

# GRI Content Index

with reference to the GRI Standards

The following GRI Content Index lists all topics that have been identified as material for A1 Telekom Austria Group as a whole in the course of the materiality assessment in 2019. Information concerning the role of the supervisory board is provided in the Corporate Governance Report, which is part of Combined Annual Report 2020 of the A1 Telekom Austria Group. Unless indicated otherwise, page numbers refer to the Combined Annual Report 2020 of the A1 Telekom Austria Group.

|                                         | Description                                                          | Reference / response                                                                                                                                                                                                                                                       |
|-----------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>GRI 102 General Disclosures 2016</b> |                                                                      |                                                                                                                                                                                                                                                                            |
| <b>Organizational profile</b>           |                                                                      |                                                                                                                                                                                                                                                                            |
| 102-1                                   | Name of the organization                                             | see page 4                                                                                                                                                                                                                                                                 |
| 102-2                                   | Activities, brands, products and services                            | see page 4f and Group Management Report 2020                                                                                                                                                                                                                               |
| 102-3                                   | Location of headquarters                                             | see page 194                                                                                                                                                                                                                                                               |
| 102-4                                   | Countries in which the organization operates to a significant extent | see page 4f                                                                                                                                                                                                                                                                |
| 102-5                                   | Ownership and legal form                                             | see page 4f, 35ff and Group Management Report 2020                                                                                                                                                                                                                         |
| 102-6                                   | Markets served                                                       | A1 Telekom Austria Group offers its products and services to business and private customers from all sectors.<br>see page 4 and Group Management Report 2020                                                                                                               |
| 102-7                                   | Scale of the organization                                            | A1 Telekom Austria Group has seven operating companies which are in accordance with the GRI definition of 'operation'. In some cases the holding company fulfills these criteria and is highlighted accordingly.<br>see page 35ff and Group Management Report 2020         |
| 102-8                                   | Information on employees and other workers                           | see page 191f                                                                                                                                                                                                                                                              |
| 102-9                                   | Supply chain                                                         | see page 22 and<br><a href="http://www.A1.group/en/csr/sustainable-supply-chain-management">www.A1.group/en/csr/sustainable-supply-chain-management</a>                                                                                                                    |
| 102-10                                  | Significant changes to the organization                              | There were no significant changes to the organization's size, structure and supply chain in the reporting period.<br>See page 35ff for details on the ownership structure.                                                                                                 |
| 102-11                                  | Precautionary Principle or approach                                  | In all its activities, A1 Telekom Austria Group honors the precautionary principle by taking into account potential future developments and findings in its decisions (e. g. scenario analysis in the context of risk management, please see Group Management Report 2020) |
| 102-12                                  | External initiatives                                                 | see page 32, 46 and 49                                                                                                                                                                                                                                                     |
| 102-13                                  | Membership of associations                                           | see page 19                                                                                                                                                                                                                                                                |
| <b>Strategy</b>                         |                                                                      |                                                                                                                                                                                                                                                                            |
| 102-14                                  | Statement from senior decision-maker                                 | see page 6f                                                                                                                                                                                                                                                                |

**Ethics and integrity**

|        |                                                     |                                                                                                                                                              |
|--------|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 102-16 | Values, principles, standards and norms of behavior | see page 10ff, 38ff, 50f<br>Code of conduct:<br><a href="http://www.A1.group/en/group/compliance-guidelines">www.A1.group/en/group/compliance-guidelines</a> |
|--------|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|

**Governance**

|        |                      |                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 102-18 | Governance structure | Since 2010, A1 Telekom Austria Group has been using a group-wide, integrated sustainability management system. The ESG Team, as part of Group Communications and Sustainability, reports directly to the CEO. With the introduction of an internal social media platform, A1 Telekom Austria Group established a digital group-wide knowledge platform through which sustainable activities are communicated and coordinated. |
|--------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**Stakeholder engagement**

|        |                                        |                                                                                                                                                                  |
|--------|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 102-40 | List of stakeholder groups             | see page 17f                                                                                                                                                     |
| 102-41 | Collective bargaining agreements       | 50% of all employees are covered by the provisions of collective bargaining agreements. National requirements are observed at all subsidiaries.<br>see page 38ff |
| 102-42 | Identifying and selecting stakeholders | see page 17f                                                                                                                                                     |
| 102-43 | Approach to stakeholder engagement     | see page 17f                                                                                                                                                     |
| 102-44 | Key topics and concerns raised         | see page 17f                                                                                                                                                     |

**Reporting practice**

|        |                                                            |                                                                                                                                                                                                                                                                                                                     |
|--------|------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 102-45 | Entities included in the consolidated financial statements | see Consolidated Financial Statements 2020                                                                                                                                                                                                                                                                          |
| 102-46 | Defining report content and topic Boundaries               | Boundaries for material topics were defined according to an impact assessment inside and/or outside the organization. A1 Telekom Austria Group's ability to influence the topic was considered as well.<br>see <a href="http://A1.group/en/csr/sustainability-strategy">A1.group/en/csr/sustainability-strategy</a> |
| 102-47 | List of material topics                                    | see page 16                                                                                                                                                                                                                                                                                                         |
| 102-48 | Restatements of information                                | No re-phrasing of information from past reports took place.                                                                                                                                                                                                                                                         |
| 102-49 | Changes in reporting                                       | No changes to the extent and topical boundaries compared to earlier reporting periods.                                                                                                                                                                                                                              |
| 102-50 | Reporting period                                           | The report refers to the 2020 financial year, unless otherwise stated. Environmental indicators were collected for the period 01 November 2019 to 31 October 2020. This period is considered representative for the 2020 financial year.                                                                            |
| 102-51 | Date of most recent report                                 | The report for the 2019 period was published in June 2020.                                                                                                                                                                                                                                                          |
| 102-52 | Reporting cycle                                            | The Combined Annual Report is published once a year.                                                                                                                                                                                                                                                                |
| 102-53 | Contact point for questions regarding the report           | see page 5                                                                                                                                                                                                                                                                                                          |
| 102-54 | Claims of reporting in accordance with the GRI Standards   | The report was published with reference to the GRI Standards.                                                                                                                                                                                                                                                       |
| 102-55 | GRI content index                                          | see page 181 ff                                                                                                                                                                                                                                                                                                     |
| 102-56 | External assurance                                         | Due to the Austrian Sustainability and Diversity Improvement Act (NaDiveG) a separate Consolidated Non-Financial Report is published and audited by an external, independent auditor since 2018.                                                                                                                    |

