

# 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 2021 of the A1 Telekom Austria Group. Unless indicated otherwise, page numbers refer to the Combined Annual Report 2021 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, 23ff and Group Management Report 2021
102-3	Location of headquarters	see page 95
102-4	Countries in which the organization operates to a significant extent	see page 4, 23ff
102-5	Ownership and legal form	see page 4, 35ff and Group Management Report 2021
102-6	Markets served	A1 Telekom Austria Group offers its products and services to business and private customers from all sectors. see page 4f, 35ff and Group Management Report 2021
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. see page 4f, 35ff, 188, Group Management Report and Consolidated Financial Statements 2021
102-8	Information on employees and other workers	see page 39ff, 144, 160ff, 188ff
102-9	Supply chain	see page 17ff and <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 and its supply chain	There were no significant changes to the organization's size, structure and supply chain in the reporting period. 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 2021)
102-12	External initiatives	see page 49
102-13	Membership of associations	see page 16
<b>Strategy</b>		
102-14	Statement from senior decision-maker	see page 6ff
102-15	Key impacts, risks, and opportunities	see page 80ff, Consolidated non-financial report 2021

## Ethics and integrity

102-16	Values, principles, standards and norms of behavior	see page 11ff, 39ff, 50ff, 160ff, 165ff Code of conduct: <a href="http://www.A1.group/en/group/compliance-guidelines">www.A1.group/en/group/compliance-guidelines</a>
102-17	Mechanisms for advice and concerns about ethics	see page 50ff, 164ff

## 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.
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## Stakeholder engagement

102-40	List of stakeholder groups	see page 18f
102-41	Collective bargaining agreements	59.7% of all employees are covered by the provisions of collective bargaining agreements. National requirements are observed at all subsidiaries.
102-42	Identifying and selecting stakeholders	see page 18f
102-43	Approach to stakeholder engagement	see page 18ff
102-44	Key topics and concerns raised	see page 18ff

## Reporting practice

102-45	Entities included in the consolidated financial statements	see Consolidated Financial Statements 2021
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. 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 20, 151ff
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 2021 financial year, unless otherwise stated. Environmental indicators were collected for the period 01 November 2020 to 31 October 2021. This period is considered representative for the 2021 financial year.
102-51	Date of most recent report	The report for the 2020 period was published in March 2021. The report for the 2021 period was published in April 2022.
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 178ff
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. See Consolidated non-financial report 2021

## GRI 103 Management Approach 2016

103-1	Explanation of the material topic and its boundary	see Consolidated Non-Financial Report 2021
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 2021 : EUR 910 mn to employees, EUR 853 mn for paid investments, EUR 248 mn to capital providers and EUR 184 mn to public agencies.
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## GRI 202: Market Presence 2016

202-2	Proportion of senior management hired from the local community	see page 189
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## GRI 203: Indirect Economic Impacts 2016

203-1	Infrastructure investments and services supported	see page 23ff and Group Management Report 2021
203-2	Significant indirect economic impacts	see page 23ff, 35ff, 43ff, 47ff

## GRI 205: Anti-corruption 2016

205-1	Operations assessed for risks related	In 2021, the holding company as well as the seven operating companies A1 (Austria, Bulgaria, Croatia, Belarus, Serbia, Slovenia, North Macedonia) 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, 31 generic anti-corruption risks with around 150 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. see page 50ff, 165f
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. More than 17,700 (99%) 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. see page 50ff, 165f, 190

## GRI CONTENT INDEX

### GRI 301: Materials 2016

301-3	Reclaimed products and their packaging materials	see page 43ff, 155ff
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### GRI 302: Energy 2016

302-1	Energy consumption within the organization	see page 43ff, 184
302-2	Energy consumption outside of the organization	In 2021, energy consumption outside the organization was 155,134 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 airplane.
302-3	Energy intensity	A1 Telekom Austria Group measures the energy intensity from the total energy consumption in MWh divided by the total revenues by the end of the year. For 2021, the intensity measured was 191 MWh/mEUR, compared to 190 MWh/mEUR in 2020.
302-4	Reduction of energy consumption	see page 23ff, 43ff, 156f
302-5	Reductions in energy requirements of products and services	see page 23ff, 155ff, 184f

