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FOREWORD BY THE

CHIEF EXECUTIVE OFFICER


Magyar Posta





DEAR READER,

2021 was a challenging yet successful year for Magyar Posta. It was a huge achievement that, although coronavirus remained a part of our lives, we were able to continue the service and infrastructure developments begun earlier without any disruption in 2021. We found that, thanks to the dedication of our staff, we managed to maintain people's trust in postal services and delivery, and customers gradually returned to arranging their affairs in person.

When people think of the postal service, their first association is the letter, but digitalisation is slowly replacing paper correspondence. The vast majority of mailings are now from business customers, for whom solving things electronically is of paramount importance. This is one of the reasons why in 2021 we introduced the identified letter service, which notifies the sender of unsuccessful delivery and the reason for this. Time, however, has overtaken the telegram as, after 174 years, the service was discontinued last year. An unexpected surge in the number of telegrams sent before discontinuation bade a dignified farewell to this iconic product.

Revenue from our logistics services is growing dynamically. I am proud to say that the Company's parcel logistics development, the MPL+ project, launched in 2019, is making rapid headway. In 2021, the right conditions for efficient parcel processing were created in several cities by building new depots. Besides construction works, another major step forward last year was launching the automation of the depots with new parcel processing lines.

GYÖRGY SCHAMSCHULA

Chief Executive Officer

2021 saw not only a real advance in logistics, but also a milestone in the Company's employment policy. This was the year when the "Let's do it together" programme began, aiming to increase the proportion of workers with disabilities and to retain them. The high level of commitment of employees and managers is shown by the fact that the proportion of these employees at the Company has risen by 60 per cent in a single year. We employ people with disabilities in many jobs. Our "Let's do it together" programme was awarded second prize in the large company category in the "Responsible Employer of the Year" competition.

I believe that one thing where Magyar Posta has not changed for centuries is its desire to provide the highest possible quality of service to its customers and partners at all times and to ensure predictability for its employees through its sound operation. This is why I can be proud that we managed to meet our planned commitments for 2021 in full despite the difficult economic and market conditions.

I thank our customers for choosing us again in 2021. I thank all my colleagues for their expertise and dedication that the Company could count on.

MAGYAR POSTA ZRT.'S MOST IMPORTANT INDICATORS (2021)

| | |
|---|-------------------------------|
| Sales revenue | HUF 220.4 billion |
| Number of fixed postal outlets | 2,601 items |
| Number of parcel pick-up points | 3,019 items |
| Domestic parcel traffic | 27.5 million items |
| Number of addressed letter-mail items accepted in Hungary | ~ 500 million items |
| Bill payment turnover | ~ HUF 1,869 billion |
| Value of bill payment via digital channel (mobile application, bill payment terminal) | HUF 114 billion |
| Loyalty points collected by customers in 2021 | ~ 428.4 million points |
| Decline in average age of vehicles | 0.91 years |
| Size of vehicle fleet | 4,639 vehicles |
| Annual mileage of vehicles | ~ 89.5 million km |
| Annual mileage of vehicles involved in parcel delivery | ~ 19.4 million km |
| Number of employees at the Company (annual average number of persons reduced by converting to full-time employees) | 25,225 persons |



STRATEGIC OUTLOOK

AND OVERVIEW FOR 2021

Based on the experience gained in the previous year, Magyar Posta continued to pay heightened attention to protecting against the Covid-19 pandemic in 2021. In addition to the hygiene rules applied at the Company, vaccinations became available thanks to government measures, thereby significantly improving working conditions. Although Magyar Posta did not require its employees to be vaccinated, most of our colleagues took advantage of this opportunity. To further protect the health of employees and to maintain business continuity safely, teleworking was an option that remained available for office staff in the central units.

The economic results show that Magyar Posta played a decisive part of everyday life even in the pandemic situation. Compared to 2020, letter-mail volumes increased, but the number of bills paid was lower than in the previous year. Moreover, the parcel logistics business was able to expand even further in 2021, continuing the growth in 2020.

The parcel logistics results of recent years strengthened Magyar Posta in its endeavours to carry on making significant improvements in this area in 2021.

Magyar Posta continued the implementation of its parcel logistics development programme MPL+, which includes the construction, mechanisation and IT support of depots. As part of the programme, in 2021 the foundations were laid for a nationwide parcel logistics network with contracted logistics depots in Tatabánya, Szolnok, Miskolc, Kaposvár, Békéscsaba, Zalaegerszeg, Szombathely, Szeged, Veszprém, Nagykanizsa and West Budapest.

Thanks to our colleagues' efforts, we managed to retain the confidence of people both at post offices and in delivery services, and customers gradually returned to arranging their affairs in person. The modernisation of post offices and the network continued, which means that modern customer queueing systems now operate at 177 outlets, while affairs related to utility services provided by the energy provider MVM Next Energiakereskedelmi Zrt. can be arranged at 128 outlets and those by the waste management firm NHKV Nemzeti Hulladékgazdálkodási Koordináló és Vagyonkezelő Zrt. at 138 places.

In 2020, Magyar Posta launched a new partner programme that enables post partners to provide postal services in addition to their existing core activities and not as an independent activity. Magyar Posta started this new type of partnership in a joint project with Takarékbank. By the spring of 2021, postal services were provided in this form in 19 communities. The new type of partnership was also launched as a pilot scheme in two COOP shops in Nyírség and in cooperation with one municipality. In connection with the Hungarian Village Programme's sub-chapter "Support for small village shops", Magyar Posta is exploring the possibility of enterprise development by involving micro and small businesses in the partnership programme.

Digitalisation efforts continue to be a focal point of Magyar Posta's operations. In the area of payment services, Magyar Posta is continually improving its mobile phone application for bill payments, iCsekk, and is making this service available to its banking and other partners as well. From the autumn of 2021, only bills with a QR code could be issued, which made bill payment by means of a mobile phone quick and convenient.

The increasing speed of the digital switchover is illustrated by the fact that bill payments using mobile apps increased by more than 30% in 2021. The number of transactions approached 11 million, thus, in 2021, almost 7% of bill payments were made through mobile apps.

Demand grew significantly for the secure financial solutions offered by Magyar Posta to increase customers' willingness and options to save. As a result, the savings portfolio managed by the Company increased by more than HUF 95 billion to HUF 933 billion.



THE MODERN CLASSICS

Letters – eternal classics in the modern world

Today, smart devices with internet access are items used in the vast majority of private households and businesses on a daily basis. As communication solutions evolve with technology – and modern technology created the possibility of instant, digital messaging – the public is using postal services less and less for private correspondence. Typically, this type of communication has shifted to email and chat platforms, where sending and replying instantly enjoys an advantage. Apart from private correspondence, the business sector is also affected by modern communication devices, which continually shape B2B and B2C communication.

In order to develop traditional correspondence on paper, Magyar Posta is open to digital solutions. In domestic mail, all customers can now track registered and advice-of-delivery letters, while recorded items sent with an electronic posting list can be dispatched at a lower rate. Magyar Posta provides support for such lower-rate electronic posting list-based mailings through the ePostakönyv application, available free of charge on the posta.hu website. The application helps both private and business senders to prepare items for posting.

Furthermore, for ordinary letters, both priority and non-priority, the option of mail identification (the identified letter), whereby the sender is notified in case of unsuccessful delivery and of the reason for this, was successfully introduced. The identified letter is a barcoded item posted with an electronic posting list whose tariff is less than that of ordinary priority and non-priority letters.

The range of customers of the official document, as defined by law, and the pricing conditions changed. Thus, from September 2021, Magyar Posta set the price of the official document at the same rate as the registered letter sent with advice of delivery using an electronic posting list. At the beginning of 2021, Magyar Posta discontinued the "green" advice-of-delivery form attached to domestic advice-of-delivery letters, which significantly reduced paper usage and administrative time.

As part of the modernisation of the letter portfolio, at the end of April 2021, the telegram service in Hungary was discontinued as interest in the service had fallen significantly in previous years.

The coronavirus pandemic that reached Hungary in early 2020 had a significant impact on letter-mail traffic in 2021 as well. Although most of the international restrictions were gradually lifted, the restrictive measures led to further reductions in mail traffic regarding not only letters going abroad but also inbound mail. However, overall mail traffic in the domestic addressed letter market grew by 1.1% from 2020 to 2021. Contactless delivery of recorded mail was maintained, allowing registered mail to be placed in letterboxes, and advice-of-delivery letters and official documents were also delivered without contact after the necessary data were recorded. Also, the letters of customers in quarantine were retained by Magyar Posta free of charge until the expiry of the self-isolation period and then delivered.

Further developments were also made to the dutiable letter, which was introduced in 2020. Since 1 January 2021, Magyar Posta, in accordance with international regulations, has sent electronic customs data for both business and private letter mail to countries outside the customs borders of the European Union.

The development of technology and the pandemic situation around the world did not affect the structure of letter posting. Business customers continued to account for the vast majority of mailings. Nevertheless, this segment is the most open to the use of digital tools, which is also evident in the development of digital accessibility and the electronic administration of affairs. In addition to cost reduction efforts, these developments also led to decreasing the environmental impact and paper consumption.

The impact of the digitalisation efforts and the pandemic on the volume of domestic and outbound international addressed letter mail was also significantly felt in 2021. The volume of these types of mail increased by 1% compared to 2020 – thanks in part to dispatches from the public and administrative sectors – but still falling short of the pre-pandemic period of 2019 by 12.9%.

