

# GRI Content Index

with reference to the GRI Standards

Information concerning the role of the supervisory board is provided in the Corporate Governance Report, which is part of combined Annual Report of the A1 Telekom Austria Group. Unless indicated otherwise, page numbers refer to the Combined Annual Report 2019 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 4f
102-2	Organization's most important brands, products and services	see page 4f and Group Management Report 2019
102-3	Location of headquarters	see page 177
102-4	Countries in which the organization operates to a significant extent	see page 4f
102-5	Ownership and legal form	see page 4f, 26ff and Group Management Report 2019
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 2019
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 26ff and Group Management Report 2019
102-9	Supply chain	see page 15 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	No significant changes in the reporting period to the organization's size, structure and supply chain in the reporting period. see page 26ff 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 2019)
102-12	External initiatives	see <a href="http://www.A1.group/en/csr/memberships">www.A1.group/en/csr/memberships</a>
102-13	Association memberships	see <a href="http://www.A1.group/en/csr/memberships">www.A1.group/en/csr/memberships</a>
<b>Strategy</b>		
102-14	Highest decision-maker's statement on the importance of sustainability and organization's sustainability strategy	see page 6f

**Ethics and integrity**

102-16	Organization's values and code of conduct	see page 9ff, 29ff, 38f 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. A Corporate Sustainability 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 and communicates and coordinates its activities through it. There is no separate committee for decision-making on ecologic and social topics. With respect to committees on economic decisions please refer to the Corporate Governance.
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**Stakeholder engagement**

102-40	List of incorporated stakeholder groups	Employees, customers, suppliers, the economy, politicians & special interest groups, media, the scientific, research & education communities see <a href="http://www.A1.group/en/csr/sustainability-strategy">www.A1.group/en/csr/sustainability-strategy</a>
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 29ff
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 prioritisation via internal databases.
102-43	Approach to stakeholder involvement and whether stakeholders have been involved in report preparation	see <a href="http://www.A1.group/en/csr/sustainability-strategy">www.A1.group/en/csr/sustainability-strategy</a>
102-44	Key topics and concerns raised	As a result of another materiality analysis in the spring of 2019, the topics of data protection and information security as well as high-performance networks emerged as the most important ones. Both customers and business representatives rank data protection and information security as the most significant one. Employees, on the other hand, regard mobile and flexible working conditions as the most important topic. Overall, stakeholders give topics such as e-health and physical complaints less priority. see page 15

**Reporting practice**

102-45	Entities included in the consolidated financial statements	see consolidated financial statements 2019
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 15
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	Full year 2018 if not stated otherwise. Environmental KPI's were collected for the period 01 November 2018 to 31 October 2019 and can be considered as representative for the full year 2019.
102-51	Date of most recent report	The combined annual report for the 2018 period was published in April 2019.
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	Report of the "in-accordance"-option	The report was published with reference to the GRI Standards.
102-55	GRI content index	see page 165ff
102-56	External assurance	Due to the Austrian Sustainability and Diversity Improvement Act (NaDiVeG) a separate non-financial report is published and audited by an external, independent auditor since 2018.

**GRI 103 Management Approach 2016**

103-1	Material topics explanation and boundaries	see non financial report 2019
103-2	Components of the management approach	
103-3	Evaluation of the management approach	

**GRI 201: Economic Performance 2016**

201-1	Direct economic value generated and distributed	Net added value 2019: EUR 902 mn to employees, EUR 874 mn for paid investments, EUR 219 mn to capital providers and EUR 162 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 174
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**GRI 203: Indirect Economic Impacts 2016**

203-1	Infrastructure investments and services supported	see page 18ff and Group Management Report 2019
203-2	Significant indirect economic impacts	see page 34ff

**GRI 205: Anti-corruption 2016**

205-1	Operations assessed for risks related to corruption	In 2019, the holding company as well as the seven operating companies A1 (Austria, Bulgaria, Croatia, Belarus, Slovenia, North Macedonia) and Vip mobile were internally assessed with regards 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 could be identified. see page 38f
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 16,200 (approx. 88%) 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 38ff, 176

**GRI 301: Materials 2016**

301-3	Reclaimed products and their packaging materials	see page 34ff, 173
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**GRI 302: Energy 2016**

