

KODEKS KORPORATIVNOG UPRAVLJANJA
GODIŠNJI UPITNIK

MAIN COMPANY INFORMATION:

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| Hrvatski Telekom d.d. |
| Marina Bengez Sedmak Secretary to the Supervisory Board and Management Board |
| +385 1 4911 080 |
| 12 February 2015 |

CONTACT PERSON AND CONTACT PHONE:

DATE OF QUESTIONNAIRE COMPLETE:

All the questions contained in this questionnaire relate to the period of one business year to which annual financial statements also relate.

If question in questionnaire ask for explanation, it is needed to explain answer.

All answers in questionnaire will be measured in percentage as explained in the beginning of each chapter.

COMPANY HARMONIZATION TO THE PRINCIPLES OF CORPORATE GOVERNANCE CODE

Answers to this questionnaire chapter will be valued with max. 20% of whole questionnaire valuation of company harmonization to the principles of Corporate Governance Code

| Question No. | Questions | Answer YES/NO | Explanation |
|--------------|--|---------------|-------------|
| 1 | Did the Company accept the application of the Corporate Governance Code or did it accept its own policy of corporate governance? | YES | |
| 2 | Does the Company have adopted principles of corporate governance within its internal policies? | YES | |

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| 3 | Does the Company announce within its annual financial reports the compliance with the principles of 'comply or explain' | YES | |
| 4 | Does the Company take into account the interest of all shareholders in accordance with the principles of Corporate Governance Code while making decisions? | YES | |

SHAREHOLDERS AND GENERAL MEETING

Answers to this questionnaire chapter will be valued with max. 30% of whole questionnaire valuation of company harmonization to the principles of Corporate Governance Code

| Question No. | Questions | Answer YES/NO | Explanation |
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| 5 | Is the company in a cross-shareholding relationship with another company or other companies? (If so, explain) | NO | |
| 6 | Does each share of the company have one voting right? (If not, explain) | YES | |
| 7 | Does the company treat all shareholders equally? (If not, explain) | YES | |
| 8 | Has the procedure for issuing power of attorney for voting at the general assembly been fully simplified and free of any strict formal requirements? (If not, explain) | YES | |
| 9 | Has the company ensured that the shareholders of the company who, for whatever reason, are not able to vote at the assembly in person, have proxies who are obliged to vote in accordance with instructions received from the shareholders, with no extra costs for those shareholders? (If not, explain) | NO | Shareholders, who are not able to vote at the assembly in person, by themselves, acting at their own discretion, determine proxies who are obliged to vote in accordance with instructions received from the shareholders. |
| 10 | Did the management or Management Board of the company, when convening the assembly, set the date for defining the status in the register of shares, which will be relevant for exercising voting rights at the general assembly of the company, by setting that date prior to the day of holding the assembly and not earlier than 6 days prior to the day of holding the assembly? (If not, explain) | YES | |

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| 11 | Were the agenda of the assembly, as well as all relevant data and documentation with explanations relating to the agenda, announced on the website of the company and put at the disposal of shareholders on the company's premises as of the date of the first publication of the agenda? (If not, explain) | YES | |
| 12 | Does the decision on dividend payment or advance dividend payment include information on the date when shareholders acquire the right to dividend payment, and information on the date or period during which the dividend will be paid? (If not, explain) | YES | |
| 13 | Is the date of dividend payment or advance dividend payment set to be not later than 30 days after the date of decision making? (If not, explain) | YES | |
| 14 | Were any shareholders favoured while receiving their dividends or advance dividends? (If so, explain) | NO | |
| 15 | Are the shareholders allowed to participate and to vote at the general assembly of the company using modern communication technology? (If not, explain) | | Shareholders or their proxies who physically attend the assembly have the opportunity to vote by support of modern communication technology devices. Shareholders were not given the opportunity to participate at the general assembly using modern communication technology. |
| 16 | Have the conditions been defined for participating at the general assembly by voting through proxy voting (irrespective of whether this is permitted pursuant to the law and articles of association), such as registration for participation in advance, certification of powers of attorney etc.? (If so, explain) | YES | Other than the obligation of registration for participation in advance, as prescribed by the Companies Act, no other conditions have been defined, in line with the recommendation from Part 2.3. of the Code. |
| 17 | Did the management of the company publish the decisions of the general assembly of the company? | YES | |
| 18 | Did the management of the company publish the data on legal actions, if any, challenging those decisions? (If not, explain) | NO | There were no legal actions directed at challenging the decisions of the general assembly. |