The use of registered and advice-of-delivery letters fell from 2020 to 2021, but the availability of higher quality services remains an important parameter for customers.

Our calling card – the postage stamp

The stamps of Magyar Posta are Hungary's calling card, conveying messages around the world. The stamps preserve as miniature imprints the most important domestic and international events of a given year, commemorating important anniversaries in our history, prominent personalities and the values of the built and natural environment.



Stamps commemorating the Visegrad Cooperation

A special issue of the year 2021 was the joint stamp released by the postal administrations of the V4 countries in honour of the Visegrad Cooperation.

Besides many other themes, stamps appeared marking the One with Nature – World of Hunting and Nature Exhibition, the 52nd International Eucharistic Congress, and the Planet Budapest 2021 Sustainability Expo and Summit.

The quality of Hungarian stamp issuing has been recognised by several international awards. In 2021, the Magyar Posta stamp "Ludwig van Beethoven was born 250 years ago" was awarded third place in the online contest to find the best stamps with a musical theme.



Postage stamps are imprints of the most important events and anniversaries of the year

The changing technological environment and consumer habits pose challenges for the stamp issuing industry, and thus our Company is trying to attract and maintain the interest of philatelists at home and abroad with limited edition special issues.



Stamp set issued to mark the One with Nature – World of Hunting and Nature Exhibition

NEWSPAPERS, UNADDRESSED ADVERTISING MAIL



In the printed press products segment, the bi-directional market trend observed over several years continued in 2021 in parallel with a steady decline in circulation. Alongside the digitisation of press products, the demand for printed newspapers among customers who regularly read press products remained strong.

While there was only a slight loss of subscribers for magazines, the volume of daily newspapers declined sharply. With the strengthening of the online space, demand for the latest news increasingly eclipsed the consumption of daily newspapers. In view of the market trends and the considerable cost requirement of maintaining the service, Magyar Posta withdrew the daily newspaper distribution service from its portfolio as of 1 July 2021. Publishers organised delivery for their subscribers themselves.

Among the readership of traditional press products, in 2021, there was a marginal fall in orders through the webshop compared to 2020, when the pandemic caused a pronounced increase in the

use of this subscription channel. The sum of online subscriptions through the webshop, provided by Magyar Posta since 2017, declined compared to 2020, but was up by 33% compared to 2019.

In 2021, Magyar Posta continued to perform its newspaper sales activities as a retailer, that is it supplied publications to postal newspaper outlets, as retail units, through an external partner, a wholesaler. Magyar Posta offers a wide range of newspapers at almost 610 post offices.

In 2021, stabilising revenues from newspaper products (newspaper subscriptions and sales) was effectively aided by sales promotions, which were also supported by our business partners.

In view of the high cost of maintaining the distribution service for domestic unaddressed advertising material, Magyar Posta continued to rationalise its product portfolio and, taking account of the falling demand, as of 1 July 2021, withdrew from the unaddressed advertising distribution market.



FOCUS ON

PARCEL LOGISTICS

LOGISTICS SYSTEMS

Through the improvements implemented, Magyar Posta's logistics network continued to operate effectively in 2021 in the partly pandemic-generated online commerce and logistics services market. This was achieved by improving and continuously replacing the fleet of vehicles and equipment, and increasing and better utilising technological system capacities.

Development of the vehicle fleet

During the financial year, 140 motor-assisted bicycles were purchased.

Some 1,400 of the vehicles with internal combustion engines (mainly diesel) are fitted with Euro VI engines, which account for over a third of our vehicle fleet. In addition to these, we have 170 electric vehicles and 509 electric-assisted bicycles. In 2021, Magyar Posta's vehicle fleet covered more than 89.5 million kilometres. The fuel consumption related to this was slightly over 9.9 million litres.

The number of kilometres travelled by parcel delivery vehicles also increased considerably in 2021, by almost 7.5% year on year.

Development of the logistics infrastructure

The increase in capacity of the space required to serve the growth in parcel traffic was implemented on a total of 22,450 m² at three logistics sites. Of these, the Szekszárd Logistics DEPOT has an area of 1,500 m² at the new premises and the Székesfehérvár Logistics Plant/DEPOT an area of 5,560 m² at the new premises, which, together with moving the Logistics Centre in Fót to a 15,390 m² postal property, all help increase quality and efficiency in logistics in the regions.

As part of the automation of processing (warehouse logistics) activities, the installation of conveyor tracks was started in the DEPOTs and, as a result, they entered service in 2021 in Győr, Szekszárd and the Fót Logistics Centre.

To ensure the optimal and efficient delivery of parcels, major regional integration took place, involving a total of 48 municipalities around Budapest and 223 rural settlements.

In 2021, preparations began for the establishment of 10 more DEPOTs and the commissioning of a further 6 conveyor tracks.



LOGISTICS SERVICES

Starting in 2020, due to the impact of the Covid-19 pandemic, major market and economic changes occurred, which led to dynamic growth for the online commerce sector. Magyar Posta continued to play a leading role in the domestic parcel, courier and express (CEP) market, delivering 27 million domestic parcels in 2021 and increasing its revenue from parcel logistics products by 7.9%.

In terms of the internal shares of domestic parcel products, Business Parcel services accounted for more than 90% of the total volume of parcels in 2021.

The volume of international parcel products rose by 4.1% but generated less revenue compared to 2020 due to changes in destination countries and the internal proportions of the products used.

While in 2020, in the context of the virus situation, the share of home delivery increased significantly at the expense of fixed points (parcel terminals, postal points, Partner Points), in 2021 the situation was reversed with the number of parcels addressed to fixed points rising by 9% compared to the previous year. The most significant increase in the number of items was registered for the parcel terminal delivery method, which showed a 13% growth year on year. Although there was no large change in the share of shipments ordered with cash on delivery, the number of payment-for-goods parcels paid for by bank card increased considerably compared to 2020, rising by 31%.

Magyar Posta's strategic objective remains to maximise the potential of the expanding small parcel logistics market and to maintain its leading position. To this end, the Company is introducing customer-friendly services and improving existing services, which includes developing a more transparent product and service portfolio.

In the framework of a comprehensive IT development, the possibility of using the service in an integrated way through a digital data connection was developed. Thanks to corporate developments and external system integration, more than 400 contracted customers used automated and system-supported mail preparation and tracking, which involved printing address labels for 1.8 million parcels via a digital data link and using the new tracking functionality available via digital channels for around 2.6 million parcels.

Magyar Posta's logistics network was able to operate successfully in the online commerce and logistics services market in 2021. All this was enabled by the best possible use of technological systems and capacities in addition to flexibly serving market needs, and developing and continuously replacing vehicles and equipment.



INTERNATIONAL TRANSPORT AND MAIL

Import international mail

In 2020, Magyar Posta's international import mail was significantly affected by the COVID-19 pandemic. Due to the sudden surge in mail traffic and epidemic restrictions, countries grappled with a shortage of transport capacity and there was a temporary loss of mail and parcel traffic between many countries. International mail traffic gradually recovered in the following year, 2021, as restrictions were eased.

The first half of 2021 continued to be dominated by the growth in the volume of tracked small parcels in e-commerce, their traffic almost doubling compared

to the same period of the previous year. At the same time, the volume of registered and unregistered letters showed a downward trend.

In 2021, international export transport afforded Magyar Posta significantly more opportunities due to the easing of the pandemic. Most passenger aircraft of the airlines serving Budapest returned. Due to the improvement in transport capacities, Magyar Posta restored its international postal services to all but 4 countries.



POSTAL CUSTOMS AGENT SERVICE

Under its customs agent service, Magyar Posta arranges import customs clearance for inbound mail items from outside the European Union and also offers export customs clearance services for outbound items.

Until July 2021, goods ordered online and arriving from outside the EU were exempt from duties and taxes up to a value of EUR 22 and duty-free up to EUR 150. From that date, all inbound items had to be presented to customs and cleared through the customs administration. As a result, in the second half of 2021, inbound international letter-mail traffic fell to 40% of the previous year's volume, which means an annual decline of 31.1%.

On 1 July, the complex IT environment created under the CUSTOMS 2021 project went live. This organised customs communication, postal mail handling and the payment of customs duties in a new process.

The new professional practice established the automatic clearance of low-value but high-volume mail items, while continuing to ensure the clearance of mail items not falling into this category, and the payment of the resulting customs and tax arrears by Magyar Posta to the tax authorities on a consolidated basis each month. Also in the customs clearance practice of Magyar Posta, the one-stop shop taxation methodology (iOSS) available for online stores and sales platforms was introduced, due to which only customs clearance administration needs to be arranged while the payment of tax is the responsibility of the sending online store. In the last months of the 2021 period, this became the most frequent method of customs clearance. In the first six months of the new customs clearance practice, almost 800,000 items were cleared by Magyar Posta, an increase of virtually thirty times compared to the same period of the previous year.





PAYMENT AND MEDIATED FINANCIAL SERVICES

BILL PAYMENT – MULTIPLE LOCATIONS ANY TIME

Spurred by increasing market competition, the spread of payment methods and channels using new technologies, initiated in previous years by credit institutions and account holders (utility providers, local authorities, etc.), together with their promotion among as broad a clientele as possible, continued in 2021. The **solutions developed by competitors for bill payments hitherto** (e.g. bank transfers, direct payments on service provider websites and mobile apps) **did not cause a major realignment before 2020.**

However, the pandemic in 2020 brought about a sharper fall of nearly 10% in the volume of postal payments compared to the moderate downward trend of previous years. **In 2021**, the decline continued, but **there was a smaller drop of 6%** compared to 2020. Nevertheless, the bill payment service overall remains popular with the public in general. In 2021, there were almost 163 million bill payments, worth HUF 1,869 billion.

