boycotting customers or suppliers
- Any arrangement that helps others to breach competition law
- Any topic that goes beyond normal and lawful communication with competitors, such as negotiating interconnection agreements or discussing joint representations to regulators

Remember that even informal or unintentional discussions and agreements on the above topics can be anti-competitive.

## Do

- Gather information about competitors lawfully and ethically
- Make sure that any meeting with competitors is properly documented
- Do leave any meeting immediately if a potentially anti-competitive topic is raised and notify the Legal team.
- Seek legal advice proactively if you are about to meet with a competitor or if you are unsure about any competitive issue
- Complete regular trainings on competition law

## Q&A

**I am disappointed about a supplier's performance and I want to share my experience with a friend, who works at a competitor, in order to ensure that they do not make the same mistake of engaging such supplier like I did.**

Though your good intention is clear, any such information can only be shared with a competitor in exceptional cases, when there is a legally verified purpose of disclosure, which needs to be properly evaluated by legal counsels. For further information please consult with the Legal team.

**I got an email from my peer at our competitor and I immediately realized I must have received it by accident as it contains confidential information that clearly does not relate to me or Yettel. I'm sure I must delete this email, but shall I do anything else?**

It's good you realized the competition concern, but a simple email deletion is not enough. Let the sender know that you noticed the issue and deleted the email (to have hard evidence that Yettel did not utilize the information). Before doing so, please contact Legal for assistance and do not forward the email to anyone.

**In a meeting about drafting a common industry proposal for the upcoming telecommunication act, my peers at the competitors suddenly start to discuss its impact on the pricing of services. Some participants tend to agree that prices should be increased once the new act is in force. I immediately realize that I should not actively take part in this discussion and remain silent. Shall I do anything else?**

In this situation remaining silent is not enough, as even passive attendance could be considered by the authorities as participation in an anti-competitive agreement. You shall immediately leave the meeting, and ask the participants to record in the meeting minutes that you left the room and explicitly disagreed with such a discussion on future pricing.

## 5. THIRD PARTIES



WE ACT

## WITH INTEGRITY. ALL OF US.

**When we say integrity and an ethical way of working is the joint responsibility of everyone, we do mean everyone who works for, with or on behalf of Yettel.**

Yettel employees do make up the company. Yet we are also engaged in a multitude of relationships with suppliers and business partners: we need to be able to trust one another that we share a commitment to providing high quality services and acting with integrity.

We shall never fall in with the wrong crowd or be the wrong crowd ourselves. We therefore select our business partners with due care, based upon the

quality of their services, track record and reputation. We also need to ensure that they operate legitimately and do not appear on sanctions lists.

Once selected we strive to work with them so that they are proud of being associated with Yettel.

# HOW TO DO THE RIGHT THING

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## Keep in mind when to ask for a screening

Our policies outline the cases when prospective or existing vendors need to undergo an integrity due diligence. If you're involved in vendor selection, make sure you reach out to the Integrity team to perform a screening in a timely manner.

## Keep your eyes open

Maintaining a relationship of trust is a continuous commitment: if you suspect an existing or potential vendor is not living up to our ethical standards, make sure you speak up because any act of fraud, deception or simple negligence anywhere in our supply chain reflects directly on Yettel.

## Keep deals and relationships transparent

You shall respect the terms of the contract in relation to payments and deliverables, as well as maintain accurate records of performance.

Disclose any connection you may have to a business partner in order to avoid actual or perceived conflicts of interest.

For more info: Integrity policy | question about the topic: Integrity Team

## Q&A

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### **I read an article about a potential crime related to one of our suppliers. What shall I do?**

Since an integrity issue related to our supplier may impact the reputation of Yettel, you shall report this to the contract owner and to the Integrity team.

### **After delivery a supplier requests that payment be made to an overseas bank account as opposed to its usual bank account set forth in the contract. Is there a problem with this?**

This is clearly a red flag, you shall hold off the payment and reach out to the CFO, the contract owner and the Integrity team to address the situation.

## 6. COMPANY ASSETS

### COMPANY ASSETS

## HANDLE WITH CARE

**From the computers and company phones we work on, the desks we sit at, the information we exchange, the ideas we turn into products all the way to our world class network, all are valuable company assets. We use them every day to create value for our customers and PPF, hence they need to be safeguarded.**

Think about handling money in private life: most people are likely to physically protect their money from theft, but do they care as much about spending it responsibly? Similarly, our company obviously uses physical protection, but we all need to exercise maximum caution and responsibility so that our assets are also safeguarded from misuse or waste.