302-1	Energy consumption within the organization	see page 18ff, 171
302-2	Energy consumption outside of the organization	In 2019, energy consumption outside the organization came in at 105,690MWh. This includes the power used by mobile phones sold to customers as well as A1 Telekom Austria Group business trips using taxi, train or aeroplanes.
302-3	Energy intensity	see page 18ff, 171
302-4	Reduction of energy consumption	see page 18ff, 34ff, 171
302-5	Reductions in energy requirements of products and services	see page 18ff

**GRI 305: Emissions 2016**

305-1	Direct (Scope 1) GHG emissions	Biogenic Scope 1 emissions amounted to 939 tons of CO <sub>2</sub> ; no data is available for Scope 2 and Scope 3 emissions. see page 172
305-2	Energy indirect (Scope 2) GHG emissions	see page 172
305-3	Other indirect (Scope 3) GHG emissions	see page 172
305-4	GHG emissions intensity	see page 172
305-5	Reduction of GHG emissions	see page 172
305-7	Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions	see page 172

**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 page 172
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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 29ff
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 basend 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 behavioural best practice examples in line with the Guiding Principles. see page 29f

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

405-1	Diversity of governance bodies and employees	see page 175 see Corporate Governance Report 2019
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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 25
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# Sustainability KPIs

## 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 the published data by different database such as the International Energy Agency, ecoinvent etc. (AR4 100-year (IPCC 2007-4th Assessment Report)). Figures 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 – as long as self provision is not concerned – based on the invoices of the respective energy providers. For the conversion into kilowatt hours factors of the Environmental Agency Austria (Umweltbundesamt) database and ecoinvent database have been taken into account for further calculations. 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

2019 (in MWh)					Total energy consumption	
	Electricity <sup>1)</sup>	Heating fuels <sup>2)</sup>	District heating	Fuels <sup>3)</sup>	(in MWh)	(in TJ)
Austria	309,466	14,496	29,006	42,798	395,766	1,425
Bulgaria	120,578	124	418	10,528	131,648	474
Croatia	68,666	61	3,437	5,484	77,649	280
Belarus	91,966	375	3,768	4,074	100,183	361
Slovenia	32,253	0	289	1,489	34,031	123
Serbia	62,739	78	1,430	2,932	67,180	242
North Macedonia	31,477	0	0	1,633	33,110	119
<b>A1 Telekom Austria Group</b>	<b>717,145</b>	<b>15,135</b>	<b>38,349</b>	<b>68,938</b>	<b>839,567</b>	<b>3,022</b>

## 2018 (in MWh)

Austria	300,588	14,281	30,165	45,305	390,339	1,405
Bulgaria	116,619	113	325	11,035	128,092	461
Croatia	65,421	88	3,378	5,768	74,654	269
Belarus	84,645	0	3,684	4,703	93,033	335
Slovenia	30,024	0	255	1,479	31,758	114
Serbia	51,583	82	1,430	2,835	55,930	201
North Macedonia	30,125	0	0	1,917	32,043	115
<b>A1 Telekom Austria Group</b>	<b>679,005</b>	<b>14,564</b>	<b>39,238</b>	<b>73,043</b>	<b>805,850</b>	<b>2,901</b>

## Change (in %)

Austria	3	2	-4	-6	1	1
Bulgaria	3	10	29	-5	3	3
Croatia	5	-30	2	-5	4	4
Belarus	9	n. m.	2	-13	8	8
Slovenia	7	n. m.	13	1	7	7
Serbia	22	-5	0	3	20	20
North Macedonia	4	n. m.	n. m.	-15	3	3
<b>A1 Telekom Austria Group</b>	<b>6</b>	<b>4</b>	<b>-2</b>	<b>-6</b>	<b>4</b>	<b>4</b>

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 und natural gas without diesel for emergency generators. 2019 sources for the conversion factors were reviewed and if necessary replaced with more accurate and/or actual ones. In the course of this the conversion factors have been updated. In order to ensure comparability, values from the prior year have been adjusted. 2018 therefor represents an estimation due to changed sources of the conversion factors. Due to an improvement in data quality, the figures for fuels for heating for Croatia have been recalculated.

