MAGYAR TELEKOM'S BUSINESS CONTINUITY POLICY (BCM)

Magyar Telekom's management is fully committed to meeting the requirements of the parent company, the customers, and other stakeholders, as well as the requirements defined by law, regarding business as well as internal and external service continuity. The Business Continuity Management System is developed in accordance with the prevailing international and national standards and best practice principles.

Scope

The scope of this Business Continuity Policy and the Business Continuity Management System covers the activities of all Magyar Telekom Plc.'s entities in relation to the products and services as set out in the current BCM Product Scope.

Basic objectives

Magyar Telekom's overall strategic objective is to continuously improve customer experience by leveraging digital opportunities, based on effective operation, maintaining the continuity of services and critical business processes, maintaining employee satisfaction and loyalty, and protecting the company's assets. To this end the Company is prepared to manage any realistic emergency caused by an event that may occur for reasons within or outside the company's control, within the framework of business continuity.

In this context:

- We continuously maintain, develop, and communicate to stakeholders the company's Business Continuity Management System and processes, the roles, responsibilities, tasks, activities and related regulatory instructions associated with these processes.
- At corporate level we carry out business impact analysis and risk assessment the results of which are used to set business and service continuity requirements and strategic objectives.
- We operate a business continuity planning process (the process includes the development of business continuity plans, disaster recovery plans, their testing and improvement based on the test results).
- We develop and maintain the ability to develop, update, test and implement business continuity plans for employees involved in business continuity tasks.
- We operate and develop a set of indicators reflecting the maturity of the company's business continuity activities, as well as procedures to measure the indicators.
- When developing processes, applications and launching new projects we consider business continuity objectives and requirements.
- The implementation of business continuity tasks is harmonized with other planning tasks as required by legislation.
- We share knowledge and experience through DT and MT group collaboration to continuously improve business continuity maturity.

Budapest, 03.21.2024.

Tibor Rékasi
Chief Executive Officer