

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	●
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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 sustainability activities through it.	●
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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 prioritisation 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 significant 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	Material topics explanation and boundaries	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	●
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 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.	●
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GRI 202: Market Presence 2016

202-2	Proportion of senior management hired from the local community	See page 165	○
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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	○
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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	○
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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	Benefits are available to all employees equally.	○
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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	●
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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	No substantiated complaints regarding the violation of customers' privacy were submitted in 2017, the year under review.	○
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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.	●
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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 tele-communications 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 tele-communications 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 tele-communications 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	●
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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