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

A1 Telekom Austria Group (in MWh)	From non-renewable energy	From renewable energy <sup>2)</sup>
<b>2019</b>	<b>24,681</b>	<b>3,507</b>
<b>2018</b>	<b>24,760</b>	<b>3,719</b>
<b>Change (in %)</b>	<b>0</b>	<b>-6</b>

1) Oil, diesel, petrol, LPG, CNG and natural gas, including diesel for emergency generators

2) Share of biogenic fuels in diesel and petrol

## Environment – relative indicators

A1 Telekom Austria Group	Energy Efficiency Index <sup>1)</sup> (in MWh(el) per terabyte)	Share of e-billing (in %)
<b>2019</b>	<b>0.17</b>	<b>76</b>
<b>2018</b>	<b>0.18</b>	<b>74</b>
<b>Change (in %)</b>	<b>-8</b>	<b>4</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	
2019								
Austria	13,845	80,953	6,737	94,798	20,582	79,680	5,464	23,873
Bulgaria	3,650	56,620	57,550	60,269	61,200	60,269	61,200	24,942
Croatia	1,369	16,474	33,588	17,843	34,957	17,843	34,957	6,886
Belarus	1,647	25,238	25,238	26,885	26,885	26,885	26,885	21,990
Slovenia	370	7,758	6,065	8,128	6,435	8,128	6,435	3,011
Serbia	959	46,058	46,058	47,017	47,017	47,017	47,017	22,896
North Macedonia	919	18,932	17,985	19,851	18,904	19,851	18,904	9,095
<b>A1 Telekom Austria Group</b>	<b>22,758</b>	<b>252,034</b>	<b>193,222</b>	<b>274,792</b>	<b>215,981</b>	<b>259,674</b>	<b>200,863</b>	<b>112,693</b>

## 2018

Austria	14,598	78,984	6,710	93,581	21,307	78,297	6,022	22,640
Bulgaria	3,922	54,641	55,539	58,562	59,461	58,562	59,461	22,486
Croatia	1,451	15,715	32,018	17,166	33,469	17,166	33,469	5,455
Belarus	1,589	22,394	22,394	23,983	23,983	23,983	23,983	21,541
Slovenia	368	7,220	5,683	7,587	6,051	7,587	6,051	2,468
Serbia	988	37,836	37,836	38,824	38,824	38,824	38,824	19,024
North Macedonia	918	18,169	17,042	19,087	17,959	19,087	17,959	8,688
<b>A1 Telekom Austria Group</b>	<b>23,833</b>	<b>234,958</b>	<b>177,221</b>	<b>258,791</b>	<b>201,054</b>	<b>243,506</b>	<b>185,769</b>	<b>102,302</b>

## Change (in %)

Austria	-5	2	0	1	-3	2	-9	5
Bulgaria	-7	4	4	3	3	3	3	11
Croatia	-6	5	5	4	4	4	4	26
Belarus	4	13	13	12	12	12	12	2
Slovenia	1	7	7	7	6	7	6	22
Serbia	-3	22	22	21	21	21	21	20
North Macedonia	0	4	6	4	5	4	5	5
<b>A1 Telekom Austria Group</b>	<b>-5</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>10</b>

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) as well as electricity consumption from customers mobile phones. 2019 sources for the conversion factors were reviewed and if necessary replaced with more accurate and/or actual ones. In the course of this the conversion factors have been updated. In order to ensure comparability, values from the prior year have been adjusted. 2018 therefore represents an estimation due to changed sources of the conversion factors. Due to an improvement in data quality, the figures for fuels for heating for Croatia have been recalculated.

## Vehicle fleet

	Number of vehicles	Consumption of petrol (in l)	Consumption of diesel (in l)	Consumption of alternative fuels (in l)	Mileage (in thousand km)
A1 Telekom Austria Group					
2019	5,064	750,262	6,490,484	192,900	104,903
2018	5,129	566,366	6,926,814	202,728	106,176
Change (in %)	-1	32	-6	-5	-1

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>
2019	0.006	0.393	0.003
2018	0.006	0.404	0.003
Change (in %)	-2.0	-2.7	-1.7

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.

## 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>		
2019	1,100,768	637,534	379,702	605,815	542,831	515,423	1,861,082	5,643,155
2018	1,215,000	958,814	443,102	814,460	700,639	299,494	2,041,064	6,472,573
Change (in %)	-9	-34	-14	-26	-23	72	-9	-13

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

2019 (in kg)	Printing & copy paper	Other <sup>1)</sup>	Total
Austria <sup>2)</sup>	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>

2018 (in kg)			
Austria	74,152	494,037	568,189
Bulgaria	128,507	113,213	241,720
Croatia	11,744	101,289	113,033
Belarus	45,740	3,310	49,050
Slovenia	5,475	79,256	84,731
Serbia	15,000	85,156	100,156
North Macedonia	37,159	70,502	107,661
<b>A1 Telekom Austria Group</b>	<b>317,777</b>	<b>946,764</b>	<b>1,264,541</b>

Change (in %)			
Austria	-41	-16	-19
Bulgaria	-29	-4	-17
Croatia	-7	83	73
Belarus	-8	875	52
Slovenia	-27	-24	-24
Serbia	31	88	80
North Macedonia	-8	-7	-7
<b>A1 Telekom Austria Group</b>	<b>-23</b>	<b>9</b>	<b>1</b>

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

2) In comparison to the previous year – changes in calculation method.

