GRI Content Index

In accordance with the GRI Standards under the core option as well as the Telecommunications Supplement Pilot Version 1.0.

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 2017. Information concerning the role of the Supervisory Board is provided in the Corporate Governance Report, which is part of the combined Annual Report of the A1 Telekom Austria Group. For information on the extent and details of the external verification, we refer to the assurance statement online: https://report2017.A1.group

Unless indicated otherwise, page numbers refer to the combined 2017 Annual Report of the A1 Telekom Austria Group.

● full   ○ partial

Description	Reference / response	Reporting level
GRI 102: General Disclosures 2016		
Organizational profile		
102-1 Name of the organization	See page 4f	●
102-2 Organisation's most important brands, products and services	See page 4f and Group Management Report 2017	●
102-3 Location of headquarters	See page 167	●
102-4 Countries in which the organisation operates to a significant extent	See page 4f	●
102-5 Ownership and legal form	See page 4f, 21ff and Group Management Report 2017	●
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 2017	●
102-7 Scale of the organization	A1 Telekom Austria Group has seven operating companies that are in accordance with the GRI definition of 'operation'. In some cases, the holding company also fulfils these criteria and is highlighted accordingly. See page 21ff and Group Management Report 2017	●
102-9 Supply chain	See page 13 and www.A1.group/en/csr/sustainable-supply-chain-management	●
102-10 Significant changes to the organization and its supply chain	No significant changes in the reporting period to the organisation's size, structure and supply chain in the reporting period. See page 21 for details on the ownership structure.	●
102-11 Precautionary Principle or approach	In all its activities, A1 Telekom Austria Group honours 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 2017).	●
102-12 External initiatives	See page 11	●
102-13 Association memberships	See page 11	●
Strategy		
102-14 Highest decision-maker's statement on the importance of sustainability and organisation's sustainability strategy	See page 6	●

Ethics and integrity

| 102-16 | Organization's values and code of conduct | See page 9ff, 32
Code of Conduct: www.A1.group/en/group/compliance-guidelines | ● |

Governance

| 102-18 | Governance structure | Since 2010, A1 Telekom Austria Group has been using a group-wide, integrated sustainability management system. A Corporate Sustainability Team, as part of Group Communiations 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 and communicates and coordinates its sustainability activities through it. | ● |

Stakeholder engagement

102-40	List of incorporated stakeholder groups	Employees, customers, suppliers, the economy, politicians and special interest groups, the media, scientific, research & education communities See also www.A1.group/en/csr/sustainability-strategy	●
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 also page 24	●
102-42	Basis for identifying and selecting stakeholders	All groups that are impacted by A1 Telekom Austria Group's regular business activity form the basis for stakeholder identification. Stakeholder selection was based on priorisation via internal databases.	●
102-43	Approach to stakeholder involvement and whether stakeholders have been involved in report preparation	See page 12	○
102-44	Key topics and concerns raised	As a result of another materiality analysis in the spring of 2017, the topics of data security and protection as well as communications infrastructure emerged as the most important ones. Both customers and suppliers rank data security and protection as the most significat topic. Employees, on the other hand, regard fair and flexible working as the most important topic. Overall, stakeholders give topics such as waste and employee health less priority. See also page 12	○