**GRI 103 Management Approach 2016**

|       |                                                    |                                            |
|-------|----------------------------------------------------|--------------------------------------------|
| 103-1 | Explanation of the material topic and its boundary | see Consolidated Non-Financial Report 2020 |
| 103-2 | The management approach and its components         |                                            |
| 103-3 | Evaluation of the management approach              |                                            |

**GRI 201: Economic Performance 2016**

|       |                                                 |                                                                                                                                                    |
|-------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| 201-1 | Direct economic value generated and distributed | Net added value 2020: EUR 894 mn to employees, EUR 743 mn for paid investments, EUR 237 mn to capital providers and EUR 142 mn to public agencies. |
|-------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|

**GRI 202: Market Presence 2016**

|       |                                                                |              |
|-------|----------------------------------------------------------------|--------------|
| 202-2 | Proportion of senior management hired from the local community | see page 192 |
|-------|----------------------------------------------------------------|--------------|

**GRI 203: Indirect Economic Impacts 2016**

|       |                                                   |                                                |
|-------|---------------------------------------------------|------------------------------------------------|
| 203-1 | Infrastructure investments and services supported | see page 24ff and Group Management Report 2020 |
| 203-2 | Significant indirect economic impacts             | see page 24ff, 38ff, 43ff, 47ff                |

**GRI 205: Anti-corruption 2016**

|       |                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------|--------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 205-1 | Operations assessed for risks related to corruption                      | In 2020, the holding company as well as the seven operating companies A1 (Austria, Bulgaria, Croatia, Belarus, Slovenia, North Macedonia) and Vip mobile (Serbia) as well as A1 Digital and almost 100% of the subsidiaries of these companies were internally assessed with regard to corruption risks. The companies generated almost 100% of A1 Telekom Austria Group's overall turnover of the A1 Telekom Austria Group. All locations of the above mentioned subsidiaries were taken into account. In the course of the risk analysis, 21 generic anti-corruption risks with around 100 specific corruption scenarios were assessed by management and risk-minimizing measures were defined. No significant remaining risks were identified, taking into account the measures already implemented.<br>see page 50f |
| 205-2 | Communication and training about anti-corruption policies and procedures | All employees and business partners are given access to information on compliance as well as corruption prevention (see <a href="http://www.A1.group/en/group/compliance">www.A1.group/en/group/compliance</a> ). Almost 100% of employees, managers and suppliers were actively informed. Approximately 11,000 (approx. 62%) employees and managers (including board members) received training on corruption prevention. The Holding's Supervisory Board and Executive Board as well as all subsidiaries receive corruption prevention information at least once per year, the entire Executive Board receives training annually.<br>see page 50f, 193                                                                                                                                                                |

**GRI 301: Materials 2016**

|       |                                                  |                    |
|-------|--------------------------------------------------|--------------------|
| 301-3 | Reclaimed products and their packaging materials | see page 43ff, 189 |
|-------|--------------------------------------------------|--------------------|

**GRI 302: Energy 2016**

|       |                                                            |                                                                                                                                                                                                                                      |
|-------|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 302-1 | Energy consumption within the organization                 | see page 43ff, 187                                                                                                                                                                                                                   |
| 302-2 | Energy consumption outside of the organization             | In 2020, energy consumption outside the organization was 109,503 MWh. This includes the power used by mobile phones sold to customers as well as A1 Telekom Austria Group business trips by private car, taxi, train or aero planes. |
| 302-3 | Energy intensity                                           | see page 43ff, 187                                                                                                                                                                                                                   |
| 302-4 | Reduction of energy consumption                            | see page 24ff, 43ff, 187                                                                                                                                                                                                             |
| 302-5 | Reductions in energy requirements of products and services | see page 24ff                                                                                                                                                                                                                        |

**GRI 305: Emissions 2016**

|       |                                                                                                           |                                                                                                                                           |
|-------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| 305-1 | Direct (Scope 1) GHG emissions                                                                            | Biogenic Scope 1 emissions amounted to 849 tons of CO <sub>2</sub> ; no data is available for Scope 2 and Scope 3 emissions. see page 188 |
| 305-2 | Energy indirect (Scope 2) GHG emissions                                                                   | see page 188                                                                                                                              |
| 305-3 | Other indirect (Scope 3) GHG emissions                                                                    | see page 188                                                                                                                              |
| 305-4 | GHG emissions intensity                                                                                   | see page 188                                                                                                                              |
| 305-5 | Reduction of GHG emissions                                                                                | see page 188                                                                                                                              |
| 305-7 | Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions | see page 188                                                                                                                              |

**GRI 306: Effluents and Waste 2020**

|       |                                   |                                                                                                                                            |
|-------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| 306-2 | Waste by type and disposal method | A1 Telekom Austria Group is committed to proper waste disposal and complies with the regulations in the respective countries. see page 189 |
|-------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|