In order to preserve its market positions and serve customers better, Magyar Posta completed several developments, which were mainly intended to create alternative bill payment options and reduce cash payments. New payment solutions allow customers to pay bills easily, quickly and conveniently.

Through bill payment terminals in shopping centres, government offices and certain CBA Prima stores, users paid a total of 409,000 bills in 2021, amounting to nearly HUF 5.5 billion.

The **bill payment service using mobile phone applications, introduced in 2014**, continues to be highly popular. The **iCsekk** app enables fees to be paid electronically by scanning the QR code on paper bill payment forms. In addition to iCsekk, postal QR code bill payments are also available integrated into some mobile apps of the OTP Group. In 2021, the use of all these bill payment apps increased dynamically. The security features of mobile apps have become more valued due to the situation created by coronavirus as they allow customers to pay their bills from home without physical contact with others.

The combined effect of the emergency, the popularity of the iCsekk app and partners' bill payment solutions is that in 2021 the volume of bill payments on digital channels increased by nearly 40% year on year. This translates into a total of **some 11 million bill payments** in 2021, worth almost HUF 110 billion. Thus, with these innovative solutions, the Posta Group successfully met the growing demand for digital bill payments during the emergency.

Besides the new alternative bill payment solutions, Magyar Posta also **offers bill payment by bank card at postal outlets** without any cash withdrawal transaction fee. Taking into account payments at both postal outlets and through digital channels, **nearly 37% of all bill payment transactions annually were made electronically by bank card.**

The market for **cash payments from a payment account** (payment vouchers, pension vouchers) continues to be characterised by a steady downward trend, but demand for these services is still significant despite the proliferation of cashless solutions.

The main reason for this is that the recipients of money orders are mostly pensioners, older people or people who are otherwise homebound and for whom it is important to receive the money sent to them easily and conveniently. This need is met by paying allowances in cash at the recipient's home at a known and thus plannable time.

In 2021, Magyar Posta successfully participated in the payment of the increase supplementing pensions and then the pension premium on two occasions, once in June and once in November.

As part of the fight against the COVID-19 pandemic, the Company maintained the facilitations for the receipt of remittances introduced to protect the health of customers who are pensioners by providing simple authorisation and a free repeated delivery service in 2021 as well.

As regards international money transfers, there was a 9% decline in the Western Union money transfer service in 2021 compared to the volume in 2020, while the international postal money order service was discontinued by the end of 2021 as customer demand was minimal.

SAVINGS AND OTHER MEDIATED SERVICES

Of the savings products distributed by Magyar Posta, government bonds were again the most sought after by customers in 2021. The popularity of this form of savings is increased by its availability throughout the entire postal network in addition to the guarantee offered by investment in government bonds and the high level of trust in Magyar Posta.

By the end of 2021, the portfolio of the printed Hungarian Government Security Plus, which is exclusively distributed by Magyar Posta, exceeded HUF 415 billion, while the total value of the printed government bonds portfolio reached HUF 650 billion. Printed government bonds, which have been available with a completely new look since 2021, are particularly attractive for customers who are less open to digitisation and less inclined to open a bank or securities account, and prefer tangible, printed securities.

By the end of 2021, the dematerialised government bond portfolio exceeded HUF 136 billion, and its share in the total government bond portfolio increased to more than 17%.

Continuing the work begun in 2020, the main focus in 2021 was to renew the cooperation between Magyar Posta and Takarékbank. The market environment and the rise of alternative forms of savings led to a downward trend in the sale of bank deposits with lower interest rates in 2021.

The sale of account products, which are also available in the Takarékbank network and are better adapted to customer needs, continued actively in 2021 and over 8,000 accounts were sold by the end of the year.

In January 2021, the new “PostaMozaik Savings” continuous premium life insurance product was launched, which, thanks to the successful sales work and its popularity among customers, became the largest volume continuous premium life insurance product sold in 2021.

Overall, sales of the continuous premium life insurance product line offering long-term financial security rose by 20% in a year.

In 2021, Magyar Posta took another step towards a higher standard of customer service by introducing the options of making claims online at post offices for all life insurance products, and in the case of single premium life insurance products, in addition to making claims, the immediate payment of claims at post offices was put into practice. This service made the assistance provided to customers at the post office even more complete as now, besides the existing services, life insurance claims can be made and the insurance amount can be paid immediately with the help of the administrators.

Sales of travel insurance remained moderate in 2021, similarly to 2020, in consequence of the subdued travel activity due to the effect of the pandemic.

Single premium life insurance, available at post offices, continued to be a popular savings product with customers. Magyar Posta’s turnover for this product range in 2021 was the highest ever. As a result, Magyar Posta and the insurance company Magyar Posta Életbiztosító Zrt. continued to be the market leaders in this segment of the insurance market.

Entrusted customer service activity

Administrative service activities carried out on behalf of MVM Next Energiakereskedelmi Zrt. was on the same scale as in 2020, which is a substantial decrease compared to the period before the pandemic. As a result of a public procurement procedure conducted by MVM, Magyar Posta is continuing to provide administrative services related to gas and electricity at 128 post offices for a further 2 years from August 2021.

Díjbeszedő Holding, MVM and Magyar Posta jointly won the public procurement procedure launched by NHKV Zrt. for the provision of customer service, under which Magyar Posta performed customer service tasks for NHKV Zrt.'s customers at 138 postal outlets beginning in May 2021.

Telekom bill payment service

At the end of 2021, the number of postal outlets providing bill payment services for Magyar Telekom Távközlési Nyrt. expanded by an additional 5 post offices, so in total our customers can now conveniently settle their bills at 152 post offices. However, due to the restrictions imposed due to the coronavirus pandemic, many customers chose to pay their bills through other channels.

It remained the case in 2021 as well that customers who had switched to other channels did not revert to postal payments, hence the use of the service is below the level of the pre-pandemic period. In 2021, there was a decrease in volume of more than 13% in this area.

Gambling game services

Under the strategic cooperation between Magyar Posta and the gaming company Szerencsejáték Zrt., scratch cards were sold at about 2,500 postal outlets and automated gambling games were on sale at more than 1,600 postal outlets.

After the slowdown caused by the pandemic situation, growth in lottery ticket sales resumed in the postal network in 2021. In 2021, 8 new scratch cards appeared and Magyar Posta successfully

engaged in their sales. In 2021, there was no major accumulation of prizes, and thus turnover decreased slightly compared to the previous year. As regards the automated gambling product range, 124 post offices have televisions showing results and/or interactive touch screens for Tippmix customers in order to help them access the information they need to participate in the game more easily and conveniently.



POSTAL PRESENCE

IN THE DIGITAL WORLD

SERVICES OF THE POSTAL PUBLIC AUTHORITIES

CORRESPONDENCE CENTRE

In 2021, the range of users of the hybrid mail production service, provided as a regulated and centralised electronic administration service (RAS/CAS) by the Postal Public Authorities Correspondence Centre (PPACC) to client public authorities (especially the Government Offices and the National Tax and Customs Administration), continued to expand compared to the previous year. By the end of the year, after all Government Offices had joined, operational use was provided to nearly forty public authorities, and the necessary negotiations and testing were ongoing with a further ten bodies. As in previous years, in 2021, Magyar Posta provided hybrid mail production to the users designated by law under a public service contract concluded with the Ministry of Interior.

In 2021, a new task was the production and dispatch of decisions related to the vehicle tax, which was placed under the remit of the National Tax and Customs Administration, resulting in significant demand for the production of mail with a lead time of 1.5 months. The shift of communication to electronic channels also impacted the volume of mail produced, resulting in a fall in volume for some customers, while at the same time use by Government Offices increased steadily throughout the year.

Developments to the Centre in 2021 modernised the process of providing the service, further improving the operational safety of the system.

ELECTRONIC PUBLIC ADMINISTRATION

In 2020, in order to promote electronic public administration, Magyar Posta participated in the project “Artificial intelligence supported administration points (KIOSK) extended to Government Offices and other external administration sites”, and thus tested self-service machines.

Following a successful test period, preparations began in 2021 for the extension of the machines for applying for a certificate of good conduct, identity cards, passports, birth and marriage certificates, and driving licence renewals. As a result, it is expected that, in the future, about forty postal outlets will have such devices in their customer areas.

ELECTRONIC POSTAL SERVICES

Based on the needs of small and medium-sized enterprises, business customers registered online through posta.hu had, from the autumn of 2021, the option of obtaining authentication through the Company Gateway, which ensures the retrieval from

the government cloud of authentic data required for specific electronic services and contributes to the expansion of the digitalisation of postal services.

SENDER! MOBILE APPLICATION

The Sender! mobile application, accessible on Android and iOS platforms, allows our customers to create a personal postcard from their own photos and send it to their friends by postal delivery. The app, which builds on both the Company's digital

and physical channels, continues to be popular with users thanks to the postcards that can be easily customised, the simple ordering process and the execution time of just a few working days.

RETAIL TRADE ACTIVITY



In 2021, Magyar Posta continued to be the retail network with the largest turnover of SIM card sales (and prepaid services) on behalf of mobile operators, in addition to which an outstanding result was also achieved in prepaid mobile phone package sales, selling more than 16,000 packages.