Reporting practice

102-45	Entities included in the consolidated financial statements	See Consolidated Financial Statements 2017	●
102-46	Defining report content and topic Boundaries	Boundaries for material topics were defined according to an impact assessment inside and/or outside the organisation. A1 Telekom Austria Group's ability to influence the topic was considered as well. See also www.A1.group/en/csr/sustainability-strategy	○
102-47	List of material topics	See page 12	●
102-48	Restatements of information	No re-phrasing of information from past reports took place. In 2017, the Sustainability Report was merged with the Annual Report to form one combined report for the A1 Telekom Austria Group.	●
102-49	Changes in reporting	No changes to the extent and topical boundaries compared to earlier reporting periods. In 2017, the Sustainability Report was merged with the Annual Report to form one combined report for the A1 Telekom Austria Group.	●
102-50	Reporting period	Full year 2017 if not stated otherwise. Environmental KPIs were collected for the period 1 November 2016 to 31 December 2017 and can be considered as representative for the full year 2017.	●
102-51	Date of most recent report	The report for the 2016/2017 period was published in July 2017.	●
102-52	Reporting cycle	In 2017, the Sustainability Report was merged with the Annual Report to form one combined report for the A1 Telekom Austria Group. It is published once a year.	●
102-53	Contact point for questions regarding the report	See page 5	●
102-54	Reporting in accordance with GRI Standards	See page 156	●
102-55	GRI content index	See page 156	●
102-56	External assurance	See https://report2017.A1.group	●

GRI 103: Management Approach 2016

103-1 103-2 103-3	Material topics explanation and boundaries Components of the management approach Evaulation of the management approach	Based on the materiality analysis the following topics are material: communication infrastructure, data security & protection, digitalisation & promoting innovation, ecological network design, energy demand, customer orientation, media literacy and ICT products providing ecological value. See page 146	●

GRI 201: Economic Performance 2016

201-1	Direct economic value generated and distributed	Net added value 2017: EUR 861 mn to employees, EUR 705 mn for paid investments, EUR 267 mn to capital providers and EUR 130 mn to public agencies.	●

GRI 202: Market Presence 2016

202-2	Proportion of senior management hired from the local community	See page 165	○

GRI 203: Indirect Economic Impacts 2016

203-1	Infrastructure investments and services supported	See page 16 and Consolidated Financial Statements 2017	○
203-2	Significant indirect economic impacts	See page 28ff	○

GRI 205: Anti-corruption 2016

205-1	Operations assessed for risks related to corruption	In 2016, the holding company as well as the seven operating companies A1, Mobiltel, velcom, Vipnet, A1 Slovenija, Vip mobile and one.Vip were internally assessed with regard to corruption risks. The companies generated almost 100 % of A1 Telekom Austria Group's overall turnover and all locations of the above-mentioned subsidiaries were taken into account. In the course of the risk analysis, the Management analysed 18 different corruption scenarios and defined mitigating measures. Taking into consideration the measures that have already been implemented, no significant remaining risks were identified. See page 32	●
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 www.A1.group/en/group/compliance). Almost 100 % of employees, managers and suppliers were actively informed. Approximately 17,844 (approx. 94 %) of 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 32, 162	○

GRI 301: Materials 2016

301-3	Reclaimed products and their packaging materials	See page 28, 164	○

GRI 302: Energy 2016

302-1	Energy consumption within the organization	See page 16, 28ff, 163	○
302-2	Energy consumption outside of the organization	In 2017, energy consumption outside the organisation came in at 80,293 MWh. This includes the power used by mobile phones sold to customers as well as A1 Telekom Austria Group business trips by taxi, train or aeroplane.	●
302-3	Energy intensity	See page 16, 163	●
302-4	Reduction of energy consumption	See page 16, 28ff, 163	●
302-5	Reductions in energy requirements of products and services	See page 16	○

GRI 305: Emissions 2016

305-1	Direct (Scope 1) GHG emissions	Biogenic Scope 1 emissions amounted to 1,313 tons of CO_2; no data is available for Scope 2 and Scope 3 emissions. See also page 165	●
305-2	Energy indirect (Scope 2) GHG emissions	See page 165	●
305-3	Other indirect (Scope 3) GHG emissions	See page 165	●
305-4	GHG emissions intensity	See page 165	●
305-5	Reduction of GHG emissions	See page 165	●
305-7	Nitrogen oxides (NO_x), sulfur oxides (SO_x), and other significant air emissions	See page 162	○