**GRI 401: Employment 2016**

|       |                                                                                                    |                                                                                                                                                |
|-------|----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| 401-2 | Benefits provided to full-time employees that are not provided to temporary or part-time employees | Discounts and other benefits are handled differently at each subsidiary, but are equally available to all employees in the respective country. |
|-------|----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|

**GRI 404: Training and Education 2016**

|       |                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 404-2 | Programs for upgrading employee skills and transition assistance programs            | see page 38ff                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 404-3 | Percentage of employees receiving regular performance and career development reviews | At A1 Telekom Austria Group, a Group-wide performance management standards process makes sure that based on goals the quantifiable performance of employees is given just as much attention as the 'how' aspect of their daily work based on A1 Telekom Austria Group's Guiding Principles. Thereby personal development is a major aspect and will be even more in focus in the years to come. Contemporary styles of leadership strongly includes the use of feedback during daily work. A1 Telekom Austria Group encourages employees to appreciate each other using peer-to-peer feedback based on behavioral best practice examples in line with the Guiding Principles. see page 38ff |

**GRI 405: Diversity and Equal Opportunity 2016**

|       |                                              |                                                                                                 |
|-------|----------------------------------------------|-------------------------------------------------------------------------------------------------|
| 405-1 | Diversity of governance bodies and employees | see page 192<br>see Corporate Governance Report 2020 and Consolidated Financial Statements 2020 |
|-------|----------------------------------------------|-------------------------------------------------------------------------------------------------|

**GRI 418: Customer Privacy 2016**

|       |                                                                                                      |             |
|-------|------------------------------------------------------------------------------------------------------|-------------|
| 418-1 | Number of substantiated complaints concerning breaches of customer privacy and loss of customer data | see page 34 |
|-------|------------------------------------------------------------------------------------------------------|-------------|

# ESG KPIs

## Environment

### Calculation method—emissions

In its calculation method for direct, indirect and other indirect emissions, A1 Telekom Austria Group follows the internationally recognized definition of the Greenhouse Gas Protocol of the WRI/WBCSD (World Resources Institute and World Business Council for Sustainable Development). Included in the calculation for direct emissions are all greenhouse gases, not just those covered by the Kyoto Protocol. The calculation methods are based on data published by various databases for example the International Energy Agency or ecoinvent (AR4 100-year (IPCC 2007-4<sup>th</sup> Assessment Report)). Figures are given as CO<sub>2</sub> equivalents. Nature of gases and source of emission factors and of Global Warming Potentials (GWP) reported by energy providers for Scope 2 emissions as well as calculated Scope 3 emissions are unknown.

### Calculation method—energy

The calculation method is—unless it is a self-production—based on the invoices issued by the respective energy providers. For conversion to kilowatt hours, the factors of the Federal Environment Agency and the ecoinvent database were used for further calculation. When data was not available, estimates were made in some cases. Furthermore, term inaccuracies may occur if invoices do not exactly match the reporting period. For the energy share of fuels the heating value was considered. Neither steam nor cooling energy was purchased.

## Direct and indirect energy

| 2020 (in MWh)                   | Direct                    |                             |                  |                     | Total energy consumption |              |
|---------------------------------|---------------------------|-----------------------------|------------------|---------------------|--------------------------|--------------|
|                                 | Electricity <sup>1)</sup> | Heating fuels <sup>2)</sup> | District heating | Fuels <sup>3)</sup> | (in MWh)                 | (in TJ)      |
| Austria                         | 323,374                   | 14,105                      | 28,454           | 35,117              | 401,051                  | 1,444        |
| Bulgaria                        | 126,996                   | 95                          | 302              | 10,061              | 137,455                  | 495          |
| Croatia                         | 86,413                    | 499                         | 2,845            | 5,137               | 94,894                   | 342          |
| Belarus                         | 99,010                    | 329                         | 3,039            | 3,392               | 105,770                  | 381          |
| Slovenia                        | 33,814                    | 0                           | 277              | 1,172               | 35,264                   | 127          |
| Serbia                          | 64,619                    | 132                         | 218              | 2,472               | 67,442                   | 243          |
| North Macedonia                 | 32,564                    | 0                           | 0                | 2,158               | 34,722                   | 125          |
| <b>A1 Telekom Austria Group</b> | <b>766,791</b>            | <b>15,161</b>               | <b>35,137</b>    | <b>59,509</b>       | <b>876,598</b>           | <b>3,156</b> |

| 2019 (in MWh)                   |                |               |               |               |                |              |
|---------------------------------|----------------|---------------|---------------|---------------|----------------|--------------|
| Austria                         | 309,466        | 14,496        | 29,006        | 42,798        | 395,766        | 1,425        |
| Bulgaria                        | 120,578        | 124           | 418           | 10,528        | 131,648        | 474          |
| Croatia                         | 84,534         | 497           | 3,437         | 5,484         | 93,952         | 338          |
| Belarus                         | 91,966         | 375           | 3,768         | 4,074         | 100,183        | 361          |
| Slovenia                        | 32,253         | 0             | 289           | 1,489         | 34,031         | 123          |
| Serbia                          | 62,739         | 143           | 219           | 2,932         | 66,034         | 238          |
| North Macedonia                 | 31,477         | 0             | 0             | 2,255         | 33,731         | 121          |
| <b>A1 Telekom Austria Group</b> | <b>733,013</b> | <b>15,635</b> | <b>37,138</b> | <b>69,559</b> | <b>855,346</b> | <b>3,079</b> |

| Change (in %)                   |          |           |           |            |          |          |
|---------------------------------|----------|-----------|-----------|------------|----------|----------|
| Austria                         | 4        | -3        | -2        | -18        | 1        | 1        |
| Bulgaria                        | 5        | -23       | -28       | -4         | 4        | 4        |
| Croatia                         | 2        | 0         | -17       | -6         | 1        | 1        |
| Belarus                         | 8        | -12       | -19       | -17        | 6        | 6        |
| Slovenia                        | 5        | n.a.      | -4        | -21        | 4        | 4        |
| Serbia                          | 3        | -7        | -1        | -16        | 2        | 2        |
| North Macedonia                 | 3        | n.a.      | n.a.      | -4         | 3        | 3        |
| <b>A1 Telekom Austria Group</b> | <b>5</b> | <b>-3</b> | <b>-5</b> | <b>-14</b> | <b>2</b> | <b>2</b> |