### GRI 305: Emissions 2016

305-1	Direct (Scope 1) GHG emissions	Biogenic Scope 1 emissions amounted to 839 tons of CO <sub>2</sub> ; no data is available for Scope 2 and Scope 3 emissions. see page 184f
305-2	Energy indirect (Scope 2) GHG emissions	see page 184f
305-3	Other indirect (Scope 3) GHG emissions	see page 184f
305-4	GHG emissions intensity	see page 184f
305-5	Reduction of GHG emissions	see page 184f
305-7	Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions	see page 184f

### 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 43ff, 155ff, 186
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### GRI 401: Employment 2016

401-1	New employee hires and employee turnover	see page 188f
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 39ff, 160ff
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.

## GRI 405: Diversity and Equal Opportunity 2016

405-1	Diversity of governance bodies and employees	see page 188ff see Corporate Governance Report and Consolidated financial statements 2021
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## GRI 418: Customer Privacy 2016

418-1	Number of substantiated complaints concerning breaches of customer privacy and loss of customer data	see page 31 ff, 153ff
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# 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

2021 (in MWh)	Electricity <sup>1)</sup>	Heating fuels <sup>2)</sup>	heating	District Fuels <sup>3)</sup>	Total energy consumption (in MWh)
Austria	351,843	13,990	26,406	33,520	425,759
Bulgaria	130,564	97	164	9,806	140,631
Croatia	90,813	578	3,385	5,675	100,452
Belarus	96,252	320	3,712	4,560	104,844
Slovenia	36,020	0	326	1,036	37,382
Serbia	66,828	161	287	2,610	69,886
North Macedonia	33,866	0	0	2,189	36,055
A1 Digital	812	0	22	67	902
<b>A1 Telekom Austria Group</b>	<b>807,000</b>	<b>15,147</b>	<b>34,302</b>	<b>59,463</b>	<b>915,912</b>

2020 (in MWh)					
Austria	323,374	14,105	28,454	35,117	401,051
Bulgaria	126,996	95	302	10,061	137,455
Croatia	86,413	499	2,845	5,137	94,894
Belarus	95,879	329	3,039	4,805	104,052
Slovenia	33,814	0	277	1,172	35,264
Serbia	64,619	132	218	2,472	67,442
North Macedonia	32,564	0	0	2,158	34,722
A1 Digital	729	0	22	161	913
<b>A1 Telekom Austria Group</b>	<b>764,390</b>	<b>15,161</b>	<b>35,159</b>	<b>61,083</b>	<b>875,793</b>

Change (in %)					
Austria	9	-1	-7	-5	6
Bulgaria	3	2	-46	-3	2
Croatia	5	16	19	10	6
Belarus	0	-3	22	-5	1
Slovenia	7	n. a.	18	-12	6
Serbia	3	22	31	6	4
North Macedonia	4	n. a.	n. a.	1	4
A1 Digital	11	n. a.	0	-59	-1
<b>A1 Telekom Austria Group</b>	<b>6</b>	<b>0</b>	<b>-2</b>	<b>-3</b>	<b>5</b>

At the time of preparation, the environmental key figures for the 2021 financial year were not yet available. The key figures presented in the table cover the period 01.11.2020 to 31.10.2021, which is considered a representative comparison period for the 2021 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 better compliance with the GHG protocol, the "electricity" indicators for Belarus have been recalculated for 2020. A1 Digital includes German and Swiss parts of the operations of A1 Digital (Austrian and Bulgarian parts are already reported in their respective segments).