GRI 306: Effluents and Waste 2016

| 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 also page 163 | ○ |

GRI 401: Employment 2016

| 401-2 | Benefits provided to full-time employees that are not provided to temporary or part-time employees | Benefits are available to all employees equally. | ○ |

GRI 404: Training and Education 2016

| 404-2 | Programs for upgrading employee skills and transition assistance programs | See page 24ff | ○ |
| 404-3 | Percentage of employees receiving regular performance and career development reviews | At A1 Telekom Austria Group, a group-wide performance management standards process make sure that 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. Personal development is a major aspect within the performance management process and will be even more in focus in the years to come. Contemporary styles of leadership strongly include the use of feedback. A1 Telekom Austria Group encourages employees to appreciate each other using peer-to-peer feedback based on behavioural best practice examples in line with the Guiding Principles.
See page 24ff | ○ |

GRI 405: Diversity and Equal Opportunity 2016

| 405-1 | Diversity of governance bodies and employees | See page 165,
Corporate Governance Report 2017 and Consolidated Financial Statements 2017 | ● |

GRI 418: Customer Privacy 2016

| 418-1 | Number of substantiated complaints concerning breaches of customer privacy and loss of customer data | No substantiated complaints regarding the violation of customers' privacy were submitted in 2017, the year under review. | ○ |

Telecommunications Sector Supplement—Internal Operations 2003

| IO6 | Policies and practices with respect to Specific Absorption Rate (SAR) of handsets | Only devices that comply with the relevant standards (EN 50360, EN 50566) are considered in the product portfolio of A1 Telekom Austria Group. | ● |

Telecommunications Sector Supplement—Providing Access 2003

PA1	Policies and practices to enable the deployment of telecommunication infrastructure and access to telecommunication products and services in remote and low population-density areas. Explanation of business models applied	see page 16ff	●
PA2	Policies and practices to overcome barriers for access and use of telecommunication products and services including: language, culture, illiteracy, lack of education, income, disabilities, and age. Explanation of business models applied	See page 28f	●
PA3	Policies and practices to ensure availability and reliability of telecommunications products and services	The A1 Telekom Austria Group is pursuing demand-oriented infrastructure expansion with the goal of driving forward digitalisation in its markets. The infrastructure expansion is an important part of A1 Telekom Austria Group's technology strategy. The strategy takes the approach of ensuring a secure and stable network with a high level of system stability and the best possible transmission rates. See page 20	○
PA4	Quantify the level of availability of telecommunications products and services in areas where the organisation operates. Examples include: customer numbers/market share, addressable market, percentage of population covered, percentage of land covered	See page 4 and Group Management Report 2017	●
PA6	Programmes to provide and maintain telecommunications products and services in emergency situations and for disaster relief	Quality and reliability are crucial in emergency situations, in which A1 Telekom Austria Group deploys specially trained emergency response teams, while subsidiaries help each other out too. They furthermore cooperate closely with the fire brigades, paramedics and the Red Cross. Of course, calling official emergency phone numbers is free in all of the Group's countries.	●
PA10	Initiatives to ensure clarity of charges and tariffs	Cost-control and contract overview tools are offered by all subsidiaries.	●
PA11	Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost-effective and environmentally friendly use	Although it does not manufacture mobile devices itself, the A1 Telekom Austria Group contributes to preserving resources in this respect as well with its mobile phone recycling initiative. Most of its subsidiaries—some since 2004—allow customers to give back their old mobile phones free of charge. See page 28ff, 164	●

Telecommunications Sector Supplement—Technology Applications 2003

TA1	Examples of the resource efficiency of telecommunications products and services delivered	See page 16ff, 28ff	●
TA2	Examples of telecommunications products, services and applications that have the potential to replace physical objects	See page 28ff	●
TA5	Description of practices relating to intellectual property rights and open source technologies	Open source technologies are promoted in the framework of the A1 Internet for All initiative.	●

Media Literacy

Information on the A1 Internet for All initiative	See page 28f	●