Table may include rounding differences. 1 Joule =  $2,77777778 \times 10^{-10}$  MWh. At the time of preparation, the environmental key figures for the 2020 financial year were not yet available. The key figures presented in the table cover the period 01.11. 2019 to 31.10. 2020, which is considered a representative comparison period for the 2020 financial year. Where data from this period was not available, the most recent data available from the past was used. There were no significant changes in demand, which is why no fluctuations are assumed. The key figures were collected with the utmost care. However, inaccuracies, for example due to estimates, may exist. Due to improved data quality, the key figures "district heating" and "fuels" were recalculated for 2019 for Serbia and "fuels" and "electricity" for 2019 for Croatia. 1) Purchased and in-house production as well as diesel for (emergency) generators 2) Includes oil and gas, not climatically adjusted 3) Includes diesel, petrol, CNG, LPG und natural gas without diesel for (emergency) generators

## Energy and fuel consumption<sup>1)</sup>

| A1 Telekom Austria Group (in MWh) | From non-renewable energy | From renewable energy <sup>2)</sup> |
|-----------------------------------|---------------------------|-------------------------------------|
| <b>2020</b>                       | <b>80,400</b>             | <b>3,183</b>                        |
| <b>2019</b>                       | <b>93,440</b>             | <b>3,507</b>                        |
| <b>Change (in %)</b>              | <b>-14</b>                | <b>-9</b>                           |

- 1) Oil, diesel, petrol, LPG, CNG and natural gas, including diesel for (emergency) generators  
 2) Share of biogenic fuels in diesel and petrol

## Further environmental KPIs

| A1 Telekom Austria Group | Energy efficiency Index <sup>1)</sup><br>(in MWh(el) per terabyte) | Share of e-billing<br>(in %) | Water consumption<br>(per FTE, in m <sup>3</sup> ) |
|--------------------------|--------------------------------------------------------------------|------------------------------|----------------------------------------------------|
| <b>2020</b>              | <b>0.14</b>                                                        | <b>85</b>                    | <b>250,957</b>                                     |
| <b>2019</b>              | <b>0.18</b>                                                        | <b>76</b>                    | <b>232,293</b>                                     |
| <b>Change (in %)</b>     | <b>-22</b>                                                         | <b>11</b>                    | <b>8</b>                                           |

- 1) Energy Efficiency Index is defined as A1 Telekom Austria Groups total electrical energy consumption, divided by total transported data volume of fixed and mobile telecommunication networks.

## Direct and indirect greenhouse gas emissions (in t CO<sub>2</sub>-equivalents)

|                                 | Direct<br>(Scope 1) | Indirect<br>(Scope 2) |                  | Total<br>(Scope 1+2) |                  | Total<br>(Scope 1+2+Comp.) |                  | Other<br>Scope 3 |
|---------------------------------|---------------------|-----------------------|------------------|----------------------|------------------|----------------------------|------------------|------------------|
|                                 |                     | location-<br>based    | market-<br>based | location-<br>based   | market-<br>based | location-<br>based         | market-<br>based |                  |
| 2020                            |                     |                       |                  |                      |                  |                            |                  |                  |
| Austria                         | 12,536              | 85,270                | 9,143            | 97,807               | 21,679           | 85,324                     | 9,196            | 213,345          |
| Bulgaria                        | 3,168               | 64,981                | 64,962           | 68,149               | 68,130           | 68,149                     | 68,130           | 65,565           |
| Croatia                         | 2,191               | 18,373                | 35,815           | 20,565               | 38,006           | 20,565                     | 38,006           | 40,066           |
| Belarus                         | 1,340               | 37,708                | 37,708           | 39,048               | 39,048           | 39,048                     | 39,048           | 45,219           |
| Slovenia                        | 311                 | 7,931                 | 4,809            | 8,242                | 5,120            | 8,242                      | 5,120            | 22,904           |
| Serbia                          | 852                 | 50,925                | 50,925           | 51,778               | 51,778           | 51,778                     | 51,778           | 42,119           |
| North Macedonia                 | 1,012               | 22,931                | 22,931           | 23,943               | 23,943           | 23,943                     | 23,943           | 16,779           |
| <b>A1 Telekom Austria Group</b> | <b>21,411</b>       | <b>288,120</b>        | <b>226,294</b>   | <b>309,531</b>       | <b>247,705</b>   | <b>297,048</b>             | <b>235,222</b>   | <b>445,997</b>   |

### 2019

|                                 |               |                |                |                |                |                |                |                |
|---------------------------------|---------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Austria                         | 14,482        | 80,953         | 9,132          | 95,435         | 23,614         | 80,351         | 8,530          | 238,412        |
| Bulgaria                        | 3,811         | 56,620         | 57,550         | 60,430         | 61,361         | 60,430         | 61,361         | 68,516         |
| Croatia                         | 2,535         | 19,864         | 40,655         | 22,398         | 43,189         | 22,398         | 43,189         | 49,334         |
| Belarus                         | 1,647         | 35,305         | 35,305         | 36,952         | 36,952         | 36,952         | 36,952         | 46,755         |
| Slovenia                        | 396           | 7,758          | 8,598          | 8,154          | 8,993          | 8,154          | 8,993          | 25,324         |
| Serbia                          | 972           | 45,813         | 45,813         | 46,784         | 46,784         | 46,784         | 46,784         | 43,831         |
| North Macedonia                 | 1,083         | 18,932         | 18,932         | 20,015         | 20,015         | 20,015         | 20,015         | 18,005         |
| <b>A1 Telekom Austria Group</b> | <b>24,925</b> | <b>265,244</b> | <b>215,984</b> | <b>290,169</b> | <b>240,909</b> | <b>275,051</b> | <b>225,791</b> | <b>490,176</b> |

