



TELEPOLSKA

United Nations Global Compact

TelePolska Communication on Progress 2012

TelePolska Sp. z o.o.
Al. Jerozolimskie 123a, 02-017 Warszawa
tel. +48 (22) 397 33 00, fax +48 (22) 397 33 99
www.telepolska.pl

NIP 781-17-03-124, REGON: 634277943
District Court for the Capital City of Warsaw,
XII Economic Division of National Court
Register: 0000085581,
initial capital PLN 1 000 000



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Ladies and Gentlemen,

In July 2011 TelePolska Sp. z o.o. joined the international initiative Global Compact. In this simple way we have expressed our support for ten principles of GC and we started working on their implementation in all areas of our business.

For the first time we presented a progress report on implementation of the 10 Global Compact principles last year. The report was prepared with a direct reference to ten principles of the Initiative and it covers the period from 02.05.2011 to 30.04.2012. We included in it both data and evaluation of our activities during the reporting period as well as plans for the future.

Every day TelePolska company is guided in its activity by social responsibility, at the same time putting the emphasis above all on respect for human rights and environmental protection.

The key moment in the reporting period was the adoption by the company and all its employees the Code of Best Practices which we implemented in July 2011. This Code defines standards of customer service and sale of telecommunication services, and the main purpose of its adoption was to increase the quality of our services, which in turn will change into greater satisfaction of our Customers. In February 2012, to comply with principles of the Code of Best Practices were also obliged the external partners of the company with whom we cooperate in the field of customer service and sale of our services.

I want to assure that the participation in the UN Global Compact initiative is a great honour and motivation for daily work for our company. Owing to it, the company has the opportunity to develop through the inclusion of social, charity dimension which is realised through CSR projects to the overall vision of the company.

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I assure that we will make every effort to continue the improvement of our activity and implement our professional goals in accordance with the adopted principles of Global Compact. Thus, I declare consistent and long-term support of this very important initiative.

Maciej Bednarczyk

President of the Board
of TelePolska Sp. z o.o.

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1. INTRODUCTION

1.1. COMPANY PROFILE

TelePolska Sp. z o.o. is an independent telecommunication operator, belonging to the capital group Tele-Polska Holding S.A. listed on the New Connect market run by the Warsaw Stock Exchange.

TelePolska has been acting on the Polish market since 2002. Business customers are offered practical telecommunication solutions lowering costs and enabling greater effectiveness of communication. The offer also includes cost-effective services for individual customers. We are a flexible organization, and our offer reflects the best patterns on the world market. The priority of TelePolska are the highest quality services at competitive prices and professional service.

Our Customers significantly reduce the fixed costs of telecommunication. This is due to the use in TelePolska of one of the lowest in Poland, international, long-distance, local rates and rates to mobile networks. In this way - reducing costs – we contribute to the faster development of our Customers.

High quality, competitive price and professional service are the strengths of our company. Each new telecommunication service is adjusted to the individual needs of our Customers cooperating with us. The operation of the implemented services is continuously monitored by network administrators (24 hours a day, 7 days a week).

TelePolska network means not only costs savings of telephone bills, but also a conscious commitment to pro-social activities and support of charitable projects. In June 2010, we started implementation of the initiative 'A Social Telecommunication Operator', allocating part of our income to organisations which direct their support to the people in need, especially to children.

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1.2. PARAMETERS OF THE REPORT

- a. The reporting period covers the time from the date of first registration on the websites of United Nations Global Compact, i.e. from 2nd May 2011 to 30th April 2012.
- b. This report was prepared for the first time.
- c. Reporting is cyclical and takes place annually.

1.3. SCOPE AND RANGE OF THE REPORT

This report was prepared independently in the head office of TelePolska Sp. z o.o. in Warsaw. The data presented in this document were prepared at the application level for companies beginning the implementation of Global Compact principles. The presented indicators reflect the actual performance of the company. In the next reports they will be included in a more detailed manner owing to which the comparison of both documents will allow for indication of actual development of TelePolska Sp. z o.o. in all aspects of GC.

1.4. STAKEHOLDERS

This report is addressed to all stakeholders of the company, in particular the TelePolska employees, our customers, business partners and public benefit organisations.

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2. IMPLEMENTATION OF 10 PRINCIPLES OF GLOBAL COMPACT IN THE ACTIVITY OF TELEPOLSKA SP. Z O.O.

2.1. HUMAN RIGHTS

PRINCIPLE 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

PRINCIPLE 2: make sure that they are not complicit in human rights abuses

TelePolska as a company providing telecommunication services attaches great importance to good relations with environment and observation of human rights. We are aware that the effect of observing and tolerating of these rights are good relationships with our employees and Customers, which in turn change into better prosperity of the company. Therefore, we have taken steps to build clear and positive relationships with employees, business partners and customers.

For this purpose, in July 2011 we created the Code of Best Practices - a document which contains all the patterns of conduct in relation on the line: the company - the customer, which apart from the obligation of appropriate, fair behaviour of all employees of TelePolska, oblige to this also our business partners and subcontractors.

Besides, the employees' rights are observed in the company every day. Every person employed in our company is provided with equal rights at work and is not discriminated because of age, gender, sexual orientation, religion or skin colour. In addition, each employee engaged in a contract of employment, after serving a three-month probationary period, is provided with additional, free medical insurance in a private company, which also covers his/her children. Moreover, the company allows employees to take advantage of additional free classes aimed at improving physical condition (fitness, gym, etc.).