The sale of envelopes, postcards and MPL packing boxes, in line with the core postal activity, continued throughout the whole network, while the sale of other retail goods (food, gifts, toys, etc.) requiring product displays was available at nearly 1,400 postal outlets.



SERVING

CUSTOMERS

MYPOST LOYALTY PROGRAMME

The number of members of the MyPost Loyalty Programme for private customers grew to nearly 1.2 million in 2021. Our loyal customers made over 1 million transactions per month on average and earned more than 400 million points per year. Most point collection transactions continued to be made by bill payment and, within this, the use of the iCsekk mobile app is becoming more and more popular.

Under the programme, thanks to our partners offering discounts, cardholders can make purchases with reductions ranging from 5 to 20% at Budmil stores and its webshop, Gigatel's webshop, Citydeals' online platform providing various services and experiences, Campona KockaPark family adventure centre, Benczúr House Cultural Centre and the Post Museum in Budapest.

SERVING CUSTOMERS – FOCUS ON CONVENIENT

AND FAST CUSTOMER SERVICE

In addition to coping with the effects of the pandemic on the logistics market at a global level, at Magyar Posta's customer service, the year 2021 was primarily about providing customer-centric service for enquiries related to changes in customs clearance rules for international mail.

The trend in 2020 of customers increasingly favouring e-commerce for both international and domestic purchases continued to have a considerable impact on letter-mail and parcel volumes and thus on the number of customer enquiries.

Due to this, following an increase of nearly 25% in 2020, the number of customer service transactions rose by a further 3% in 2021, with customer service staff handling nearly 1 million direct customer transactions over the year. Of the communication channels, the largest increase was in the number of enquiries received via our electronic contact channels, up by almost 5% compared to 2020.

Responding to customer needs, the Company improved the customer interface of the posta.hu website and expanded the topics and functions of the forms. Frequently asked questions make it even easier for customers to find out about the status of their mail items or the options for using services without having to contact customer service. For contracted partners, a “customised” interface was created that allows them to send their specific queries by filling in standard forms in a time-saving and convenient way. In addition

to high standard service in response to customer enquiries, increasing internal efficiency is also of vital importance.

The year-end Christmas e-commerce surge had a significant impact on the Company. This increase in mail volumes also led to an exceptional volume of customer transactions requiring administrative assistance at customer service. During this crucial period in 2021, we achieved our best performance in recent years, significantly raising the service level of our call centre during the end-of-the-year peak period, increasing the number of calls answered, while also responding to written enquiries in less time than the time needed to reply to enquiring customers experienced in 2021.

CLOSE TO CUSTOMERS

In 2021, Magyar Posta was available to customers at more than 2,600 post offices throughout Hungary every weekday for a total of nearly 19,000 opening hours per day, and more than 350 mobile post routes helped with the collection and delivery of mail. 97% of the country's population can access Magyar Posta's fixed point service outlets in the place where they live. In villages without a fixed postal outlet, the aforementioned mobile post routes ensure that mail can be sent and delivered, and thus customers can arrange their postal affairs even in their own home.

In operating the fixed point network, Magyar Posta places special emphasis on customer-friendly solutions that support the use of postal services. To this end, at 177 post offices nationwide, queueing systems with modern touch screen totems help customers choose the desired service.

At post offices handling 30% of the traffic of the entire postal network operating a customer queueing system, customer needs can be served more quickly by increasing the efficiency of work organisation. This enabled the average waiting time to be shortened from 4:42 minutes to 3:19 minutes from 2018 to 2021. These post offices also offer the possibility of booking an appointment online, which allows customers to plan their use of the service more flexibly.


All manual delivery post offices run by the postal service have been equipped with PDAs, as a result of which deliveries are done by electronic means in all delivery districts under postal operation.

The background of the entire page is a dark green color with a repeating pattern of the Magyar Posta logo, which consists of a crown above a stylized 'P' and the words 'Magyar Posta' below it. The logo is repeated in a grid-like fashion across the background.

MAGYAR POSTA

AS AN EMPLOYER

Magyar Post

A blurred photograph of several people, likely employees, looking towards the right side of the frame. The image is out of focus, showing only the general shapes and colors of their heads and shoulders.

According to the Central Statistical Office, in 2021, the average statistical headcount including casual employment was 26,451, which is the equivalent of 25,225 full-time employees.

Under the three-year wage agreement for the years 2021 to 2023 concluded with the employee organisations, a general basic wage rise of 4% took effect from 1 July 2021. In addition to this, the Company also provided fringe benefits to employees in the form of a gross cash benefit of

HUF 300,000 or a payment to a SZÉP card of the same net value in recognition of loyalty in 2021.

The average monthly per capita full-time earnings were HUF 334,407, which were 1.6% higher than in 2020. The smaller increase in average earnings can be attributed to the fact that, unlike in previous years, loyalty was not acknowledged in the form of wages but as a fringe benefit that is not part of average earnings.

FRINGE BENEFITS, AID

Optional fringe benefits (OFB) for employees were an influential part of staff costs amounting to HUF 5,048 million, which are broken down in the table below.

| Benefit element | Proportion of use in total OFBs |
|------------------------------|---------------------------------|
| Voluntary Pension Fund | 7.72% |
| Health Fund | 5.46% |
| SZÉP accommodation | 10.83% |
| SZÉP catering | 47.29% |
| SZÉP leisure | 8.2% |
| Cash | 20.1% |
| Crèche, kindergarten service | 0.15% |
| Sporting event cover | 0.05% |
| Cultural service cover | 0.2% |

Under the Collective Contract and other internal regulations, Magyar Posta provided employees with housing loans and aid for those in need.

Housing loans provided by the Company totalled HUF 142 million, which helped 47 people to obtain homes, while contributions to renting properties, worth HUF 38.6 million, were paid to 257 employees. In 2021, the Company provided HUF 144.2 million in aid, which supported employees in difficult social circumstances, dependent on need, and offered assistance with maternity and funeral expenses in a total of 3,672 cases.

Postal workers whose lives became difficult due to the Covid-19 pandemic were helped by the Company through aid, group sickness insurance and targeted support from the Post Horn Foundation. Employees were able to apply to the Post Horn Foundation for help with rest and recreation.

STAFF TURNOVER

In 2021, the staff turnover trend was reversed slightly from the fall in 2020, mainly due to the pandemic situation, with the annual corporate-level figure of 19.1% being 0.3 percentage points higher than in the previous year. The increase in staff turnover was most noticeable in the field of logistics (up 1.8 percentage points).

HR DEVELOPMENT

The participation of Magyar Posta employees in various development programmes was higher than in previous years, which illustrates the Company's commitment to development. Due to the pandemic situation, the emphasis in the methodology of the programmes offered was on distance learning, both electronic and on paper, and development in the online space. Considering the evolution of the learning culture at the Company, and building on the experience of participants and instructors, retaining the training courses that can be held without harm to content or by adaptation in the online space is planned.



Besides training to meet legal and internal requirements, the Company devoted special resources to the training of postal network managers, through the Network Campus, a multi-element training programme that includes professional and competence development. Volunteers were chosen to start studying at the Campus after a selection process in several rounds. The almost 1.5-year programme is due to finish in 2022.



In line with the content of training managers involved in implementation aiming to strengthen labour force retention, the Company's manager training programme starts with identifying a second line of postal and logistics managers, and provides professional and skills training for target jobs, ending with an internal examination. A total of 250 managers took part in the two programmes in 2021.

The programme for managers and key people in logistics that began in 2020 ended in 2021, with 38 people taking part. There will be a follow-up phase in 2022.

The development of managers is important not only in the area of implementation: managers in the service and administrative areas participated in a 7-step e-learning development. This programme, too, was offered on a voluntary basis and 100 managers participated in the programme.

It is clear from the above that Magyar Posta has shifted from compulsory participation towards voluntary participation in skills development. The Company's intention is clear: those people should take part in training who see improvement as an opportunity and are capable, motivated and have potential.

Among the development opportunities offered to staff, postal training courses and examinations stand out in terms of number. In order to maintain and raise service standards, the Company launched a nationwide training campaign, offering all postal counter staff the opportunity to improve and pass exams.

Increasing professional knowledge is not only of value within the Company. Magyar Posta accepts both secondary and tertiary students for professional practice, with roughly 380 interns per year.

EMPLOYMENT OF WORKERS WITH REDUCED CAPACITY TO WORK



Magyar Posta attaches great importance to increasing the number of people with disabilities in its staff and, to promote this, the HR department launched a comprehensive programme with the support of senior management. As a result of the four-pillar “Let’s do it together” programme, the statistical number of such staff members increased by 60% at the Company. In recognition of this professional work, OFA Nonprofit Kft. awarded the Company second place as the Employer of the Year for this area, and a strategic cooperation agreement was signed between the CEO of Magyar Posta and the Minister of Human Capacities.



TALENT PROGRAMME



Magyar Posta

Talent Program

The Company's Talent Club programme, which was launched in 2020 and implemented in 2021, being offered to management-level employees and managers, was concluded with the elaboration of 5 priority topics. The quality of the end products presented to senior and specialist management is demonstrated by their integration into day-to-day operations.



RECRUITMENT

Due to the impact of Covid-19, ensuring an adequate supply of new staff required a greater online presence for the Company in 2021, too, as the popularity of job fairs and offline recruitment events diminished and many of them were cancelled.

From the second half of 2021, the labour market reverted to the situation in the pre-coronavirus years, which was most in evidence in unskilled physical labour.

Magyar Posta used a wide range of tools to attract potential employees, including a renewed careers page, a new online recruitment system, target group-specific social media campaigns, and offline solutions and recruitment activities exploiting its national network, in order to draw attention to the Company.