### Change (in %)

|                                 |            |          |          |          |          |          |          |           |
|---------------------------------|------------|----------|----------|----------|----------|----------|----------|-----------|
| Austria                         | -13        | 5        | 0        | 2        | -8       | 6        | 8        | -11       |
| Bulgaria                        | -17        | 15       | 13       | 13       | 11       | 13       | 11       | -4        |
| Croatia                         | -14        | -8       | -12      | -8       | -12      | -8       | -12      | -19       |
| Belarus                         | -19        | 7        | 7        | 6        | 6        | 6        | 6        | -3        |
| Slovenia                        | -21        | 2        | -44      | 1        | -43      | 1        | -43      | -10       |
| Serbia                          | -12        | 11       | 11       | 11       | 11       | 11       | 11       | -4        |
| North Macedonia                 | -7         | 21       | 21       | 20       | 20       | 20       | 20       | -7        |
| <b>A1 Telekom Austria Group</b> | <b>-14</b> | <b>9</b> | <b>5</b> | <b>7</b> | <b>3</b> | <b>8</b> | <b>4</b> | <b>-9</b> |

Direct Scope 1 includes direct emissions from combustion of fossil fuels; emissions from cooling agents are not considered. Scope 2 includes indirect emissions from electric energy and district heating. Scope 3 includes emissions from the following categories purchased goods and services, capital goods, fuel- and energy related activities and business travel. According to the GHG Protocol, "Location-based Scope 2" indicators refer to the average emission factors of the area in which the electricity consumption takes place. The average value of the country levels is used. According to the GHG Protocol, "Market-based Scope 2" indicators refer to the emission factors of the electricity supplier, if these are available, or those of an individual electricity product. Due to improved data quality, the Scope 1 indicators were recalculated for all countries in 2019. Similarly, due to improved data quality, the Scope 2 emissions ("market-based" and "location-based") were recalculated. Table may be subject to rounding differences. The calculation of Scope 3 emissions was updated in the course of the 2020 data collection. The Scope 3 key figures for 2019 were adjusted to the calculation.

## Vehicle fleet

|                          | Number of<br>vehicles | Consumption of<br>petrol (in l) | Consumption of<br>diesel (in l) | Cons. of alterna-<br>tive fuels (in l) | Mileage<br>(in thousand km) |
|--------------------------|-----------------------|---------------------------------|---------------------------------|----------------------------------------|-----------------------------|
| A1 Telekom Austria Group |                       |                                 |                                 |                                        |                             |
| 2020                     | 4,800                 | 1,025,154                       | 5,372,439                       | 153,285                                | 89,762                      |
| 2019                     | 5,064                 | 824,288                         | 6,490,484                       | 192,900                                | 104,903                     |
| Change (in %)            | -5                    | 24                              | -17                             | -21                                    | -14                         |

### Air pollutants generated by the vehicle fleet<sup>1)</sup>

| A1 Telekom Austria Group (in g/km) | NO <sub>x</sub> | SO <sub>2</sub> | PM <sub>10</sub> |
|------------------------------------|-----------------|-----------------|------------------|
| 2020                               | 0.708           | 0.403           | 0.034            |
| 2019                               | 0.714           | 0.396           | 0.034            |
| Change (in %)                      | -0.9            | 1.6             | 0.8              |

1) Air pollutants are assessed according to the calculation method of ecoinvent. They include the emissions of the vehicle fleet. The reported emissions shown above represent the main pollutants for the A1 Telekom Austria Group. Due to improved data quality, the key figures "air pollutants generated by the vehicle fleet" were recalculated for 2019.

## Waste

| A1 Telekom Austria Group<br>(in kg) | Recyclable |         |                     | Hazardous waste  |           |                     | Residual<br>waste | Total     |
|-------------------------------------|------------|---------|---------------------|------------------|-----------|---------------------|-------------------|-----------|
|                                     | Paper      | Metal   | Other <sup>1)</sup> | Electronic waste | Batteries | Other <sup>2)</sup> |                   |           |
| 2020                                | 814,888    | 981,613 | 249,753             | 509,320          | 508,554   | 395,262             | 1,182,222         | 4,641,612 |
| 2019                                | 1,100,768  | 637,534 | 379,702             | 605,815          | 542,831   | 515,423             | 1,861,082         | 5,643,155 |
| Change (in %)                       | -26        | 54      | -34                 | -16              | -6        | -23                 | -36               | -18       |

Quantities were defined according to invoices of waste management companies or if this was not possible according to volumina of waste containers as well as intervals of waste disposal. 1) Other recyclable waste includes plastic, glas and biological waste. 2) Other hazardous waste includes mainly mobile phones and other hazardous materials.

