



**SUSTAINABILITY
REPORT
2020**



EGYÜTT. VELED

LIST OF ABBREVIATIONS

Abbreviation	Full name	Abbreviation	Full name	Abbreviation	Full name
AG	Aktiengesellschaft (Company limited by shares)	EA	Environmental Impact Assessment	HQ	Headquarters
AM	Before Noon	EIT	European Institute of Innovation and Technology	HR	Human Resources
AOSZ	National Association of autism	EMF	Electromagnetic Fields	HUF	Hungarian Forints
AR	Augmented Reality	EMS	Energy management systems	HUF M	million forints
B2B	Business to Business	ESG	Environmental Social Governance aspects	ICNIRP	International Commission on Non-Ionising Radiation Protection
BCM	Business Continuity Management System	ESzCsM	Ministry of Health, Welfare and Family Affairs	ICT	Information and communication technology
BREEAM	Building Research Establishment Environmental Assessment Method (Építési tudományos intézet környezeti minősítési módszere)	ETNO	European Telecommunications Network Operators' Association	ICS	Internal Control System
BSE	Budapest Stock Exchange	EU	European Union	ILO	International Labour Office
CC	call center	FTSE4GOOD	Financial Times Stock Exchange fenntarthatósági indexe	IoT	internet of things
CDP	Carbon Disclosure Project	g	gramm	IPCC	Intergovernmental Panel on Climate Change
CEERIUS	Central and Eastern European Responsible Investment Universe	Gbit	gigabit (106 bit)	ISAE3000	Revised International Standard on Assurance Engagements
CEO	chief executive officer	GDPR	General Data Protection Regulation	ISO	International Organization for Standardization
CER	Certified Emission Reduction	GEI	Gender Equality Index	ISS	Institutional Shareholder Services
CO	carbon monoxide	GeSI	Global e-Sustainability Initiative	IT	Information Technology
CO ₂	carbon dioxide	GHG	Green House Gases	IUCN	International Union of Conservation of Nature
CO _{2e}	carbon dioxide equivalence	GJ	giga Joule	IVSZ	ICT Association of Hungary
CPE	Customer Premise Equipment	GmbH	Gesellschaft mit beschränkter Haftung	JAC	Joint Audit Cooperation
CPEx	Customer Profile Exchange	GoO	Guarantee of Origin	Kft.	limited liability company
CRA	Compliance Risk Analysis	GPON	Gigabit Passive Optical Network	kg	kilogramm
CV	Curriculum Vitae	GRI	Global Reporting Initiative	km	kilometer
D&I	Diversity and Inclusion	GSM	Global System for Mobile Communication	KPI	key performance indicators
DEFRA	Department for Environment Food & Rural Affairs	GTC	General Contract Terms and Conditions	kWh	kilowatt-hour
DNFP	Digital National Development Program	GVH	Hungarian Competition Authority	L	litre
DT	Deutsche Telekom	GWh	gigawatt-hour	LLC	limited liability company
DWP	Digital Wellfare Program	GWP	Global Warming Potention	LS	Leadership Squad
EBH	Equal Treatment Authority	GYED/GYES	Employees on maternity leave or childcare benefit	Ltd.	private company limited by shares
ÉFOÉSZ	Hungarian Association for Persons with Intellectual Disability	HBLF	Hungarian Business Leaders Forum	LTE	long term evolution

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m ³	cubic metre	SDG	Sustainable Development Goals
MEBIR	Occupational Health and Safety Management System	SLA	Service Level Agreement
MEOSZ	National Federation of Disabled Persons' Associations	SMB	Small and medium-sized business
MOB (HOC)	Hungarian Olympic Committee (Magyar Olimpiai Bizottság)	SOHO	Small office home office
MSCI	Morgan Stanley Capital International	SOx	Sulfur oxide
MVGYOSZ	Hungarian Federation of the Blind and Partially Sighted	STEM	Science, Technology, Engineering, Mathematics
MWh	megawatt-hour	SZIP	SuperFast Internet Program
NB IoT	Narrow band IoT	T	ton
NG ICCA	Next Generation International Customer Contact Analysis	TCFD	Task Force on Climate related Financial disclosure
NGO	Non Governmental organization	TRI*M Index	a standardized indicator system to explore customer satisfaction and customer loyalty
NOx	nitrogen-oxide	TSM	T-Systems Hungary
NPS	Net Promoter Score	UMTS	Universal Mobile Telecommunications System
Plc.	(Plc.) public limited company	UN	United Nations
ODS	ozone-depleting substances	UNFCCC	United Nations Framework Convention on Climate Change
OECD	Organisation for Economic Co-operation and Development	UNEP	United Nations Environmental Programme
OSS/BSS	Operations Support System / Business Support System	UX/UI	User Experience / User Interface
PA	Providing Access	VR	Virtual Reality
pcs	pieces	WHO-IARC	International Agency for Research on Cancer)
PET	Polyethylene Terephthalate	VÜK	Corporate Customer Support Branch
PR	Public relation	Zrt.	cPLC
PSL system	Related on the network-based real estate assets and the tool area of the technology area		
PSTN	Public Switched Telephone Network		
Ptk.	Civil code / Polgári Törvénykönyv		
QR	2 dimensional barcode		
R&D	Research and Development		
SAR	Specific Absorption Rate		
SBP	Share benefit program		
SBTi	Science Based Target initiative		
SC	Sustainability Committee		