

Sustainability KPIS

Compliance

Anti-corruption Trainings

	Anti-corruption Training	Share of trained employees (in %)
Austria	8,676	105
Bulgaria	2,696	72
Croatia	1,243	74
Belarus	2,291	89
Slovenia	581	103
Republic of Serbia	927	95
Republic of Macedonia	1,084	132
A1 Telekom Austria Group¹⁾	17,844	94

1) Including A1 Digital and Holding

Environment

Calculation method—Emissions

In its calculation method for direct, indirect and other indirect emissions, A1 Telekom Austria Group follows the internationally recognised 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 ecoinvent (AR4 100-year (IPCC 2007-4th Assessment Report)). Figures given as CO₂ 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. The base year according to GRI is not relevant to A1 Telekom Austria Group.

Calculation method—Energy

The calculation method is—as long as self provision is not concerned—based on the invoices issued by the respective energy providers. For the conversion into kilowatt hours, factors of the ecoinvent database have been taken into account. 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.

Due to improved calculation methods, marginal deviations in already published indicators may occur in some cases.

Vehicle fleet

	Number of vehicles	Consumption of petrol (in l)	Consumption of diesel (in l)	Consumption of alternative fuels (in l)	Kilometres driven (in '000 km)
2017					
A1 Telekom Austria Group	5,180	556,867	6,911,108	239,929	105,274
2016					
A1 Telekom Austria Group	5,167	547,712	6,812,521	228,297	104,879
Change (in %)					
A1 Telekom Austria Group	0	2	1	5	0

Air pollutants generated by the vehicle fleet¹⁾

2017 (in g/km)	NO _x	SO ₂	PM ₁₀
A1 Telekom Austria Group	0.643	0.191	0.063
2016 (in g/km)			
A1 Telekom Austria Group	0.636	0.189	0.062
Change (in %)			
A1 Telekom Austria Group	1	1	1

1) 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.

Direct and indirect energy

2017 (in MWh)	Electricity ¹⁾	Heating fuels ²⁾	Direct heating	Fuels ³⁾	Total energy consumption	Total energy consumption (in Tj)
Austria	298,853	16,572	29,321	48,297	393,044	1,415
Bulgaria	108,380	126	298	12,170	120,973	436
Croatia	59,643	3,798	3,861	4,602	71,904	259
Belarus	75,548	0	3,346	4,809	83,703	301
Slovenia	32,381	0	278	626	33,284	120
Republic of Serbia	43,772	81	1,452	2,797	48,102	173
Republic of Macedonia	36,778	2,085	0	1,917	40,780	147
A1 Telekom Austria Group	655,355	22,662	38,556	75,218	791,790	2,850
2016 (in MWh)						
Austria	298,986	16,227	28,869	49,532	393,614	1,417
Bulgaria	86,175	128	407	10,758	97,469	351
Croatia	57,742	3,694	3,671	4,203	69,309	250
Belarus	75,715	0	3,235	4,280	83,230	300
Slovenia	28,403	0	276	530	29,208	105
Republic of Serbia	37,732	0	1,071	2,721	41,524	149
Republic of Macedonia	35,939	1,484	0	2,032	39,455	142
A1 Telekom Austria Group	620,692	21,533	37,530	74,056	753,810	2,714
Change (in %)						
Austria	0	2	2	-2	0	0
Bulgaria	26	-2	-27	13	24	24
Croatia	3	3	5	9	4	4
Belarus	0	n. a.	3	12	1	1
Slovenia	14	n. a.	1	18	14	14
Republic of Serbia	16	n. a.	36	3	16	16
Republic of Macedonia	2	40	n. a.	-6	3	3
A1 Telekom Austria Group	6	5	3	2	5	5

Table may include rounding differences. 1 joule = $2.77777778 \times 10^{-10}$ MWh 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 and natural gas without diesel for emergency generators

Energy and fuel consumption¹⁾

2017 (in MWh)	From non-renewable energy	From renewable energy ²⁾
A1 Telekom Austria Group	100,592	4,492