MANAGEMENT AND SUPERVISORY BOARD

Davor Tomašković, President of the Management Board (CEO), as of 1 January 2014

Norbert Hentges , Member of the Management Board and Chief Operating Officer (COO), until 1 May 2014

Dino Ivan Dogan, Ph.D., Member of the Management Board and Chief Financial Officer (CFO), until 31 March 2014

Nataša Rapačić, Member of the Management Board and Chief Operating Officer Residential (COO Residential)

Jens Gerhard Hartmann, Member of the Management Board and Chief Operating Officer Business (COO Business)

Božidar Poldrugač, Member of the Management Board and Chief Technical and Information Officer (CTIO), until 14 March 2014

Irena Jolić Šimović, Member of the Management Board and Chief Human Resources Officer (CHRO)

Thorsten Albers, Member of the Management Board and Chief Technical and Information Officer (CTIO), as of 1 May 2014

Dr. Kai-Ulrich Deissner, Member of the Management Board and Chief Financial Officer (CFO), as of 1 August 2014

PLEASE PROVIDE THE NAMES OF MANAGEMENT BOARD MEMBERS AND THEIR FUNCTIONS

Mark Klein, Chairman
 Ivica Mišetić, Ph. D., Deputy Chairman
 Dr. Ralph Rentschler, Member
 Dr. Oliver Knipping, Member
 Kathryn Walt Hall, Ph.D., Member, until
 4 March 2014
 Mark Nierwetberg, M. A., Member
 Ilias Drakopoulos, Ph. D. , Member
 Damir Grbavac, Member
 Juko Cikojević, Member, workers'
 representative
 Dolly Predovic, Member, as of 29 April
 2014

PLEASE PROVIDE THE NAMES OF SUPERVISORY BOARD AND THEIR FUNCTIONS

Answers to this questionnaire chapter will be valued with max. 20% of whole questionnaire valuation of company harmonization to the principles of Corporate Governance Code

| | Question No. | Questions | Answer YES/NO | Explanation |
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| | 19 | Did the Supervisory or Management Board adopt a decision on the master plan of its activities, including the list of its regular meetings and data to be made available to Supervisory Board members, regularly and in a timely manner? (If not, explain) | YES | |
| | 20 | Did the Supervisory or Management Board pass its internal code of conduct? (If not, explain) | YES | |
| | 21 | Is the Supervisory Board composed of, i.e. are non-executive directors of the Management Board mostly independent members? (If not, explain) | NO | The Supervisory Board is not composed mostly of independent members, but two out of nine Supervisory Board members are independent members. |

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| | 22 | Is there a long-term succession plan in the company? (If not, explain) | YES | <p>Since the year 2006 the Company performs Performance and Potential Review for managers, career management process throughout which we define potential of every manager in the company. Part of this process is to detect managers who have competencies to take over more complex tasks/positions. These managers become part of our succession pool. Their further development is supported by various activities in order to enhance their knowledge, competencies and experience and prepare them for more complex tasks.</p> <p>Additionally, as a part of the new performance management system for top management, which was introduced for a pilot group during 2014 (and effective for the whole top management target group as of January 1st 2015), the succession process will be more formalized and controlled in the IT tool as well, introducing the elements of immediate, midterm and longterm nominations for succession in key leadership positions.</p> |
| | 23 | Is the remuneration received by the members of the Supervisory or Management Board entirely or partly determined according to their contribution to the company's business performance? (If not, explain) | NO | Remuneration to members of the Supervisory Board is determined in relation to the average net salary of company employees. |