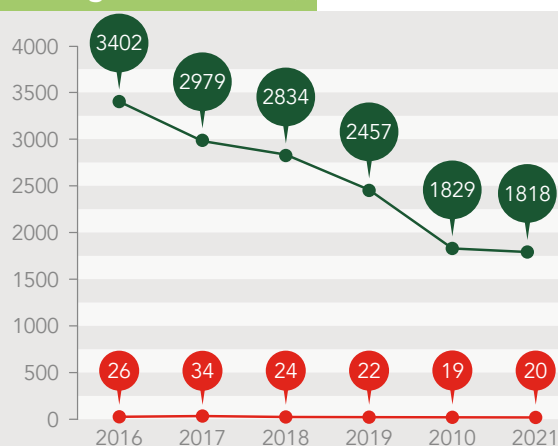


ENVIRONMENTAL PROTECTION

Society is becoming increasingly sensitive to environmental protection. Magyar Posta, as a responsible company supporting the development of a circular economy, likewise gives priority to minimising the impact of its activities on the environment in all stages of the value chain and to regularly measuring its environmental performance. As a consequence of the European Green Deal and our dependence on the global economy, there is growing pressure for a shift towards more resource efficient, environmentally friendly (green) and renewable energy based solutions in the Hungarian economy as well.

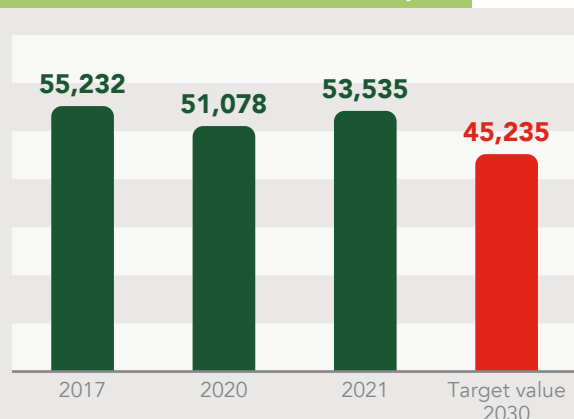
Conscious waste management is the cornerstone of environmentally responsible corporate operation. In 2021, Magyar Posta generated 1,838 tons of separately collected waste, 1,818 tons of which were classified as non-hazardous, while 20 tons were classified as hazardous, as the figure below shows. Separately collected waste (paper, metal, plastic, electronic waste, etc.) was handed over for recycling to our partners holding appropriate waste management permits. Our revenue from the sale of waste was HUF 2.43 million, roughly the same as in the previous year.

Waste generation (tons)



— Non-hazardous waste
— Hazardous waste

Carbon dioxide emissions tons/year



On 1 July 2021, Government Decree 301/2021 of 1 June 2021 on the **restriction** of marketing **certain single-use** and **plastic products** entered into force. Although Magyar Posta is neither a manufacturer nor a distributor of the plastic products covered by the regulation, it was justified to include certain restrictions from the user side, thus the prohibited products were blocked according to their article number in the list of products available for purchase and were included among the items whose use is prohibited on a business card.

As the figure below shows, the Company's carbon dioxide emissions increased slightly in 2021, primarily for two main reasons. The first is the rise in energy consumption for heating, which can be linked to the fact that 2021 was the coolest year in Hungary in the last ten years regarding the spring and autumn months. The other reason is a small rise in the amount of fuel used by motor vehicles, which can be explained by the increase in the volume of mail items delivered due to the growth in e-commerce.

Magyar Posta also regularly reports its environmental performance against the key indicators set by the Global Reporting Initiative standard in its Sustainability Report and has joined the climate protection programme of the Universal Postal Union (UPU), which operates under the auspices of the UN.



**FOR A MORE
SUSTAINABLE FUTURE**



Environmental investments

In 2021, the amounts devoted to environmental protection investments were as follows:

| Activity | Costs (HUF m) | Premises (no.) |
|---|---------------|----------------|
| 1. Modernisation, regulation of heating, gas connection | 137 | 71 |
| 2. Modernising lighting and wiring | 104 | 55 |
| 3. Renovating and connecting plumbing and drains | 14 | 33 |
| 4. Wall renovation, heat insulation | 25 | 2 |
| 5. Changing windows | 12 | 1 |
| 6. Renovating sanitary units | 3 | 2 |
| Total: | 295 | 164 |

MANAGING THE PANDEMIC SITUATION

The coronavirus pandemic, which fundamentally shaped the external and internal operating environment of the Company, left its mark again in 2021. The epidemic situation no longer caught us off guard as a form of routine to deal with unpredictability had been established by 2021. Nevertheless, some things cannot be prepared for. Despite our best efforts, tragedies did not elude us as 34 of our colleagues fell victim to the virus in 2021.

In 2021, we remained confident that the pandemic situation would come to an end but, even as restrictions were eased during the year, the Company remained vigilant. This attitude proved to be right as the country hit a steep upward section of the Covid-19 rollercoaster at the end of the year.

On the employer's side, all reasonable measures that were justified in proportion with the risk in order to minimise infection and increase vaccination coverage were put in place and maintained.

In 2021, more than 17,500 litres of hand sanitisers, 84,300 washable masks with the postal logo, 292,200 FFP2 masks and 79,500 flacons of long-lasting 'liquid' gloves were distributed to employees who were exposed to risk. In the third and fourth waves, the virus was much more infectious, as shown

by national and even international statistics, with a far higher proportion of cases worldwide compared to 2020. At the corporate level, this trend was also perceptible at Magyar Posta, where 4,371 infections were confirmed among employees in 2021, up from 1,175 in the previous year, a nearly fourfold increase in case numbers. However, the rate of positive, simultaneously ill, infected postal workers was on average less than 3% of all employees due to the internal epidemiological protocol that was in place.

In the spring of 2021, when fewer vaccines against Covid-19 were available, Magyar Posta offered opportunities to its staff to be vaccinated, and organised the voluntary vaccination of employees in cooperation with Government Offices nationwide. As the vaccine became available to everyone from the summer of 2021, it was sufficient to encourage vaccination among colleagues through internal calls in conjunction with government vaccination campaigns.

Despite the difficulties in 2021, there were no significant disruptions to Magyar Posta's operations, even in peak load periods, which allowed the Company to prove once again to the public and its partners that Magyar Posta can be relied upon in any circumstances.

QUALITY MANAGEMENT

– QUALITY AWARENESS

In the **Integrated Quality, Environment and Energy Policy**, Magyar Posta's management set the continuous objectives for the Company of operating as a reliable and responsible national postal service provider that offers quality services, and undertook the commitment to protect the environment, avoid environmental pollution and implement rational energy management.

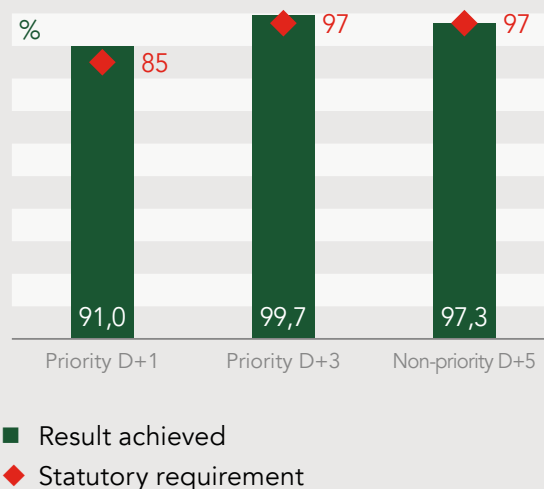
In accordance with these commitments and objectives, the Company introduced, operates and develops its related management systems, which also support management decisions. Apart from the **ISO 9001 Quality Management System** (the standard operating for the longest at the Company, now 17 years), the **ISO 14001 Environmental Management System** is operated at logistics premises. In units performing key activities and processing sensitive customer data, work is supported by the **ISO 27001 Information Security Management System**, which was extended to other logistics organisational units in 2021. Besides these systems, since 2016, an **Energy Management System** has operated in accordance with the **ISO 50001 standard** to improve the efficiency of energy management, which covers all units and their processes.

An independent certifying body inspects the compliance of the management systems on a regular, annual basis, and conducts a renewal audit on stricter conditions every three years, verifying compliant operation with a certificate. The review audits of the **Quality Management**

System, the Environmental Management System and the Energy Management System due in 2021 were successful, as was the renewal audit of the Information Security Management System. Accordingly, the related certificates are still valid. (ISO 9001:2015, ISO 14001:2015, ISO 50001:2018, ISO/IEC 27001:2013)

Magyar Posta, as the universal postal service provider, must meet the quality expectations¹ laid down by legislation. Based on the results measured and certified by the independent measurement organisation GfK Hungária Piackutató Kft., **Magyar Posta fulfilled its obligations for transit times laid down by law for the handling of domestic, individually posted priority mail items and non-priority mail items in 2021, as shown by the diagram below.**

Universal letter-mail service – priority mail items sent on single-piece tariff basis – 2021



¹ Pursuant to the provisions of Sections 15(1) to (4) and 35(3) of Act CLIX of 2012 of 29 October 2012 on Postal Services.

HU05/1670 számú tanúsítvány fordítása

SGS

Tanúsítjuk, hogy a

Magyar Posta Zrt.

