

# 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. 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. 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 <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. 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 Code of conduct: <a href="http://www.A1.group/en/group/compliance-guidelines">www.A1.group/en/group/compliance-guidelines</a>
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**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 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. 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. 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.
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**GRI 202: Market Presence 2016**

202-2	Proportion of senior management hired from the local community	see page 192
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**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. 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. see page 50f, 193

**GRI 301: Materials 2016**

301-3	Reclaimed products and their packaging materials	see page 43ff, 189
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**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
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**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.
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**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 see Corporate Governance Report 2020 and Consolidated Financial Statements 2020
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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 34
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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

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> (in MWh(el) per terabyte)	Share of e-billing (in %)	Water consumption (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 (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	
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 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					
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 (in kg)	Recyclable			Hazardous waste			Residual 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 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 in electricity <sup>1)</sup> (in %)	Recycling quota <sup>2)</sup> (in %)	CO <sub>2</sub> intensity <sup>3)</sup> (t CO <sub>2</sub> e / FTE)	Average paper 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 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 (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)