- 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>2021</b>	<b>80,532</b>	<b>3,149</b>
<b>2020</b>	<b>82,277</b>	<b>3,183</b>
<b>Change (in %)</b>	<b>-2</b>	<b>-1</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> (in MWh(el) per terabyte)	Share of e-billing (in %)	Water consumption (per FTE, in m <sup>3</sup> )
<b>2021</b>	<b>0.11</b>	<b>84</b>	<b>12.6</b>
<b>2020</b>	<b>0.14</b>	<b>85</b>	<b>14.0</b>
<b>Change (in %)</b>	<b>-18</b>	<b>-1</b>	<b>-10</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 (Scope 1)	Indirect (Scope 2)		Total (Scope 1+2)		Total (Scope 1+2+Comp.)		Other Scope 3
		location- based	market- based	location- based	market- based	location- based	market- based	
2021								
Austria	12,086	85,783	8,356	97,870	20,442	83,042	5,614	237,673
Bulgaria	3,033	58,270	38,969	61,303	42,002	61,303	42,002	79,931
Croatia	2,408	13,715	26,942	16,124	29,350	16,124	29,350	52,993
Belarus	1,715	37,128	37,128	38,843	38,843	38,843	38,843	49,952
Slovenia	274	7,857	2,849	8,130	3,122	8,130	3,122	28,983
Serbia	948	48,883	41,231	49,831	42,179	49,831	42,179	49,218
North Macedonia	835	20,859	20,859	21,694	21,694	21,694	21,694	20,746
A1 Digital	18	135	6	153	23	153	23	0
<b>A1 Telekom Austria Group</b>	<b>21,316</b>	<b>272,631</b>	<b>176,340</b>	<b>293,947</b>	<b>197,656</b>	<b>279,119</b>	<b>182,828</b>	<b>519,496</b>

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	1,794	36,492	36,492	38,285	38,285	38,285	38,285	44,589
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
A1 Digital	43	121	6	164	49	164	49	0
<b>A1 Telekom Austria Group</b>	<b>21,908</b>	<b>287,025</b>	<b>225,083</b>	<b>308,932</b>	<b>246,990</b>	<b>296,449</b>	<b>234,508</b>	<b>445,366</b>

Change (in %)								
Austria	-4	1	-9	0	-6	-3	-39	11
Bulgaria	-4	-10	-40	-10	-38	-10	-38	22
Croatia	10	-25	-25	-22	-23	-22	-23	32
Belarus	-4	2	2	1	1	1	1	12
Slovenia	-12	-1	-41	-1	-39	-1	-39	27
Serbia	11	-4	-19	-4	-19	-4	-19	17
North Macedonia	-18	-9	-9	-9	-9	-9	-9	24
A1 Digital	-59	11	-4	-7	-52	-7	-52	0
<b>A1 Telekom Austria Group</b>	<b>-3</b>	<b>-5</b>	<b>-22</b>	<b>-5</b>	<b>-20</b>	<b>-1</b>	<b>-16</b>	<b>17</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. Table may be subject to rounding differences. Here reported emissions include biogenic emissions.

## Vehicle fleet

	Number of vehicles	Consumption of petrol (in l)	Consumption of diesel (in l)	Cons. of alterna- tive fuels (in l)	Mileage (in thousand km)
A1 Telekom Austria Group					
2021	4,812	1,109,844	5,093,008	150,816	89,067
2020 <sup>1)</sup>	4,936	1,025,154	5,389,533	153,285	89,752
Change (in %)	-2.5	8.3	-5.5	-1.6	-0.8

Air pollutants generated by the vehicle fleet<sup>2)</sup>

A1 Telekom Austria Group (in g/km)	NO <sub>x</sub>	SO <sub>2</sub>	PM <sub>10</sub>
2021	0.673	0.393	0.033
2020	0.697	0.402	0.034
Change (in %)	-3.5	-2.4	-2.5

1) Note: Values for 2020 are restated to account for leased vehicles in Belarus.

2) The air pollutants were aligned to the published data of ecoinvent for the first time in 2012. They include the emissions of the vehicle fleet. Reported emissions represent relevant pollutants of the A1 Telekom Austria Group.



## Waste

A1 Telekom Austria Group (in kg)	Recyclable			Hazardous waste			Residual waste	Total
	Paper	Metal	Other <sup>1)</sup>	Electronic waste	Batteries	Other <sup>2)</sup>		
2021	1,019,385	908,781	578,855	575,899	459,351	414,928	1,572,433	5,529,632
2020	814,888	981,613	249,753	509,320	508,554	395,262	1,182,300	4,641,690
Change (in %)	25	-7	132	13	-10	5	33	19

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

2021 (in kg)	Printing & copy paper	Other <sup>1)</sup>	Total
Austria	339,170	223,582	562,752
Bulgaria	89,202	61,782	150,984
Croatia	15,907	151,135	167,042
Belarus	35,740	20,633	56,373
Slovenia	4,257	38,772	43,029
Serbia	33,684	146,147	179,831
North Macedonia	35,771	38,948	74,719
A1 Digital	7	6	13
<b>A1 Telekom Austria Group</b>	<b>553,731</b>	<b>680,999</b>	<b>1,234,730</b>