## Waste – mobile phone recycling

2019 (in pcs.)	Collected old mobile phones
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>

2018 (in pcs.)	
Austria	18,006
Bulgaria	4,005
Croatia	n. a.
Belarus	54,231
Slovenia	309
Serbia	3,835
North Macedonia	n. a.
<b>A1 Telekom Austria Group</b>	<b>80,386</b>

Change (in %)	
Austria	-26
Bulgaria	-2
Croatia	n. a.
Belarus	-18
Slovenia	9
Serbia	-40
North Macedonia	n. a.
<b>A1 Telekom Austria Group</b>	<b>-20</b>

## Water consumption

A1 Telekom Austria Group (in m <sup>3</sup> )	Total
2019	232,693
2018	249,866
Change (in %)	-7
Water consumption per FTE	(in m <sup>3</sup> ) 12.7

## Relative indicators

2019	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	61	3	6
Bulgaria	17	8	17	25
Croatia	49	72	18	6
Belarus	33	59	11	18
Slovenia	65	86	13	8
Serbia	12	33	42	17
North Macedonia	59	80	25	44
<b>A1 Telekom Austria Group</b>	<b>50</b>	<b>62</b>	<b>12</b>	<b>13</b>

  

2018	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	66	3	9
Bulgaria	17	14	16	35
Croatia	49	78	20	7
Belarus	36	68	9	18
Slovenia	65	83	11	10
Serbia	12	37	38	15
North Macedonia	59	83	23	47
<b>A1 Telekom Austria Group</b>	<b>51</b>	<b>69</b>	<b>11</b>	<b>17</b>

1) Derived from purchased electricity, values of Austria and Slovenia were calculated, the others measured on 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) 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.

## Employees

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

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</b>	<b>3,197</b>	<b>11,458</b>	<b>3,688</b>

  

2018 (in FTE)	below 30	30-50	above 50
Austria	674	4,222	3,114
Bulgaria	1,119	2,399	167
Croatia	310	1,274	97
Belarus	925	1,550	106
Slovenia	88	441	26
Serbia	151	861	19
North Macedonia	64	678	43
<b>A1 Telekom Austria Group</b>	<b>3,393</b>	<b>11,699</b>	<b>3,612</b>

1) Apprentices not included

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

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

  

2018 (in %)	
Austria	100
Bulgaria	89
Belarus	57
Cluster Croatia / North Macedonia	75
Cluster Serbia / Slovenia	100
<b>A1 Telekom Austria Group</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.

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

Gender diversity

## Society

### A1 Internet for All

Austria	Courses	Participations	Satisfaction rate of participations (in %)	Supporting employees <sup>1)</sup>	Recommendation rate (in %)
2019	2,052	29,522	97	573	98
2018	1,892	26,923	97	490	98
<b>Change (in %)</b>	<b>8</b>	<b>10</b>	<b>n. m.</b>	<b>17</b>	<b>n. m.</b>

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

### Participation in media literacy trainings

	2019	2018	Change (in %)
Austria	29,522	26,923	10
Bulgaria	3,000	2,300	30
Croatia	24	n. a.	n. a.
Belarus	n. a.	20	n. a.
Slovenia	1,340	n. a.	n. a.
Serbia	140	21	567
North Macedonia	1,300	820	59
<b>A1 Telekom Austria Group</b>	<b>35,326</b>	<b>30,084</b>	<b>17</b>

## Compliance

### Anti-corruption trainings

	Anti-corruption trainings	Share of trained employees (in %)
Austria	9,976	131
Bulgaria	4,223	117
Croatia	2,231	117
Belarus	3,105	129
Slovenia	447	87
Serbia	1,044	93
North Macedonia	1,065	139
<b>A1 Telekom Austria Group<sup>1)</sup></b>	<b>22,387</b>	<b>122</b>

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