### Waste – paper consumption

| 2020 (in kg)                    | Printing & copy paper | Other <sup>1)</sup> | Total            |
|---------------------------------|-----------------------|---------------------|------------------|
| Austria <sup>2)</sup>           | 55,742                | 377,143             | 432,885          |
| Bulgaria                        | 89,511                | 79,159              | 168,670          |
| Croatia                         | 11,915                | 150,900             | 162,815          |
| Belarus                         | 30,995                | 40,615              | 71,610           |
| Slovenia                        | 2,577                 | 52,636              | 55,213           |
| Serbia                          | 17,595                | 159,341             | 176,936          |
| North Macedonia                 | 32,422                | 53,087              | 85,509           |
| <b>A1 Telekom Austria Group</b> | <b>240,757</b>        | <b>912,881</b>      | <b>1,153,638</b> |

| 2019 (in kg)                    |                |                  |                  |
|---------------------------------|----------------|------------------|------------------|
| Austria                         | 43,601         | 415,356          | 458,958          |
| Bulgaria                        | 91,028         | 109,183          | 200,211          |
| Croatia                         | 10,900         | 184,918          | 195,818          |
| Belarus                         | 42,265         | 32,266           | 74,531           |
| Slovenia                        | 4,016          | 60,160           | 64,176           |
| Serbia <sup>2)</sup>            | 19,713         | 160,289          | 180,002          |
| North Macedonia                 | 34,013         | 65,853           | 99,866           |
| <b>A1 Telekom Austria Group</b> | <b>245,536</b> | <b>1,028,026</b> | <b>1,273,562</b> |

| Change (in %)                   |           |            |           |
|---------------------------------|-----------|------------|-----------|
| Austria                         | 28        | -9         | -6        |
| Bulgaria                        | -2        | -27        | -16       |
| Croatia                         | 9         | -18        | -17       |
| Belarus                         | -27       | 26         | -4        |
| Slovenia                        | -36       | -13        | -14       |
| Serbia                          | -11       | -1         | -2        |
| North Macedonia                 | -5        | -19        | -14       |
| <b>A1 Telekom Austria Group</b> | <b>-2</b> | <b>-11</b> | <b>-9</b> |

1) Other includes mainly paper for customer invoices and paper for packaging.  
2) Change in collection method compared to the previous year

### Waste – mobile phone recycling

| 2020 (in pcs.)                  | Collected old<br>mobile phones |
|---------------------------------|--------------------------------|
| Austria                         | 12,653                         |
| Bulgaria                        | 3,587                          |
| Croatia                         | n. a.                          |
| Belarus                         | 66,028                         |
| Slovenia                        | 604                            |
| Serbia                          | 2,008                          |
| North Macedonia                 | n. a.                          |
| <b>A1 Telekom Austria Group</b> | <b>84,880</b>                  |

| 2019 (in pcs.)                  |               |
|---------------------------------|---------------|
| Austria                         | 13,315        |
| Bulgaria                        | 3,905         |
| Croatia                         | n. a.         |
| Belarus                         | 44,638        |
| Slovenia                        | 337           |
| Serbia                          | 2,309         |
| North Macedonia                 | n. a.         |
| <b>A1 Telekom Austria Group</b> | <b>64,504</b> |

| Change (in %)                   |           |
|---------------------------------|-----------|
| Austria                         | -5        |
| Bulgaria                        | -8        |
| Croatia                         | n. a.     |
| Belarus                         | 48        |
| Slovenia                        | 79        |
| Serbia                          | -13       |
| North Macedonia                 | n. a.     |
| <b>A1 Telekom Austria Group</b> | <b>32</b> |

## Relative indicators

| 2020                            | Share of renewable energy<br>in electricity <sup>1)</sup> (in %) | Recycling quota <sup>2)</sup><br>(in %) | CO <sub>2</sub> intensity <sup>3)</sup><br>(t CO <sub>2</sub> e / FTE) | Average paper<br>consumption (kg / FTE) |
|---------------------------------|------------------------------------------------------------------|-----------------------------------------|------------------------------------------------------------------------|-----------------------------------------|
| Austria                         | 99                                                               | 71                                      | 3                                                                      | 7                                       |
| Bulgaria                        | 15                                                               | 11                                      | 20                                                                     | 27                                      |
| Croatia                         | 34                                                               | 81                                      | 20                                                                     | 6                                       |
| Belarus                         | 2                                                                | 33                                      | 16                                                                     | 13                                      |
| Slovenia                        | 72                                                               | 77                                      | 10                                                                     | 5                                       |
| Serbia                          | 31                                                               | 62                                      | 38                                                                     | 13                                      |
| North Macedonia                 | 34                                                               | 84                                      | 31                                                                     | 42                                      |
| <b>A1 Telekom Austria Group</b> | <b>43</b>                                                        | <b>69</b>                               | <b>14</b>                                                              | <b>13</b>                               |
| 2019                            |                                                                  |                                         |                                                                        |                                         |
| Austria                         | 96                                                               | 61                                      | 3                                                                      | 6                                       |
| Bulgaria                        | 17                                                               | 8                                       | 17                                                                     | 25                                      |
| Croatia                         | 48                                                               | 72                                      | 23                                                                     | 6                                       |
| Belarus                         | 6                                                                | 59                                      | 15                                                                     | 18                                      |
| Slovenia                        | 50                                                               | 86                                      | 17                                                                     | 8                                       |
| Serbia                          | 12                                                               | 33                                      | 42                                                                     | 17                                      |
| North Macedonia                 | 57                                                               | 80                                      | 26                                                                     | 44                                      |
| <b>A1 Telekom Austria Group</b> | <b>43</b>                                                        | <b>62</b>                               | <b>13</b>                                                              | <b>13</b>                               |

1) Share of electricity consumption; due to improved data quality, the key figure was recalculated for 2019. 2) Fractions handed over to be recycled (non-hazardous waste, electronic waste and batteries) in relation to total waste. 3) CO<sub>2</sub> intensity includes the CO<sub>2</sub> emissions from Scope 1 and Scope 2 market-based (excluding compensation) divided by the number of employees by end of the year.