2020 (in kg)			
Austria	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
A1 Digital	57	21	78
<b>A1 Telekom Austria Group</b>	<b>240,757</b>	<b>912,881</b>	<b>1,153,638</b>

Change (in %)			
Austria	508	-41	30
Bulgaria	0	-22	-10
Croatia	34	0	3
Belarus	15	-49	-21
Slovenia	65	-26	-22
Serbia	91	-8	2
North Macedonia	10	-27	-13
A1 Digital	-89	-71	-84
<b>A1 Telekom Austria Group</b>	<b>130</b>	<b>-25</b>	<b>7</b>

1) Other includes mainly paper for customer invoices and paper for packaging.

Waste—old  
devices recycling

2021 (in pcs.)	Collected old devices
Austria	7,071
Bulgaria	10,456
Croatia	22,113
Belarus	101,448
Slovenia	20,690
Serbia	3,390
North Macedonia	870
A1 Digital	0
<b>A1 Telekom Austria Group</b>	<b>166,038</b>

2020 (in pcs.)	
Austria	12,653
Bulgaria	3,587
Croatia	0
Belarus	66,028
Slovenia	604
Serbia	2,008
North Macedonia	0
A1 Digital	0
<b>A1 Telekom Austria Group</b>	<b>84,880</b>

Change (in %)	
Austria	78
Bulgaria	27
Croatia	0
Belarus	-33
Slovenia	505
Serbia	69
North Macedonia	0
A1 Digital	0
<b>A1 Telekom Austria Group</b>	<b>-8</b>

Note: Due to enhanced emphasis on the circular economy, the method of recording units, such as mobile phones, tablets, STBs, etc., collected and sent for recycling and refurbishment was changed. Therefore, reported 2020 and 2021 values for collected mobile phones are not fully comparable.

## Relative indicators

	Share of renewable energy in electricity (in %)	Recycling quota <sup>1)</sup> (in %)	CO <sub>2</sub> intensity <sup>2)</sup> (t CO <sub>2</sub> / mEUR)	Average paper consumption (kg / FTE)
2021				
Austria	99	69	8	6
Bulgaria	45	8	73	27
Croatia	46	57	65	9
Belarus	2	50	93	11
Slovenia	79	95	15	5
Serbia	42	70	134	10
North Macedonia	23	81	161	47
A1 Digital	100	0	1	0.1
<b>A1 Telekom Austria Group</b>	<b>57</b>	<b>68</b>	<b>41</b>	<b>13</b>
2020				
Austria	99	71	8	7
Bulgaria	15	11	133	27
Croatia	34	81	89	6
Belarus	2	33	95	13
Slovenia	72	77	25	5
Serbia	31	62	181	13
North Macedonia	34	84	196	42
A1 Digital	100	0	3	1.2
<b>A1 Telekom Austria Group</b>	<b>44</b>	<b>69</b>	<b>54</b>	<b>13</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. 2) 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 total revenue by end of the year.

## Society

## A1 Internet for All, A1 digital.campus &amp; A1 Senior academy

	Courses	Participations
Austria		
2021	760	12,793
2020	520	8,936
<b>Change (in %)</b>	<b>46</b>	<b>43</b>

## Participation in media literacy trainings

	2021	2020	Change (in %)
Austria	12,793	8,936	43
Bulgaria	12,082	n. a.	n. a.
Croatia	2,878	143	1,913
Belarus	184	n. a.	n. a.
Slovenia	3,705	n. a.	n. a.
Republic of Serbia	244	90	171
North Macedonia	1,304	70	1,763
<b>A1 Telekom Austria Group</b>	<b>33,190</b>	<b>9,239</b>	<b>259</b>

## Employees

### Number of employees

in FTE	2021	2020	Change (in %)
Austria	7,180	7,320	-1.9
Bulgaria	3,291	3,329	-1.2
Croatia	1,837	1,872	-1.9
Belarus	2,334	2,385	-2.1
Slovenia	606	532	14.1
Serbia	1,456	1,370	6.3
North Macedonia	767	776	-1.2
Holding incl. A1 Digital	385	366	5.3
<b>A1 Telekom Austria Group</b>	<b>17,856</b>	<b>17,949</b>	<b>-0.5</b>