1138 Budapest, Dunavirág u. 2-6.

irányítási rendszerét auditáltuk és az megfelel az alábbi szabvány követelményeinek:

ISO 9001:2015

A tanúsítás az alábbi tevékenységekre érvényes:

Levélszolgáltatások, csomagszolgáltatások, áru fuvarozási és komplex logisztikai szolgáltatások, küldemény-előállítás szolgáltatás (Insert Pack) teljes üzleti folyamata, valamint a technológiai és támogató folyamatok.

A tanúsítvány 2020. december 9-től 2023. december 8-ig érvényes, sikeres felülvizsgálatok esetén.
A megújító audit minimum 60 nappal a tanúsítvány lejáratát megelőzően esedékes.
Kiadás 12. Tanúsítva 2005. december 9-től.



Jóváhagyta:

SGS United Kingdom Ltd. Systems & Services Certification
Rossmore Business Park Ellesmere Port Cheshire CH65 3EN UK
t +44 (0)151 350-6666 f +44 (0)151 350-6600 www.sgs.com

HC SGS 9001 2015 0118 HU

Oldalszám 1 / 1



0005



Cégünk ezt a dokumentumot a "Tanúsítási Szolgáltatás Általános Szerződési Feltételei" szerint állította ki. A szabályzat teljes szövege megtalálható a www.sgs.com/terms_and_conditions.htm webcímen, amely különös figyelmet szentel a felelősség, kártalanítási és jogi kérdésekre. Ezen nyomtatott dokumentum hitelességét a <https://www.sgs.com/en/certified-clients-and-products/certified-client-directory> webcímen lehet ellenőrizni. Minden jogszabályon módosítás, tartalmi vagy kinézetbeli változtatás hitelességének minősül, tehát törvénybe ütköző és jogi eljárást vonhat maga után.

Tanúsítvány fordítás HU12/6283

Tanúsítjuk, hogy a(z)

Magyar Posta Zrt.

H-1138 Budapest Dunavirág u. 2-6.

irányítási rendszerét auditáltuk és az megfelel az alábbi szabvány követelményeinek:

ISO 14001:2015

A tanúsítás az alábbi tevékenységekre érvényes:

A Magyar Posta Zrt. logisztikai üzei, az ezeken a telephelyeken található valamennyi Postai szervezeti egység, valamint a speciális technológiai központjai.

Érvényessége: 2021 december 17 - 2023 november 13 sikeres felülvizsgálatok esetén.

Kiadás: 6. Tanúsítva: 2012 február 19.

A tanúsítvány több telephelyre érvényes. A telephelyek adatait a következő oldalon részleteztük.

Jóváhagyta:

SGS United Kingdom Ltd.

Rossmore Business Park, Ellesmere Port, Cheshire, CH65 3EN, UK

t +44 (0)151 350-6666 - www.sgs.com



Ezt a dokumentumot a Társaság bocsátja ki, a www.sgs.com/terms_and_conditions.htm elérhető Általános Tanúsítási Szolgáltatások Feltételeinek figyelembevételével. Felhívjuk a figyelmet a felelősségi kárterítés korlátaira és az ott megállapított joghatósági kérdésekre. A dokumentum hitelessége [athttp://www.sgs.com/en/certified-clients-and-products/certified-client-directory](http://www.sgs.com/en/certified-clients-and-products/certified-client-directory) ellenőrizhető. A dokumentum tartalmának vagy megjelenésének jogosulatlan megváltoztatása vagy meghamisítása jogellenes, és az elkövetők ellen a törvény teljes mértékben büntetőeljárást indíthat.



HU16/7967 számú tanúsítvány fordítása

SGS

Tanúsítjuk, hogy a

Magyar Posta Zrt.

1138 Budapest, Dunavirág u. 2-6.

irányítási rendszerét auditáltuk és az megfelel az alábbi szabvány követelményeinek:

ISO 50001:2018

A tanúsítás az alábbi tevékenységekre érvényes:

**A Magyar Posta Zrt. üzleti, szolgáltatási és támogató folyamatai,
valamint beruházási, beszerzési, épület- és flottaüzemeltetési
tevékenysége.**

EA Sector: 31

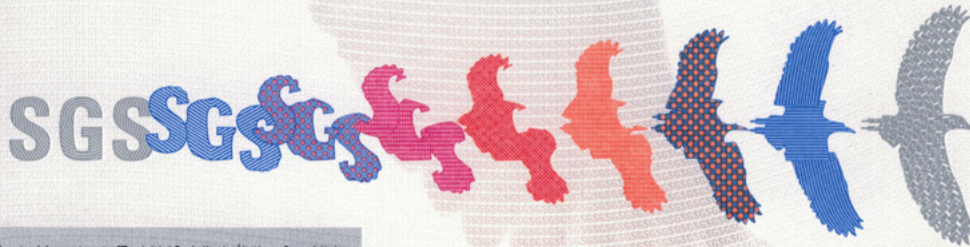
A tanúsítvány 2019. december 13-tól 2022. december 12-ig érvényes,
sikeres felülvizsgálatok esetén.
A megújító audit minimum 60 nappal a tanúsítvány lejárata előtt esedékes.
Kiadás 2. Tanúsítva 2016. december 13-tól.

Jóváhagyta:
Paola Santarelli



SGS ITALIA S.p.A. - Certification and Business Enhancement
Via Caldera, 21 20153 MILANO - Italy
t +39 02 73 93 1 f +39 02 70 10 94 89 www.sgs.com

Oldalszám 1 / 1



Cégünk ezt a dokumentumot a "Tanúsítási Szolgáltatás Általános Szerződési Feltételei" szerint állította ki. A szabályzat teljes szövege megtalálható a www.sgs.com/terms_and_conditions.htm webcimen, amely különös figyelmet szentel a felelősség, kártalanítási és jogi kérdésekre. Ezen nyomtatott dokumentum hitelességét a http://www.sgs.com/clients/identified_clients.htm webcimen lehet ellenőrizni. Minden jogosulatlan módosítás, tartalmi vagy kinézetbeli változtatás hamisításnak minősül, tehát törvénybe ütköző és jogi eljárást vonhat maga után.

Certification of the results of independently measured transit times:



TANÚSÍTVÁNY

A GfK Hungária Piackutató Kft., mint független mérő szervezet tanúsítja, hogy a

MAGYAR POSTA Zrt.

a belföldi forgalmú levélküldemények szolgáltatásában

2021. évben az alábbi átfutási időket teljesítette:

A feladást követő 5. munkanap végéig kézbesített levélküldemények aránya

Egyetemes postai szolgáltatások

| | |
|--|--------|
| Egyedi feladású elsőbbségi levélküldemények | 99,96% |
| Egyedi feladású nem elsőbbségi levélküldemények | 97,34% |
| Tömeges feladású elsőbbségi levélküldemények | 99,94% |
| Tömeges feladású nem elsőbbségi levélküldemények | 98,07% |
| Vakok írása levélküldemények | 100% |

Egyetemes postai szolgáltatást helyettesítő szolgáltatás

| | |
|--------------|--------|
| Üzleti levél | 98,21% |
|--------------|--------|

GfK Hungária Piackutató Kft. a méréseket a Nemzeti Média- és Hírközlési Hatóság **UF-31377-2/2019.** számú határozatában jóváhagyott egyetemes és egyetemes postai szolgáltatást helyettesítő szolgáltatások átfutási idő mérési módszertanai, illetve Vakok írása küldemények átfutási módszertana alapján, továbbá az abban hivatkozott szabványok előírásainak megfelelően végezte.

Budapest, 2022. február 22.

Sztupár Andrea, ügyvezető igazgató

GfK Hungária Kft.
1077 Budapest, Wesselényi u. 16.
Adószám: 10253027-2-42
1.

Gál Enikő, ügyvezető igazgató

MAGYAR POSTA ZRT.'S DATA

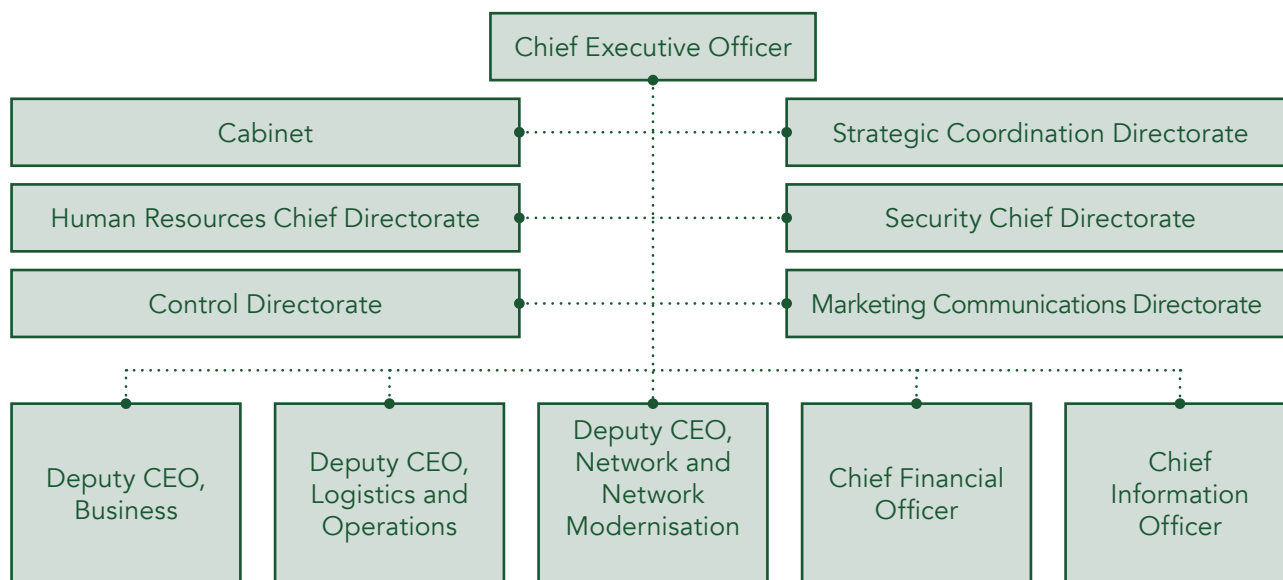


MANAGEMENT AND ORGANISATION

Organisational changes support the objectives of a cost-efficient and profitable large logistics company.