## Society

## A1 Internet for All

|               | Courses | Participations | Supporting<br>employees |
|---------------|---------|----------------|-------------------------|
| Austria       |         |                |                         |
| 2020          | 520     | 8,936          | 82                      |
| 2019          | 2,052   | 29,522         | 354                     |
| Change (in %) | -75     | -70            | -77                     |

## Participation in media literacy trainings

|                                 | 2020         | 2019          | Change (in %) |
|---------------------------------|--------------|---------------|---------------|
| Austria                         | 8,936        | 29,522        | -70           |
| Bulgaria                        | n. a.        | 3,000         | n. a.         |
| Croatia                         | 143          | 24            | 496           |
| Belarus                         | n. a.        | n. a.         | n. a.         |
| Slovenia                        | n. a.        | 1,340         | n. a.         |
| Serbia                          | 90           | 140           | -36           |
| North Macedonia                 | 70           | 1,300         | -95           |
| <b>A1 Telekom Austria Group</b> | <b>9,239</b> | <b>35,326</b> | <b>-74</b>    |

# Employees

## Employees<sup>1)</sup> as of 31 December 2020

| in FTE                          | 2020          | 2019          | Change (in %) |
|---------------------------------|---------------|---------------|---------------|
| Austria                         | 7,320         | 7,625         | -4.0          |
| Bulgaria                        | 3,329         | 3,620         | -8.0          |
| Croatia                         | 1,872         | 1,908         | -1.9          |
| Belarus                         | 2,385         | 2,412         | -1.1          |
| Slovenia                        | 532           | 513           | 3.6           |
| Serbia                          | 1,370         | 1,127         | 21.6          |
| North Macedonia                 | 776           | 768           | 1.0           |
| Holding incl. A1 Digital        | 366           | 372           | -1.6          |
| <b>A1 Telekom Austria Group</b> | <b>17,949</b> | <b>18,344</b> | <b>-2.2</b>   |

1) Full-time equivalents

## Number of employees by employment contract

| in FTE                                       | permanent    |               | temporary  |            | temporary positions<br>(Leasingkräfte) |              |
|----------------------------------------------|--------------|---------------|------------|------------|----------------------------------------|--------------|
|                                              | female       | male          | female     | male       | female                                 | male         |
| Austria                                      | 1,892        | 5,344         | 42         | 43         | 519                                    | 754          |
| Bulgaria                                     | 1,484        | 1,767         | 48         | 31         | 0                                      | 0            |
| Croatia                                      | 659          | 927           | 151        | 134        | 199                                    | 170          |
| Belarus                                      | 1,416        | 970           | 0          | 0          | 0                                      | 0            |
| Slovenia                                     | 217          | 289           | 14         | 12         | 52                                     | 37           |
| Serbia                                       | 732          | 462           | 123        | 52         | 0                                      | 0            |
| North Macedonia                              | 271          | 302           | 134        | 69         | 120                                    | 57           |
| <b>A1 Telekom Austria Group<sup>1)</sup></b> | <b>6,815</b> | <b>10,233</b> | <b>538</b> | <b>362</b> | <b>913</b>                             | <b>1,054</b> |

1) including Holding and A1 Digital

## Number of employees by employment type

| in FTE                                       | full-time    |               | part-time  |            |
|----------------------------------------------|--------------|---------------|------------|------------|
|                                              | female       | male          | female     | male       |
| Austria                                      | 1,392        | 5,204         | 542        | 182        |
| Bulgaria                                     | 1,473        | 1,769         | 58         | 29         |
| Croatia                                      | 800          | 1,058         | 10         | 4          |
| Belarus                                      | 1,392        | 949           | 24         | 20         |
| Slovenia                                     | 214          | 299           | 17         | 2          |
| Serbia                                       | 855          | 512           | 0          | 2          |
| North Macedonia                              | 404          | 372           | 0          | 0          |
| <b>A1 Telekom Austria Group<sup>1)</sup></b> | <b>6,670</b> | <b>10,336</b> | <b>683</b> | <b>259</b> |

1) including Holding and A1 Digital

Age structure employees<sup>1)</sup>

| 2020 (in FTE)                                | below 30     | 30-50         | above 50     |
|----------------------------------------------|--------------|---------------|--------------|
| Austria                                      | 702          | 3,593         | 3,025        |
| Bulgaria                                     | 743          | 2,371         | 215          |
| Croatia                                      | 405          | 1,337         | 129          |
| Belarus                                      | 706          | 1,571         | 108          |
| Slovenia                                     | 67           | 427           | 37           |
| Serbia                                       | 267          | 1,077         | 26           |
| North Macedonia                              | 113          | 612           | 51           |
| <b>A1 Telekom Austria Group<sup>2)</sup></b> | <b>3,053</b> | <b>11,284</b> | <b>3,612</b> |

| 2019 (in FTE)                                | below 30     | 30-50         | above 50     |
|----------------------------------------------|--------------|---------------|--------------|
| Austria                                      | 679          | 3,881         | 3,065        |
| Bulgaria                                     | 973          | 2,457         | 190          |
| Croatia                                      | 430          | 1,367         | 111          |
| Belarus                                      | 799          | 1,484         | 129          |
| Slovenia                                     | 78           | 406           | 29           |
| Serbia                                       | 163          | 942           | 21           |
| North Macedonia                              | 57           | 651           | 61           |
| <b>A1 Telekom Austria Group<sup>2)</sup></b> | <b>3,197</b> | <b>11,458</b> | <b>3,688</b> |