### Number of employees by employment contract

in FTE	permanent		temporary		temporary positions (Leasingkräfte)	
	female	male	female	male	female	male
Austria	1,813	5,255	61	51	475	691
Bulgaria	1,423	1,814	34	20	0	0
Croatia	619	938	155	125	190	162
Belarus	1,257	1,077	0	0	0	0
Slovenia	240	314	34	18	10	7
Serbia	742	517	142	55	0	0
North Macedonia	332	355	36	44	112	53
<b>A1 Telekom Austria Group<sup>1)</sup></b>	<b>6,563</b>	<b>10,505</b>	<b>463</b>	<b>325</b>	<b>808</b>	<b>933</b>

1) including Holding and A1 Digital

### Number of employees by employment type

in FTE	full-time		part-time	
	female	male	female	male
Austria	1,331	5,143	544	163
Bulgaria	1,428	1,815	29	19
Croatia	761	1,061	13	2
Belarus	1,235	1,052	23	25
Slovenia	260	330	14	2
Serbia	884	570	0	2
North Macedonia	368	399	0	0
<b>A1 Telekom Austria Group<sup>1)</sup></b>	<b>6,356</b>	<b>10,611</b>	<b>670</b>	<b>219</b>

1) including Holding and A1 Digital

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

2021 (in FTE)	below 30	30-50	above 50
Austria	628	3,385	3,166
Bulgaria	710	2,324	257
Croatia	377	1,316	144
Belarus	634	1,561	139
Slovenia	83	480	43
Serbia	269	1,154	33
North Macedonia	55	642	70
<b>A1 Telekom Austria Group<sup>2)</sup></b>	<b>2,788</b>	<b>11,131</b>	<b>3,938</b>

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>

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

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

2021 (in %)	
Austria	100
Bulgaria	90
Belarus	67
Cluster Croatia / Macedonia	86
Cluster Serbia / Slovenia	100
<b>A1 Telekom Austria Group<sup>3)</sup></b>	<b>88</b>

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>

- 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	total		
				female	male	total
Austria	14	3	10	8	7	7
Bulgaria	42	20	11	30	20	24
Croatia	28	11	21	12	17	15
Belarus	39	20	13	24	26	25
Slovenia	21	12	4	13	12	12
Serbia	18	9	11	13	8	10
North Macedonia	13	11	8	9	12	10
<b>A1 Telekom Austria Group<sup>1)</sup></b>	<b>30</b>	<b>12</b>	<b>10</b>	<b>17</b>	<b>12</b>	<b>14</b>

- 1) including Holding and A1 Digital

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

A1 Telekom Austria Group	Governance body 2021	Governance body 2020
below 30 (in HC)	0	0
30-50 (in HC)	3	4
above 50 (in HC)	7	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 %)	
	2021	2020	2021	2020
Austria	26	26	19	18
Bulgaria	44	46	47	47
Croatia	42	43	38	41
Belarus	54	55	43	43
Slovenia	45	44	41	46
Serbia	61	62	49	51
North Macedonia	48	52	45	42
<b>A1 Telekom Austria Group<sup>2)</sup></b>	<b>39</b>	<b>40</b>	<b>36</b>	<b>36</b>

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

2) including Holding and A1 Digital

## Accident statistics

2021 (number)	Accidents	Fatal accidents	Days lost to accidents
Austria	48	0	1,136
Bulgaria	1	0	75
Croatia	10	0	241
Belarus	0	0	0
Slovenia	1	0	15
Serbia	7	0	59
North Macedonia	2	0	16
<b>A1 Telekom Austria Group</b>	<b>69</b>	<b>0</b>	<b>1,542</b>

  

2020 (number)	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>

## Compliance

### Anti-corruption Trainings

2021	Anti-corruption trainings	Share of employees that have received at least one training in anti-corruption (in %)
Austria <sup>1)</sup>	11,029	100
Bulgaria	3,702	100
Croatia	2,459	100
Belarus	2,547	100
Slovenia	959	100
Serbia	1,327	91
North Macedonia	1,227	100
<b>A1 Telekom Austria Group<sup>2)</sup></b>	<b>23,250</b>	<b>99</b>

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

2) Including A1 Digital and Holding