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

Relative Indicators

2017	Energy Efficiency Index ¹⁾ (in MWh per terabyte)	Share of e-billing (in %)	Water consumption (per FTE, in m ³)
A1 Telekom Austria Group	0.24	72	15

Waste

2017 (in kg)	Paper	Recyclable Metal	Other ¹⁾	Hazardous waste			Residual waste	Total
				Electronic waste	Batteries	Other ²⁾		
A1 Telekom Austria Group	1,187,821	1,915,863	449,765	903,465	656,293	541,338	1,940,906	7,595,450
2016 (in kg)								
A1 Telekom Austria Group	995,802	1,738,550	622,555	1,104,577	850,853	423,359	2,175,230	7,910,925
Change (in %)								
A1 Telekom Austria Group	19	10	-30	-18	-23	28	-11	-4

Quantities were defined according to invoices of waste management companies or if this was not possible according to volumes of waste container capacities as well as waste collection intervals disposal. 1) Other recyclable waste issued by plastic, glass and biological waste. 2) Other hazardous waste includes mainly mobile phones and other hazardous materials.

Waste – paper consumption

2017 (in kg)	Printing & copy paper	Other ¹⁾	Total
Austria	92,160	603,893	696,053
Bulgaria	131,544	136,674	268,218
Croatia	10,000	158,885	168,885
Belarus	51,380	44,767	96,147
Slovenia	5,600	91,078	96,678
Republic of Serbia	15,481	84,526	100,007
Republic of Macedonia	46,790	141,280	188,070
A1 Telekom Austria Group	352,955	1,261,103	1,614,058
2016 (in kg)			
Austria ²⁾	94,786	643,413	738,199
Bulgaria	107,627	127,897	235,524
Croatia	10,792	161,663	172,455
Belarus	49,660	34,239	83,899
Slovenia	5,229	72,914	78,143
Republic of Serbia	21,520	114,138	135,658
Republic of Macedonia	50,000	144,479	194,479
A1 Telekom Austria Group	339,614	1,298,743	1,638,357
Change (in %)			
Austria	-3	-6	-6
Bulgaria	22	7	14
Croatia	-7	-2	-2
Belarus	3	31	15
Slovenia	7	25	24
Republic of Serbia	-28	-26	-26
Republic of Macedonia	-6	-2	-3
A1 Telekom Austria Group	4	-3	-1

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

2) Due to increased data quality Austria's key figure was corrected.

Waste – mobile phone recycling

2017	Number of old mobile phones collected
Austria	16,225
Bulgaria	4,364
Croatia	35
Belarus	53,236
Slovenia	n. m.
Republic of Serbia	n. m.
Republic of Macedonia	n. m.
A1 Telekom Austria Group	73.860
2016	
Austria	18,522
Bulgaria	3,145
Croatia	20
Belarus	191,192
Slovenia	924
Republic of Serbia	n. m.
Republic of Macedonia	n. m.
A1 Telekom Austria Group	213,803
Change (in %)	
Austria	-12
Bulgaria	39
Croatia	75
Belarus	-72
Slovenia	-100
Republic of Serbia	n. m.
Republic of Macedonia	n. m.
A1 Telekom Austria Group	-65

Water consumption

2017 (in m ³)	Total
A1 Telekom Austria Group	278,173
2016 (in m ³)	
A1 Telekom Austria Group	309,378
Change (in %)	
A1 Telekom Austria Group	-10

Relative indicators

2017	Share of renewable energy in electricity ¹⁾ (in %)	Recycling quota ²⁾ (in %)	CO ₂ intensity ³⁾ (t CO ₂ e per FTE)	Average paper consumption (kg/FTE)
Austria	99	71	3	11
Bulgaria	19	26	18	35
Croatia	46	53	18	6
Belarus	32	75	9	20
Slovenia	43	76	14	10
Republic of Serbia	24	39	40	16
Republic of Macedonia	40	82	34	57
A1 Telekom Austria Group	62	72	12	19
2016				
Austria	99	70	3	11
Bulgaria	19	9	14	28
Croatia	39	53	22	8
Belarus	0.5	81	14	22
Slovenia	66	90	12	10
Republic of Serbia	24	60	37	23
Republic of Macedonia	37	84	32	61
A1 Telekom Austria Group	61	72	11	19

1) Derived from purchased electricity, values of Austria and Slovenia were calculated, the others measured on the basis of the standard national grid factor.