While confidential information needs to be secured primarily from unauthorized access or alteration, other valuable intangible assets also need protection. It heavily impacts the brand perception how trademarks and copyrighted materials are used. A future product and service, or a long term strategic decision is one of the best kept secrets in every company until they are launched and go public. Such Intellectual Properties are vital assets that need at least the same level but different type of protection than our core network or other critical physical assets.

Transactions recorded in error or with a misleading description, missing documents, inconsistent or false reports that do not reflect our business performance - all these influence our compliance with laws on financial accounting and will result in decreasing public trust in our Company. All of us are responsible for maintaining accurate records and presenting our true performance.



# HOW TO DO THE RIGHT THING

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## Use assets responsibly

- Use assets for legitimate company purposes, not for personal gain
- Protect them from damage, theft, loss, misuse, unauthorized access or alteration
- Do not lend, sell or give them away, unless you are authorized to do so
- Limit employee and third party use to what is necessary to complete assigned work
- Use only approved systems for information storage and sharing
- Use assets efficiently, avoid wasting them

## Respect Intellectual Property Rights

- Protect our Intellectual Properties (IP) from unauthorized use or disclosure, remember they are key for our present and future success. IPs are also ideas, work in progress materials that are created during work and they are owned by the Company. Strictly follow our policies on how to use them and with whom you share them.
- Also respect and protect the IP rights of others to the same degree as our own.

## Maintain accurate records

- Register all transactions correctly and completely
- Reports shall be accurate, reliable, consistent, timely and be verified before publishing
- Verify facts before approving transactions or signing documents
- Do not falsify records or mislead decision makers

For more info: DOA, Physical Security Policy | question about the topic: Legal or Finance team

## Q&A

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### **I created a smart Excel spreadsheet for my work. May I use it at my family business?**

By law an employer owns the intellectual property created by its employees as part of their job responsibilities. Since it is a complex issue, please contact Legal for assistance.

### **May I use company assets for private purposes?**

When you are temporarily using a company car (not as a benefit), it is OK to stop at a nearby grocery to do your regular shopping, but it is not OK to use it for a family vacation. It is regulated by our policies how company assets shall be used. Please follow them as private use also has a tax impact.

## 7. COMPANY INFORMATION

### INFORMATION CARRIES VALUE. WE PROTECT IT.

**Never has information been so available, valuable and shareable. The way we keep and communicate it can make the difference between information being a major asset or a serious threat.**

From the personal details of our customers through our financial figures all the way to our upcoming tariffs or campaigns, we work with a wealth of information every day that many outside Yettel would love to know too.

Remember that access to information is also a responsibility: if you know it, you need to protect it. Internally this means that you apply proper security classification, store information in a secure manner and share it with authorized colleagues only on a need-to-know basis. Externally, you leave any disclosure and direct any media enquiry to our dedicated Corporate Communications team.

Sending an email or posting on social media

often takes no more than a few seconds. However, once the information is out, you don't have full control over it and the internet does not forget.

Finally, remember that even when you're not working, your actions continue to reflect on the company. Anyone who knows you work at Yettel may connect your behavior and the opinions you express with the company.

# HOW TO DO THE RIGHT THING

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## Share accurate, true, verified information only

Whenever you are authorized to disclose information, be thorough: check the source, verify that all relevant legal requirements are met, ensure what you provide is complete, timely and gives your recipient everything they need and nothing that they don't. Use simple, clear language.

## Check who you share info with

Always protect confidential information. Only share it with parties who are authorized and need to know it and make sure you double-check the recipients before sending information. Don't talk about confidential company topics where others may overhear them.

## Be responsible outside work too

Watch how you communicate in your personal life. As a private individual, you are free to express your opinions but make sure your actions do not harm the interest, values or reputation of Yettel.

For more info: Information Management Policy, Corporate Communication Policy |  
question about the topic: Corporate Communications Team

## Q&A

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**My supervisor called me from a business trip that she cannot access an urgently needed report. We're friends on social media, can I send it over there?**

Definitely not. Company information needs to be stored and shared using company assets. You shall seek IT support to fix the problem.