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2.2. LABOUR

PRINCIPLE 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

PRINCIPLE 4: the elimination of all forms of forced and compulsory labour;

PRINCIPLE 5: the effective abolition of child labour; and

PRINCIPLE 6: the elimination of discrimination in respect of employment and occupation.

TelePolska as a company providing telecommunication services, meets all the standards determining the working conditions. To provide high quality services, we are aware that one of the most important elements of an efficiently operating company are the people who work in it. That is why we make every effort to ensure that the work environment in our company is fully free of barriers, both architectural and psychological.

Because of the relatively small number of persons employed, in the company there are no trade unions, however, guided by the working solidarity and the desire to have harmonious and dedicated team of employees, there are held regular meetings during which the employees may, also with the participation of the Board, exchange comments and observations regarding the company and the directions of its development.

The vast majority of employees of TelePolska Sp. z o.o. are engaged in the contracts of employment. TelePolska as a socially responsible company does not tolerate forced labour - each person employed in our company took up the job voluntarily. Moreover, we do not accept forcing children to work. Therefore, neither in the company nor among its business partners minors are employed. Age and recruitment structure of the staff is as follows:

Age	Total	20-25	26-30	31-35	36-40	41-45	46-50 and above
Women	23	9	4	4	0	2	4
Men	7	3	3	1	0	0	0
Number of persons	30	12	7	5	0	2	4

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Number of persons employed in the company	30
Contract of employment	26
Other forms of employment	4

The company constantly cares for improving qualifications and skills of employees. In the reporting period, our employees participated in 10 external and 2 internal training sessions, including:

TYPE OF TRAINING	NUMBER OF TRAININGS	NUMBER OF PERSONS
IT (using computers, special programs etc.)	4	9
Specialised (relationships with customers, external and internal communications, data protection, etc.)	7	42
Business	1	1

2.3. ENVIRONMENT

PRINCIPLE 7: Businesses should support a precautionary approach to environmental challenges;

PRINCIPLE 8: undertake initiatives to promote greater environmental responsibility; and

PRINCIPLE 9: encourage the development and diffusion of environmentally friendly technologies.

Currently, the company is taking action to join an organised initiative which has a direct impact on environment. However, for many years, these issues are generally known and respected as for the company's business profile.



TELEPOLSKA

They relate mostly to the current activity of TelePolska sp. z o.o., for example internal settings of printers to print on both sides, what limits paper consumption, waste segregation within the company, or collection and removal of waste paper and scraps from a waste paper shredder.

In cooperation with the Foundation Eco Choice in 2011, TelePolska collected and forwarded unwanted electronic equipment, and the income from the action was donated to the Foundation's activity.

In the nearest future, the company wants to take up some organised actions on their own or in cooperation with other entities, which will promote environmental values. In March 2012, the company already proposed, among others, providing artistic schools with scraps from printers which will be used by young artists in their works.

The company is currently working on implementation of an e-Invoice – an invoice sent electronically to our subscribers to the given email address.

The actions not resulting from the activity profile of TelePolska Sp. z o.o. are now focused on cooperation with public benefit organisations which engage in solving problems of children and youth.

Our operation in the market as a telecommunication operator in no way interferes and disturbs the natural environment. However, bearing in mind the common good which is our planet, in the nearest future we intend to create or co-create an ecological program through the implementation of which we will be able to say that TelePolska has a real contribution to natural environment protection.

2.4. ANTI-CORRUPTION

PRINCIPLE 10: Businesses should work against corruption in all its forms, including extortion and bribery.

As a business entity, TelePolska does not tolerate and condemns all forms of bribery and extortion. Combating corruption is one of the company's ethical standards. All the staff, the board and our business partners are aware of the fact that the acts of commission of



TELEPOLSKA

extortion, bribery, or corruption in our company, not only violate the adopted Code of Best Practices, but also breach the trust placed in us by our customers.

3. SUMMARY

Owing to the membership in the international Global Compact initiative, TelePolska Sp. z o.o. has a possibility of continuous development in the area of social business responsibility. Also for this purpose, in order to meet social needs, TelePolska implements a special subscriber program called 'A Social Telecommunication Operator' (STO).

The idea is, through offering a special package of fixed telephony services, to provide some income to help the charities' wards. In 2010, partnership agreements were signed with five public benefit organisations (Stowarzyszenie SOS Wioski Dziecięce [SOS Children Villages Association], Stowarzyszenie Centrum Młodzieży Arka w Radomiu [Arka Youth Center Association in Radom], Fundacja GAJUSZ [GAJUSZ Foundation], Fundacja Dzieci Niczyje [Nobody's Children Foundation], Alivia - Fundacja Onkologiczna Osób Młodych [Alivia – Oncological Foundation of Young People]), from which the operator's subscribers chose one person for whom the money was given (2 PLN of the subscription and 2 per cent of the bill).

Apart from the continued support flowing directly from the subscriber STO program, together with our partners, we implemented additional projects (including the Action "Loneliness is not for children" – the support for the GAJUSZ Foundation, the Action of feeding children with Arka YCA in Radom and the Action "Back to School" SOS Children's Villages, Action 1%), thus expanding the STO project activities.

The purpose of such activity is a desire for real help for children and young people, which often goes to smaller towns, which means that the help is directed in great extent to local environments, and thus the places where it is mostly needed. Its strength is the fact that it energises our subscribers to act, and informs them about the needs of the organisations, including those operating locally.

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