2) Fractions handed over to be recycled (non-hazardous waste, electronic waste and batteries) in relation to total waste. 3) CO₂ intensity includes the CO₂ emissions from Scope 1 and Scope 2 market-based (excluding compensation) divided by the number of employees at the end of the year.

Direct and indirect greenhouse gas emissions

	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	
2017 (CO ₂ e in t)								
Austria	17,090	100,311	8,777	117,401	25,867	101,483	9,949	48,989
Bulgaria	4,443	61,705	61,705	66,148	66,148	66,148	66,148	33,112
Croatia	2,319	27,300	27,300	29,619	29,619	29,619	29,619	11,744
Belarus	1,744	20,352	20,352	22,097	22,097	22,097	22,097	21,910
Slovenia	174	13,617	7,812	13,791	7,986	13,791	7,986	3,096
Republic of Serbia	982	38,174	38,174	39,156	39,156	39,156	39,156	22,530
Republic of Macedonia	1,115	26,501	26,501	27,615	27,615	27,615	27,615	14,752
A1 Telekom Austria Group	27,867	287,960	190,621	315,827	218,488	299,909	202,570	156,132
2016 (CO ₂ e in t) ¹⁾								
Austria	17,587	100,136	8,733	117,723	26,320	101,353	9,950	46,764
Bulgaria	4,049	48,947	48,947	52,995	52,995	52,995	52,995	29,903
Croatia	2,183	26,411	26,411	28,593	28,593	28,593	28,593	11,772
Belarus	1,497	29,429	29,429	30,926	30,926	30,926	30,926	18,116
Slovenia	141	11,952	6,065	12,093	6,206	12,093	6,206	4,418
Republic of Serbia	978	32,785	32,785	33,763	33,763	33,763	33,763	20,341
Republic of Macedonia	985	25,669	25,669	26,653	26,653	26,653	26,653	10,926
A1 Telekom Austria Group	27,419	275,328	178,038	302,747	205,457	286,377	189,087	142,239
Change (in %)								
Austria	-3	0	-2	0	-3	1	0	5
Bulgaria	10	26	26	25	25	25	25	11
Croatia	6	3	3	4	3	4	4	0
Belarus	17	-31	-31	-29	-30	-29	-29	21
Slovenia	24	14	29	14	29	14	29	-30
Republic of Serbia	0	16	16	16	16	16	16	11
Republic of Macedonia	13	3	3	4	3	4	4	35
A1 Telekom Austria Group	2	5	7	4	7	4	7	10

Direct Scope 1 includes direct emissions from combustion of fossil fuels; emissions from cooling agents are not considered. Indirect Scope 2 includes indirect emissions from electric energy and district heating. Scope 3 takes into account the following emissions, which are not included in Scope 2: The costs associated with the upstream emissions from heating energy, electricity and fuels (fleet) and business travel (taxi, plane, train). These upstream emissions have been calculated according to ecoinvent. Emissions from the downstream use of customers' mobile phones: For the three best-selling devices per subsidiary, a battery voltage of 3.7 volts (V) was assumed and multiplied by the battery capacity [mAh] according to the manufacturer (mAh*V/1,000) = Wh). This is equivalent to the electricity demand per charge cycle per mobile phone. Assuming that a mobile phone is charged once a day, the electricity demand has then been extrapolated for the whole year and subsequently the average electricity demand for the three best-selling devices per subsidiary was determined. These values were multiplied with the number of SIM cards in circulation for each subsidiary.