**I'm out for a few drinks with my colleagues after work. Can we discuss company matters?**

It's reasonable that you want to talk about work-related topics. Just remember the responsibility that you continue to represent Yettel even in informal settings: behave in a decent and respectful manner and make sure you don't inadvertently share internal information.

## 8. PERSONAL DATA



WE ENSURE

### PERSONAL DATA REMAINS PERSONAL

**Have you ever thought about how much personal data is generated through the simplest daily routines, such as making a phone call or ordering dinner online? And have you ever wondered about the potential consequences if such data ends up in the wrong hands?**

If you want to check your phone bill details, you reasonably expect to receive your call records from Yettel. But you also expect that nobody spies on whom you texted last night. Similarly when a gluten free pizza arrives at your doorstep, it means you have already provided your address, food preference and allergies online.

Since all such information flows through our network, we understand our enormous responsibility to protect your personal data and your private life. Besides thoroughly complying with the privacy regulations we work for maintaining trust in Yettel through the technology we use and the employees who process valuable personal data.



# HOW TO DO THE RIGHT THING

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## Live by the privacy rules

Yettel continuously provides training on the privacy regulations, and expects every employee and business partners to follow and act in line with the key principles of GDPR:

- When you process data, make sure it is in line with the laws, it is fair and transparent
- Collect and process data only for legitimate and specific purposes
- The data you keep shall be accurate and up-to-date
- Minimize data: process only what you need for the purpose
- When data is not needed anymore, delete it
- Since all personal data is confidential, take good care of the data you handle: process & store it only on secure company devices, do not share it with those who do not need access, protect it from accidental change or loss

## Apply privacy by design and privacy by default

Whenever a new product or service is being developed, or an internal process that involves personal data handling is modified, always consider and apply the privacy principles right from the start. Whenever in doubt, consult the privacy officer.

## Q&A

### **I mistakenly delivered an email with personal data to a wrong address. What shall I do?**

Try to recall the email first. If it does not work, contact the recipient, explain the situation and ask for deletion of the email. Since it is a data breach, please report it as per policy and contact the Privacy Officer, if you have any questions.

### **A friend contacted me to check his unusually high amount monthly bill. I have access to the billing system and want to help him as a customer.**

We don't look up data just because we can and don't provide preferential treatment to friends. Ask your friend to contact Yettel through an official channel, so that a duly authorized colleague responds.

## 9. HUMAN RIGHTS

### WE RESPECT EACH OTHER

**We believe that a tolerant and inclusive environment makes a better place to work.**

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We welcome the differences in skills, experiences, views and opinions because they enrich our teams. At the same time we are united in our commitment to our success through cooperation, continuous improvement and through living our corporate values.

We recruit, employ, compensate and reward based on performance and contribution to our goals. We provide equal opportunities and do not discriminate based on race, colour, gender, sexual orientation, age, disability, language, religion, employee representation, political or other opinions, national or social origin, property, birth or other status.

All employees have the right for freedom of association and to support a political party or any organization in the private life, but these have to be separated from the employment with Yettel.

We do not allow forced or illegal labour, harassment, bullying, physical or mental abuse, intimidation or degrading treatment. Beyond compliance with all applicable labour legislation we believe in and strive for an employment experience that is mutually respectful, constructive and rewarding.

# HOW TO DO THE RIGHT THING

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## **Treat others the way you want to be treated**

Extend the same courtesies to everyone that you would like to experience yourself. This includes keeping an open mind, listening to others, talking to and about your colleagues with respect and avoiding inappropriate, derogatory and pejorative language. Express your opinion, challenge or debate freely and with a constructive mindset, without getting personal.

## **Stand up and speak up for each other**

Don't look the other way when seeing discrimination, harassment, bullying or any form of inappropriate treatment. Ideally you should make it clear on the spot that it is not acceptable conduct. If you are not comfortable doing so, reach out to the People or the Integrity Team.

## **Never abuse your authority**

Whether you are a manager or in any other position where your decisions affect others, always be objective, non-biased and compliant with our values and policies. You shall never retaliate against anyone who speaks up in good faith.