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| 24 | is the remuneration to the members of the Supervisory or Management Board determined by a decision of the general assembly or in the articles of association of the company? (If not, explain) | YES | Remuneration to members of the Supervisory Board is determined by a decision of the general assembly. |
| 25 | Have detailed records on all remunerations and other earnings of each member of the Supervisory or Management Board received from the company or from other persons related to the company, including the structure of such remuneration, been made public? (If not, explain) | YES | Data are published within the Annual Report. |
| 26 | Does every member of the Supervisory or Management Board inform the company of each change relating to their acquisition or disposal of shares of the company, or to the possibility to exercise voting rights arising from the company 's shares, not later than five trading days, after such a change occurs (If not, explain) | YES | |
| 27 | Were all transactions involving members of the Supervisory or Management Board or persons related to them and the company and persons related to it clearly presented in reports of the company? (If not, explain) | | There were no such transactions. |
| 28 | Are there any contracts or agreements between members of the Supervisory or Management Board and the company? | NO | |
| 29 | Did they obtain prior approval of the Supervisory or Management Board? (If not, explain) | | Please refer to answers to questions 27 and 28. |
| 30 | Are important elements of all such contracts or agreements included in the annual report? (If not, explain) | | Please refer to answers to questions 27 and 28. |
| 31 | Did the Supervisory or Management Board establish the appointment committee? | YES | The Supervisory Board has established the Compensation and Nomination Committee, encompassing both the appointment role and the remuneration/compensation role. |
| 32 | Did the Supervisory or Management Board establish the remuneration committee? | YES | The Supervisory Board has established the Compensation and Nomination Committee, encompassing both the appointment role and the remuneration/compensation role. |
| 33 | Did the Supervisory or Management Board establish the audit committee? | YES | |

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| | 34 | Was the majority of the committee members selected from the group of independent members of the Supervisory Board? (If not, explain) | NO | <p>The Compensation and Nomination Committee is not composed mostly of independent members of the Supervisory Board. One out of three Committee members is an independent member of the Supervisory Board.</p> <p>The Audit Committee is not composed mostly of independent members of the Supervisory Board. One out of three Committee members is an independent member of the Supervisory Board. Two remaining Committee members are external experts (one of which is a financial expert, the other is an internal audit expert), both are employees of Deutsche Telekom.</p> |
| | 35 | Did the committee monitor the integrity of the financial information of the company, especially the correctness and consistency of the accounting methods used by the company and the group it belongs to, including the criteria for the consolidation of financial reports of the companies belonging to the group? (If not, explain) | YES | |
| | 36 | Did the committee assess the quality of the internal control and risk management system, with the aim of adequately identifying and publishing the main risks the company is exposed to (including the risks related to the compliance with regulations), as well as managing those risks in an adequate manner? (If not, explain) | YES | |
| | 37 | Has the committee been working on ensuring the efficiency of the internal audit system, especially by preparing recommendations for the selection, appointment, reappointment and dismissal of the head of internal audit department, and with regard to funds at his/her disposal, and the evaluation of the actions taken by the management after findings and recommendations of the internal audit? (If not, explain) | YES | |

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| 38 | If there is no internal audit system in the company, did the committee consider the need to establish it? (If not, explain) | | Not applicable as HT has an Internal Audit and Assurance Department and a Compliance Section. |
| 39 | Did the committee monitor the independence and impartiality of the external auditor, especially with regard to the rotation of authorised auditors within the audit company and the fees the company is paying for services provided by external auditors? (If not, explain) | YES | |
| 40 | Did the committee monitor nature and quantity of services other than audit, received by the company from the audit company or from persons related to it? (If not, explain) | YES | |
| 41 | Did the committee prepare rules defining which services may not be provided to the company by the external audit company and persons related to it, which services may be provided only with, and which without prior consent of the committee? (If not, explain) | | International and Croatian rules (Croatian Audit Act) were applied by the AC. The AC is provided with a list of services which are agreed so far between the external auditor and the Company. Of course, the AC has the chance to comment on this list. |
| 42 | Did the committee analyse the efficiency of the external audit and actions taken by the senior management with regard to recommendations made by the external auditor? (If not, explain) | YES | |
| 43 | Did the audit committee ensure the submission of high quality information by dependent and associated companies, as well as by third parties (such as expert advisors)? (If not, explain) | YES | |
| 44 | Was the documentation relevant for the work of the Supervisory Board submitted to all members on time? (If not, explain) | YES | |
| 45 | Do Supervisory Board or Management Board meeting minutes contain all adopted decisions, accompanied by data on voting results? (If not, explain) | YES | |
| 46 | Has the Supervisory or Management Board evaluated their work in the preceding period, including evaluation of the contribution and competence of individual members, as well as of joint activities of the Board, evaluation of the work of the committees established, and evaluation of the company's objectives reached in comparison with the objectives set? | NO | Not so far. |