CORPORATE MANAGEMENT STRUCTURE OF MAGYAR POSTA ZRT.

(31 DECEMBER 2021)



MEMBERS OF THE BOARD OF DIRECTORS

on 31 December 2021:

- ▶ Sára Irén Hegmanné Nemes, chairwoman
- ▶ Csilla Edit Simon
- ▶ György Schamschula
- ▶ Béla Csáki
- ▶ Levente László Szabó
- ▶ Dr Géza Károly Láng

MEMBERS OF THE SUPERVISORY BOARD

on 31 December 2021:

- ▶ Dr Barnabás Balczó, chairman
- ▶ Csilla Kárpáti
- ▶ Dr Boldizsár Szabó
- ▶ Dr Attila Tamás Tajthy
- ▶ Dr Sándor Nemes
- ▶ Zsuzsanna Tóth

Magyar Posta Zrt. was founded for an indefinite period of time.

The Company is the general legal successor of Magyar Posta Vállalat and was founded on 31 December 1993.

COMPANY HEADQUARTERS:

Budapest, District XIII, Dunavirág u. 2-6

THE COMPANY'S SHARE CAPITAL

ON 31 DECEMBER 2021: HUF 14,138,000,000

MAIN COMPANY ACTIVITY:

- ▶ national postal activities,
- ▶ logistics services,
- ▶ payment mediation and other financial services

THE COMPANY'S MANAGING BODY:

Board of Directors

THE COMPANY'S CHIEF EXECUTIVE OFFICER:

György Schamschula

THE COMPANY'S AUDITOR

ON 31 DECEMBER 2021:

Deloitte Könyvvizsgáló és Tanácsadó Kft.

Tamás Horváth, certified auditor

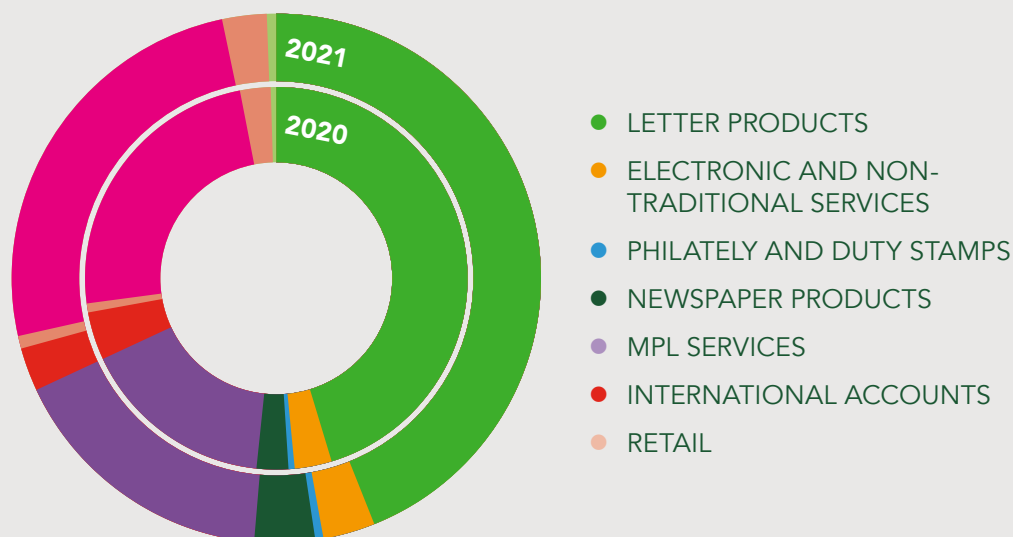
Chamber membership number: 003449

RESULTS

The Company's previously formed strategic alliances were further strengthened over the last year and the foundations for long-term cooperation were laid, ensuring mutual advantages. The Company's services are typified by continuous product and service renewal irrespective of whether they are provided in a competitive environment or under a legal obligation. The developments follow changes in consumption patterns, expectations generated by customer requirements and

international trends. **In 2021, the Company achieved a profit before tax of HUF 13.971 billion**, with a 4% increase in basic wages implemented from 1 July 2021 (which also included the rise in the minimum wage and the guaranteed minimum wage from 1 February 2021). The annual **sales revenue was HUF 220.4 billion**. In the breakdown of turnover by product, the share of logistics and letter products grew within the portfolio, as shown in the diagram below.

BREAKDOWN OF THE REVENUE OF MAGYAR POSTA ZRT. IN 2021 COMPARED TO 2020



| Name | 2020 | 2021 |
|----------------------------|---------------|---------------|
| EBIT (HUF million) | 2,131 | 13,788 |
| EBITDA (HUF million) | 11,626 | 23,574 |
| EBIT / average equity | 2.5% | 14.4% |
| EBIT / average assets | 1.1% | 6.5% |
| EBIT / net sales revenue | 1.1% | 6.3% |
| EBITDA / average equity | 13.5% | 24.7% |
| EBITDA / average assets | 5.8% | 11.1% |
| EBITDA / net sales revenue | 5.8% | 10.7% |

BREAKDOWN OF NET SALES REVENUE

| | 2020 | 2021 |
|---|---------------|---------------|
| Letter products | 44.0% | 45.5% |
| Electronic and non-traditional services | 3.2% | 3.2% |
| Philately and duty stamps | 0.5% | 0.4% |
| Newspaper products | 3.7% | 2.8% |
| MPL services (logistics products) | 16.7% | 16.3% |
| International accounts | 2.7% | 4.0% |
| Retail | 0.8% | 0.7% |
| Payment services | 25.0% | 23.8% |
| Postal financial services | 2.8% | 2.7% |
| Other | 0.7% | 0.6% |
| Total: | 100.0% | 100.0% |

Annex 1

INDEPENDENT AUDITOR'S REPORT



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Bejegyezte:
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Cg.: 01-09-071057

FÜGGETLEN KÖNYVVIZSGÁLÓI JELENTÉS AZ ÖSSZESÍTETT PÉNZÜGYI KIMUTATÁSOKRÓL

A Magyar Posta Zrt. részvényeseinek

Vélemény

A Magyar Posta Zrt. éves jelentésének 1. számú melléklete 45-50. oldalain található, összesített pénzügyi kimutatásokat, amelyek a 2021. december 31-i fordulónapra készített összesített mérlegből, valamint az ezen időponttal végződő évre vonatkozó összesített eredménykimutatásból állnak, a Magyar Posta Zrt. 2021. december 31-ével végződő évre vonatkozó, számvitelről szóló 2000. évi C. törvény szerint készített éves beszámolójából vezették le. Véleményünk szerint a mellékelt összesített pénzügyi kimutatások minden lényeges szempontból összhangban vannak a könyvvizsgált éves beszámolóval.

Összesített pénzügyi kimutatások

Az összesített pénzügyi kimutatások nem tartalmazzák a Magyarországon hatályos, a számvitelről szóló 2000. évi C. törvény által előírt valamennyi közzétételt. Emiatt az összesített pénzügyi kimutatások és az azokra vonatkozó könyvvizsgálói jelentés elolvasása nem helyettesíti a könyvvizsgált éves beszámoló és az arra vonatkozó könyvvizsgálói jelentés elolvasását. Az összesített pénzügyi kimutatások és a könyvvizsgált éves beszámoló nem tükrözik a könyvvizsgált éves beszámolóra vonatkozó jelentésünk dátumát követően bekövetkezett események hatásait.

A könyvvizsgált éves beszámoló és az arra vonatkozó jelentésünk

A 2022. március 23-án kelt független könyvvizsgálói jelentésünkben minősítés nélküli véleményt bocsátottunk ki az éves beszámolóra vonatkozóan, amelyet a közgyűlés 2022. április 5-én jóváhagyott.

A vezetés felelőssége az összesített pénzügyi kimutatásokért

A vezetés felelős az összesített pénzügyi kimutatásoknak az elkészítéséért.

A könyvvizsgáló felelőssége

A mi felelősségünk vélemény kibocsátása eljárásaink alapján, amelyeket a 810. témaszámú, „Összesített pénzügyi kimutatásokra vonatkozó jelentések kibocsátására vonatkozó megbízások” című magyar Nemzeti Könyvvizsgálói Standarddal összhangban hajtottunk végre, arra vonatkozóan, hogy az összesített pénzügyi kimutatások minden lényeges szempontból összhangban vannak-e a könyvvizsgált éves beszámolóval.

Budapest, 2022. augusztus 18.