- 1) Apprentices not included  
2) including Holding and A1 Digital

Share of local persons in senior management positions<sup>1) 2)</sup>

| 2020 (in %)                                  |           |
|----------------------------------------------|-----------|
| Austria                                      | 100       |
| Bulgaria                                     | 89        |
| Belarus                                      | 57        |
| Cluster Croatia / Macedonia                  | 75        |
| Cluster Serbia / Slovenia                    | 100       |
| <b>A1 Telekom Austria Group<sup>3)</sup></b> | <b>84</b> |

| 2019 (in %)                                  |           |
|----------------------------------------------|-----------|
| Austria                                      | 100       |
| Bulgaria                                     | 89        |
| Belarus                                      | 57        |
| Cluster Croatia / Macedonia                  | 75        |
| Cluster Serbia / Slovenia                    | 100       |
| <b>A1 Telekom Austria Group<sup>3)</sup></b> | <b>84</b> |

- 1) Local includes all those who have citizenship for the country in which they work. A1 leadership team consists of Senior Directors and respective Chief Executive Officers.  
2) Persons in senior management positions correspond to local leadership team.  
3) including Holding and A1 Digital

## Employee turnover rate by age, gender and region

| in %                                         | below 30  |           | 30-50     |          | above 50  |           |
|----------------------------------------------|-----------|-----------|-----------|----------|-----------|-----------|
|                                              | female    | male      | female    | male     | female    | male      |
| Austria                                      | 6         | 6         | 3         | 2        | 13        | 12        |
| Bulgaria                                     | 35        | 38        | 22        | 13       | 23        | 12        |
| Croatia                                      | 15        | 16        | 11        | 9        | 10        | 13        |
| Belarus                                      | 25        | 37        | 10        | 12       | 8         | 7         |
| Slovenia                                     | 14        | 15        | 6         | 6        | 7         | 9         |
| Serbia                                       | 7         | 10        | 5         | 6        | 0         | 0         |
| North Macedonia                              | 21        | 32        | 7         | 10       | 0         | 5         |
| <b>A1 Telekom Austria Group<sup>1)</sup></b> | <b>21</b> | <b>22</b> | <b>10</b> | <b>7</b> | <b>12</b> | <b>12</b> |

- 1) including Holding and A1 Digital

Composition of the governance body<sup>1)</sup> (Age structure)

| A1 Telekom Austria Group  | Governance body 2020 | Governance body 2019 |
|---------------------------|----------------------|----------------------|
| below 30 (in HC)          | 0                    | 0                    |
| 30-50 (in HC)             | 4                    | 4                    |
| above 50 (in HC)          | 6                    | 6                    |
| <b>Total (in HC)</b>      | <b>10</b>            | <b>10</b>            |
| <b>Share women (in %)</b> | <b>30</b>            | <b>30</b>            |

- 1) Capital representatives in the Supervisory Board

## Gender diversity

|                                              | Share of female employees (in %) |           | Share of female managers <sup>1)</sup> (in %) |           |
|----------------------------------------------|----------------------------------|-----------|-----------------------------------------------|-----------|
|                                              | 2020                             | 2019      | 2020                                          | 2019      |
| Austria                                      | 26                               | 26        | 18                                            | 19        |
| Bulgaria                                     | 46                               | 48        | 47                                            | 49        |
| Croatia                                      | 43                               | 43        | 41                                            | 37        |
| Belarus                                      | 55                               | 54        | 43                                            | 41        |
| Slovenia                                     | 44                               | 43        | 46                                            | 45        |
| Serbia                                       | 62                               | 60        | 51                                            | 51        |
| North Macedonia                              | 52                               | 47        | 42                                            | 42        |
| <b>A1 Telekom Austria Group<sup>2)</sup></b> | <b>40</b>                        | <b>39</b> | <b>36</b>                                     | <b>35</b> |

1) Managers includes all persons with staff responsibility for at least one employee

2) including Holding and A1 Digital

## Accident statistics

| 2020 (number or in working days) | Accidents | Fatal accidents | Days lost to accidents |
|----------------------------------|-----------|-----------------|------------------------|
| Austria                          | 40        | 0               | 1,075                  |
| Bulgaria                         | 0         | 0               | 0                      |
| Croatia                          | 9         | 0               | 402                    |
| Belarus                          | 0         | 0               | 0                      |
| Slovenia                         | 2         | 0               | 13                     |
| Serbia                           | 0         | 0               | 0                      |
| North Macedonia                  | 1         | 0               | 11                     |
| <b>A1 Telekom Austria Group</b>  | <b>52</b> | <b>0</b>        | <b>1,501</b>           |

  

| 2019 (number or in working days) | Accidents  | Fatal accidents | Days lost to accidents |
|----------------------------------|------------|-----------------|------------------------|
| Austria                          | 122        | 0               | 1,820                  |
| Bulgaria                         | 7          | 0               | 747                    |
| Croatia                          | 17         | 0               | 298                    |
| Belarus                          | 0          | 0               | 0                      |
| Slovenia                         | 2          | 0               | 17                     |
| Serbia                           | 0          | 0               | 0                      |
| North Macedonia                  | 4          | 0               | 289                    |
| <b>A1 Telekom Austria Group</b>  | <b>152</b> | <b>0</b>        | <b>3,171</b>           |

## Compliance

### Anti-corruption Trainings

| 2020                                         | Anti-corruption trainings | Share of trained employees (in %) |
|----------------------------------------------|---------------------------|-----------------------------------|
| Austria                                      | 10,598                    | 138                               |
| Bulgaria                                     | 59                        | 2                                 |
| Croatia                                      | 351                       | 19                                |
| Belarus                                      | 379                       | 16                                |
| Slovenia                                     | 49                        | 9                                 |
| Serbia                                       | 151                       | 11                                |
| North Macedonia                              | 274                       | 35                                |
| <b>A1 Telekom Austria Group<sup>1)</sup></b> | <b>11,861</b>             | <b>66</b>                         |

1) Includes all anti-corruption and face-to-face trainings and anti-corruption e-learning courses (including A1 Digital and Holding)