## Q&A

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### **I am supporting a political party, may I promote my party to my colleagues?**

You have the right to support any party or organization in your private life, and you may express your views freely. However, Yettel is independent from political parties and while you may constructively discuss your views at the workplace, promotion of any party shall not be done at work.

### **I see my colleague is being harassed, how can I help?**

It is our company value that we stand up for and support each other. Involving management, the People Division and the Integrity team are all options available, you are not alone, we are helping each other.

# 10. EMPLOYEE SAFETY

WE CARE FOR  
**EACH OTHER**

**Our fundamental principle of People First is reflected in everything we do. It includes maintaining a secure and healthy environment where we can all bring out the best in ourselves.**

The free medical services for our employees, the annual flu vaccination and the comprehensive pandemic response all demonstrate Yettel commitment to go even beyond what is legally required to protect employee health and maintain a safe workplace. Our annual interactive training helps the better understanding of the safety regulations so you are well protected from hazards.

Working outside in our base stations at heights is obviously more dangerous than working in the office. However, falling on the stairs if you are not cautious, or getting a back injury on the longer term if you sit constantly in a non-ergonomic position also puts your health at risk. Whatever risk you may face, it is our policy to return home safely and healthy from the workplace, We provide you with the resources and you also need to do your part.





# HOW TO DO THE RIGHT THING

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## **Follow safety rules at work**

Careless behaviour or disobeying safety rules put both you and your colleagues at risk. From observing traffic rules while driving, wearing protective equipment when working at heights on our base stations, or working free from the influence of drugs or alcohol, you have a personal responsibility to play your part.

## **Be safe when working from home**

Being away from the office does not exempt you from health and safety rules, it actually makes your personal responsibility stronger, since you are fully in charge of the work environment: make sure you keep it safe and ergonomic.

## **Go the extra mile for the safety of others**

It is not enough just to obey the rules, we count on you to embrace a safety conscious mindset, whereby you proactively report safety hazards and potential incidents, as well as you warn colleagues who are exposed to any hazard.

## Q&A

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**I woke up this morning feeling unwell, but we are having a busy time before the Holidays and I want to be there for my team. Can I come to work?**

The best thing you can do for your team is not expose them to any infection. If you are fit to work, stay in home office. If not, you shall be on sick leave to recover as soon as possible.

**I've been injured in home office. What shall I do?**

No matter if you work from home, an accident during office hours qualifies as a work incident, and shall be reported immediately to the Health and Safety Expert.

# 11. OUR ENVIRONMENT

WE CARE FOR

## THE SOCIETY AND THE ENVIRONMENT



**We are committed to having a positive impact on our society and our environment with our operations, services and activities.**

Digital solutions in communication, business, IoT, education, entertainment or health care all contribute to development and a higher quality of life. While our world class network and the services we provide enable people to make use of the digital world, our educational and CSR programs help to reduce inequalities, to be knowledgeable and safe in our digital life.

It is our corporate social responsibility to protect the environment we are living and operating in, and use resource wisely. It is our policy to tackle climate change and to decrease our carbon footprint through optimizing energy consumption, minimizing waste and safely disposing of and recycling electronic waste.

# HOW TO DO THE RIGHT THING

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## Be responsible for our society

It is our mission to enable our customers and the society to make full use of our communication services and digital solutions. We expect our employees to support this mission in their daily activities, through the design and operation of our services, and through serving and educating our customers to continuously develop their digital knowledge and how to stay safe in the digital world.

## Be responsible for our environment

Yettel as a company operates its network, facilities and car fleet in an energy conscious way, and promotes the recollection of mobile devices.

We expect you also to care for our environment and minimize carbon footprint through selective waste collection, opting for eco-friendly, digital solutions and save paper, choosing energy efficient solutions in the office and your households and consider the impact of your car use. We also expect our suppliers to apply similarly environmentally conscious solutions, as we do.

## Q&A

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### How can I contribute to our education programs?

Yettel lays great emphasis on educating customers and children how can they make full use of the communication solutions and the internet, as well as staying safe online. You can always volunteer to participate in these programs organized by the company, but you can also make an impact through educating your family, friends and neighbourhood how to use the internet wisely.

### How can I personally ensure that we continue using environmentally conscious solutions?

In case of any projects that involve a change of or new services, you shall contact CSR in order to evaluate and manage the social and environmental impact.

**Yettel.**

# ETHICS HANDBOOK

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