1) Due to increased data quality key figure "Scope 3" was corrected.

Employees

Share of local persons in leadership teams

2017 (in %)	
Austria	100
Bulgaria	89
Belarus	57
Cluster Croatia / Macedonia	78
Cluster Serbia / Slovenia	100
A1 Telekom Austria Group	84
2016 (in %)	
Austria	100
Bulgaria	89
Belarus	27
Cluster Croatia / Macedonia	86
Cluster Serbia / Slovenia	44
A1 Telekom Austria Group	70

Composition of the governance body¹⁾ (Age structure and gender)

A1 Telekom Austria Group 2017	
Total (in HC)	10
Share of women (in %)	10
below 30 (in HC)	0
30-50 (in HC)	3
above 50 (in HC)	7

1) Capital representatives in the Supervisory Board

Gender diversity

	2017 (in %) Share of female employees	2016 (in %) Share of female employees	2017 (in %) Share of female executives	2016 (in %) Share of female executives
2017				
Austria	26	26	19	19
Bulgaria	49	48	50	54
Croatia	41	41	39	43
Belarus	53	67	46	40
Slovenia	44	40	45	39
Republic of Serbia	58	53	49	46
Republic of Macedonia	45	45	40	50
A1 Telekom Austria Group	38	39	36	36

Share of women in senior management positions

in %	2017	2016
Austria	40	57
Bulgaria	22	22
Belarus	0	0
Cluster Croatia / Macedonia	11	14
Cluster Serbia / Slovenia	38	33
A1 Telekom Austria Group	21	24

Accident statistics

	Accidents	Fatal accidents	Days lost to accidents
2017 (number or in working days)			
Austria	142	0	1,469
Bulgaria	5	0	302
Croatia	11	0	138
Belarus	0	0	0
Slovenia	1	0	8
Republic of Serbia	5	0	720
Republic of Macedonia	10	0	183
A1 Telekom Austria Group	174	0	2,820
2016 (number or in working days)			
Austria	145	0	2,196
Bulgaria	8	0	234
Croatia	11	0	175
Belarus	1	0	10
Slovenia	2	0	42
Republic of Serbia	8	0	346
Republic of Macedonia	8	1	110
A1 Telekom Austria Group	183	1	3,113

Due to increased data quality, Austria's key figures for "accidents" and "days lost to accidents" were adjusted for the comparison period.

Employee age structure¹⁾

2017 (in FTE)	below 30	30-50	above 50
Austria	743	4,540	2,963
Bulgaria	1,484	2,118	149
Croatia	372	1,219	89
Belarus	1,104	1,354	117
Slovenia	119	424	23
Republic of Serbia	192	769	15
Republic of Macedonia	112	671	35
A1 Telekom Austria Group	4,137	11,350	3,470
2016 (in FTE)			
Austria	670	4,677	3,242
Bulgaria	1,370	2,301	137
Croatia	192	1,030	65
Belarus	809	1,356	83
Slovenia	96	412	24
Republic of Serbia	138	763	16
Republic of Macedonia	135	655	32
A1 Telekom Austria Group	3,411	11,193	3,598

1) Apprentices not included

Society

A1 Internet for All

2017	Courses	Participations	Recommendation rate participations (in %)	Supporting employees ¹⁾	Recommendation rate (in %)
Austria	1,895	26,615	96	826	98
2016					
Austria	1,762	23,549	97	763	99
Change (in %)					
Austria	8	13	n. m.	8	n. m.

1) Employees supporting for the first time in the respective reporting year.

Media literacy training

	2017 participants	2016 participants	Change (in %)
Austria	26,615	23,549	13
Bulgaria	2,087	1,625	28
Croatia	42	75	-44
Belarus	20	n. a.	n. a.
Slovenia	13	150	-91
Republic of Serbia	40	100	-60
Republic of Macedonia	n. a.	n. a.	n. a.
A1 Telekom Austria Group	28,817	25,499	13