Horváth Tamás

A Deloitte Könyvvizsgáló és Tanácsadó Kft. képviselőjeként
illetve mint kamarai tag könyvvizsgáló

Deloitte Könyvvizsgáló és Tanácsadó Kft.
1068 Budapest Dózsa György út 84/C.
Nyilvántartási szám: 000083

Kamarai tag könyvvizsgálói tagszám: 003449

Annex 2

FINANCIAL AND OPERATING PERFORMANCE

BALANCE SHEET "A" Assets

| Assets | | figures in HUF million | |
|-------------|---|------------------------|------------------|
| | Item | 31 December 2020 | 31 December 2021 |
| A. | Investments (non-financial) | 145,555 | 143,315 |
| I. | INTANGIBLE ASSETS | 7,515 | 8,974 |
| | Capitalised value of start-up and restructuring | | |
| | Capitalised value of R&D | | |
| | Rights representing property | 2,863 | 2,800 |
| | Intellectual products | 4,652 | 6,174 |
| | Goodwill | | |
| | Prepayment on intangible assets | | |
| | Revaluation of intangible assets | | |
| II. | TANGIBLE ASSETS | 76,509 | 74,152 |
| | Land and related property-valued rights | 28,290 | 26,632 |
| | Technical equipment, machinery, vehicles | 11,280 | 9,141 |
| | Other equipment, accessories, vehicles | 1,855 | 2,976 |
| | Livestock | | |
| | Reconstruction in progress | 3,458 | 2,918 |
| | Prepayment on investments | 1 | |
| | Revaluation of tangible assets | 31,625 | 32,485 |
| III. | FINANCIAL INVESTMENTS | 61,531 | 60,189 |
| | Long-term shares in associated undertakings | 44,248 | 45,518 |
| | Long-term loans to associated undertakings | 2,511 | |
| | Long-term major shares | 2,440 | 2,440 |
| | Long-term loans to undertakings in major profit-sharing partnership | 310 | 310 |
| | Other long-term shares | 11,196 | 11,196 |
| | Long-term loans to undertakings in other profit-sharing partnership | | |
| | Other long-term loans | 826 | 725 |
| | Securities embodying long-term credit partnership | | |
| | Revaluation of financial investments | | |

| | | | |
|-------------|---|----------------|----------------|
| 73 | Current assets | 61,659 | 65,983 |
| I. | STOCKS (INVENTORY) | 771 | 900 |
| | Raw materials | 609 | 681 |
| | Unfinished goods and work-in-progress | | |
| | Livestock | | |
| | Finished goods | 73 | 50 |
| | Goods | 62 | 103 |
| | Advance payments on inventories | 27 | 66 |
| II. | RECEIVABLES | 21,260 | 23,099 |
| | Receivables from customers | 15,397 | 15,930 |
| | Accounts owed by associated undertakings | 2,142 | 2,499 |
| | Accounts owed by undertakings in major profit-sharing partnership | 450 | 356 |
| | Accounts owed by undertakings in other profit-sharing partnership | 55 | 111 |
| | Bills of exchange receivable | | |
| | Other debtors | 3,216 | 4,203 |
| III. | SECURITIES | 2,966 | 2,951 |
| | Share in associated undertakings | | |
| | Major shares | | |
| | Other shares | | |
| | Own shares | | |
| | Securities for trade embodying credit partnership | 2,966 | 2,951 |
| IV. | LIQUID ASSETS | 36,662 | 39,033 |
| | Cash in hand, cheques | 9,927 | 8,949 |
| | Bank deposits | 26,735 | 30,084 |
| C. | Prepayments | 4,408 | 3,380 |
| | Prepayments of income | 2,199 | 2,054 |
| | Prepayments of costs and expenditures | 2,209 | 1,326 |
| | Deferred expenditures | | |
| | Total assets | 211,622 | 212,678 |

| Liabilities | | figures in HUF million | |
|-------------|---|------------------------|------------------|
| | Item | 31 December 2020 | 31 December 2021 |
| D. | Equity | 88,129 | 102,960 |
| I. | REGISTERED CAPITAL | 14,138 | 14,138 |
| | of which repurchased property share at face value | | |
| II. | REGISTERED UNPAID CAPITAL (-) | | |
| III. | CAPITAL RESERVE | 4,941 | 4,941 |
| IV. | PROFIT RESERVE | 35,057 | 21,535 |
| V. | TIED UP RESERVE | 1,943 | 15,890 |
| VI. | REVALUATION RESERVE | 31,625 | 32,485 |
| VII. | PROFIT AFTER TAX | 425 | 13,971 |
| E. | Provisions | 41,304 | 35,323 |
| | Provisions for expected liabilities | 41,304 | 35,323 |
| | Provisions for future costs | | |
| | Other provisions | | |
| F. | Credits (liabilities) | 68,537 | 59,297 |
| I. | SUBORDINATED LIABILITIES | | |
| | Subordinated liabilities against associated undertakings | | |
| | Subordinated liabilities against undertakings in major profit-sharing partnership | | |
| | Subordinated liabilities against undertakings in other profit-sharing partnership | | |
| | Subordinated liabilities against other party | | |
| II. | LONG-TERM LIABILITIES | 11,618 | 2,707 |
| | Long-term loans | | |
| | Convertible and equity bonds | | |
| | Debenture loans | | |
| | Investment and development credits | | |
| | Other long-term credits | 10,982 | 1,875 |
| | Long-term liabilities against associated undertakings | | |
| | Long-term liabilities against undertakings in major profit-sharing partnership | | |
| | Long-term liabilities against undertakings in other profit-sharing partnership | | |
| | Other long-term liabilities | 636 | 832 |

| | | |
|---|----------------|----------------|
| III. SHORT-TERM LIABILITIES | 56,919 | 56,919 |
| Short-term loans | 520 | 56,590 |
| of which convertible and equity bonds | | |
| Short-term credits | 4,107 | 4,323 |
| Prepayments received from purchasers | 2,451 | 717 |
| Trade creditors | 7,198 | 8,766 |
| Bills of exchange payable | | |
| Short-term liabilities against associated undertakings | 11,700 | 12,861 |
| Short-term liabilities against undertakings in major profit-sharing partnership | 325 | 342 |
| Short-term liabilities against undertakings in other profit-sharing partnership | 1 | 5 |
| Other short-term liabilities | 31,137 | 29,576 |
| G. Accruals and deferred income | 13,652 | 15,098 |
| Accrual of income | 628 | 677 |
| Accrual of costs and expenditures | 10,844 | 12,747 |
| Deferred income | 2,180 | 1,674 |
| Total equity and liabilities | 211,622 | 212,678 |

PROFIT AND LOSS ACCOUNT (total costs method)

| | | figures in HUF million | |
|-------------|--|------------------------|------------------|
| | Item | 31 December 2020 | 31 December 2021 |
| 1 | Net domestic sales | 185,601 | 203,908 |
| 2 | Net export sales | 14,001 | 16,509 |
| I. | Turnover (01+02) | 199,602 | 220,417 |
| 3 | Change in stocks produced ± | 12 | -23 |
| 4 | Capitalised value of assets produced | 524 | 841 |
| II. | Own performance capitalised (±03+04) | 536 | 818 |
| III. | Other income | 52,610 | 15,288 |
| | of which reversed diminution in value | 207 | 101 |
| 5 | Cost of raw materials | 9,239 | 9,575 |
| 6 | Services used | 49,275 | 51,995 |
| 7 | Other services | 2,705 | 3,044 |
| 8 | Original value of goods sold | 3,358 | 3,011 |
| 9 | Value of services sold (brokerage) | 272 | 241 |
| IV. | Material-type expenditures (05+06+07+08+09) | 64,849 | 67,866 |
| 10 | Wage costs | 104,372 | 101,537 |
| 11 | Other personal type expenses | 9,521 | 17,801 |
| 12 | Wage contributions | 19,972 | 18,219 |
| V. | Staff costs (10+11+12) | 133,865 | 137,557 |
| VI. | Depreciation write-off | 9,495 | 9,786 |
| VII. | Other expenditures | 39,196 | 11,528 |
| | of which value loss | 1,286 | 83 |
| A. | OPERATING PROFIT (I±II+III-IV-V-VI-VII) | 5,343 | 9,786 |
| 13 | Dividend and profit-sharing from investments | 219 | 410 |
| | of which from associated undertakings | | 48 |
| 14 | Income from shares and exchange gains | | |
| | of which from associated undertakings | | |
| 15 | Income from financial investments (securities, loans) and exchange gains | 24 | 23 |
| | of which from associated undertakings | 1 | |

| | | | |
|--------------|---|---------------|---------------|
| 16 | Other interest and similar income due | 124 | 399 |
| | of which from associated undertakings | 13 | 30 |
| 17 | Other income from payment transactions | 670 | 4,749 |
| VIII. | Income from financial transactions (13+14+15+16+17) | 1,037 | 5,581 |
| 18 | Expenditures from shares and exchange losses | 24 | |
| | of which to associated undertakings | | |
| 19 | Expenditures from financial investments (securities, loans) and exchange losses | | |
| | of which to associated undertakings | | |
| 20 | Interest and similar expenditures payable | 342 | 239 |
| | of which to associated undertakings | 15 | 55 |
| 21 | Losses on shares, securities, long-term loans, bank deposits | 27 | |
| 22 | Other expenditures on payment transactions | 4,050 | 1,157 |
| XI. | Expenditures on payment transactions (18+19+20+21+22) | 4,443 | 1,396 |
| B. | PROFIT ON PAYMENT TRANSACTIONS (VIII-IX) | -3,406 | 4,185 |
| C. | PROFIT BEFORE TAX ($\pm A \pm B$) | 1,937 | 13,971 |
| X. | Taxation | 1,512 | |
| D. | PROFIT AFTER TAX ($\pm C - X$) | 425 | 13,971 |