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| 47 | Did the company publish a statement on the remuneration policy for the management, Management Board and the Supervisory Board as part of the annual report? (If not, explain) | | Not the Remuneration Policy Statement itself. The remuneration of the Management Board and Supervisory Board was disclosed in the Annual Report. |
| 48 | Is the statement on the remuneration policy for the management or executive directors permanently available on the website of the company? (If not, explain) | | Please refer to answer to question 47. |
| 49 | Are detailed data on all earnings and remunerations received by each member of the management or each executive director from the company published in the annual report of the company? (If not, explain) | | Please refer to answer to question 47. |
| 50 | Are all forms of remuneration to the members of the management, Management Board and Supervisory Board, including options and other benefits of the management, made public, broken down by items and persons, in the annual report of the company? (If not, explain) | | Please refer to answer to question 47. |
| 51 | Are all transactions involving members of the management or executive directors, and persons related to them, and the company and persons related to it, clearly presented in reports of the company? (If not, explain) | | There were no such transactions. |
| 52 | Does the report to be submitted by the Supervisory or Management Board to the general assembly include, apart from minimum information defined by law, the evaluation of total business performance of the company, of activities of the management of the company, and a special comment on its cooperation with the management? (If not, explain) | YES | |

AUDIT AND MECHANISMS OF INTERNAL AUDIT

Answers to this questionnaire chapter will be valued with max. 20% of whole questionnaire valuation of company harmonization to the principles of Corporate Governance Code

| Question No. | Questions | Answer YES/NO | Explanation |
|--------------|---|---------------|-------------|
| 53 | Does the company have an external auditor? | YES | |
| 54 | Is the external auditor of the company related with the company in terms of ownership or interests? | NO | |

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| | 55 | Is the external auditor of the company providing to the company, him/herself or through related persons, other services? | NO | In addition to audit services provided in 2014, the Company purchased from the external auditor their "Manual of accounting" for the year 2014, the cost of which amounted to HRK 2,000 (VAT not included). |
| | 56 | Has the company published the amount of charges paid to the independent external auditors for the audit carried out and for other services provided? (If not, explain) | YES | The charges paid to the independent external auditors are published within the annual financial statements for the year 2014. |
| | 57 | Does the company have internal auditors and an internal audit system established? (If not, explain) | YES | The Company has an Internal Audit and Assurance Department and a Compliance Section. |

TRANSPARANCY AND THE PUBLIC OF ORGANIZATION OF BUSINESS

Answers to this questionnaire chapter will be valued with max. 20% of whole questionnaire valuation of company harmonization to the principles of Corporate Governance Code

| | Question No. | Questions | Answer YES/NO | Explanation |
|--|--------------|--|---------------|-------------|
| | 58 | Are the semi-annual, annual and quarterly reports available to the shareholders? | YES | |
| | 59 | Did the company prepare the calendar of important events? | YES | |
| | 60 | Did the company establish mechanisms to ensure that persons who have access to or possess inside information understand the nature and importance of such information and limitations related to it? | YES | |
| | 61 | Did the company establish mechanisms to ensure supervision of the flow of inside information and possible abuse thereof? | YES | |
| | 62 | Has anyone suffered negative consequences for pointing out to the competent authorities or bodies in the company or outside, shortcomings in the application of rules or ethical norms within the company? | NO | |

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| | 63 | Did the management of the company hold meetings with interested investors, in the last year? | YES | The Company's representatives attended several investor conferences and held more than 30 meetings with investors. |
| | 64 | Do all the members of the management, Management Board and Supervisory Board agree that the answers provided in this questionnaire are, to the best of their knowledge, entirely truthful? | YES | |

