

# Results for the first quarter 2020

April 28, 2020, Vienna



# Cautionary statement

'This presentation contains forward-looking statements. These forward-looking statements are usually accompanied by words such as 'believe', 'intend', 'anticipate', 'plan', 'expect' and similar expressions. Actual events may differ materially from those anticipated in these forward-looking statements as a result of a number of factors. Forward-looking statements involve inherent risks and uncertainties. A number of important factors could cause actual results or outcomes to differ materially from those expressed in any forward-looking statement. Neither A1 Telekom Austria Group nor any other person accepts any liability for any such forward-looking statements. A1 Telekom Austria Group will not update these forward-looking statements, whether due to changed factual circumstances, changes in assumptions or expectations. This presentation does not constitute a recommendation or invitation to purchase or sell securities of A1 Telekom Austria Group.'

All figures for 2020 are stated according to IFRS 16 if not stated otherwise.

Alternative performance measures are used to describe the operational performance. Please therefore also refer to the financial information presented in the Consolidated Financial Statements, as well as the reconciliation tables provided in the Earnings Release.

The background of the slide is a dark blue and purple gradient with a network of glowing nodes and lines in red, white, and blue, suggesting a digital or telecommunications theme.

# Operational and financial highlights for the first quarter 2020

# Highlights Q1 2020



- Group total revenue growth of 3.4% and EBITDA excl. restructuring growth of 0.4% (reported: +1.7%), both driven by CEE
- Mobile contract customer base increase of 5.0% y-o-y with growing or stable numbers in all markets
- RGU decrease of 0.9% y-o-y, TV RGU growth mitigated the decline in fixed-line voice and low-bandwidth broadband RGUs in Austria
- Limited Covid-19 impact on Q1 2020 figures: Roaming losses and bad debt provisions, which were increased due to macro economic outlook, affected EBITDA growth negatively



- Following the Covid-19 outbreak all governments in the footprint, except for Belarus, implemented restrictions on public life in mid-March
- Sufficient capacity in all our networks to cope with the increased traffic volumes
- Agility proved to be a key factor to sustain the organization and to keep providing our services

# Positive trends of the last quarters continued in Q1 2020, while Covid-19 showed some first negative impacts

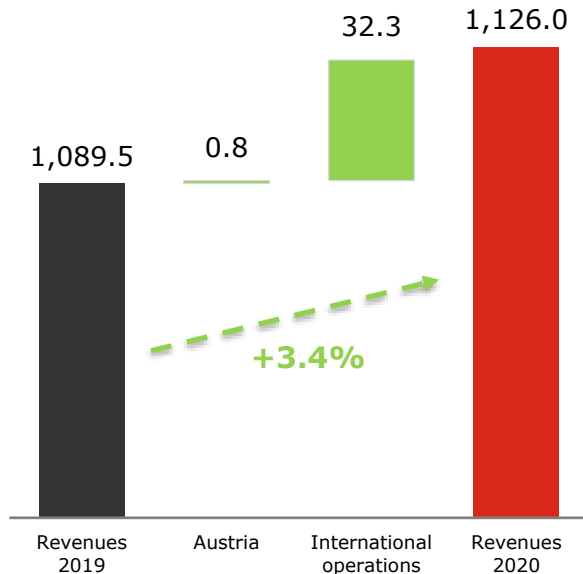
Group (in EUR million)	Q1 2020	Q1 2019	% change
Total revenues	1,126.0	1,089.5	3.4%
Service revenues	949.8	924.4	2.7%
EBITDA excl. restructuring*	396.6	395.0	0.4%
CAPEX	176.2	157.9	11.6%



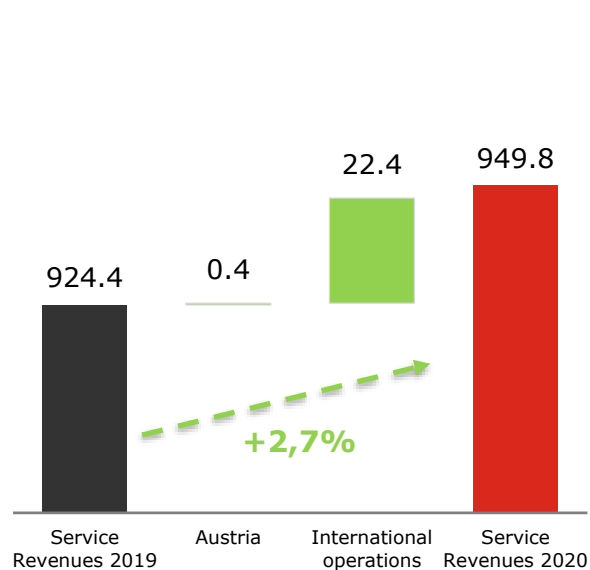
- Group total revenues increased by 3.4%, with growth in CEE and stable total revenues in Austria
- Covid-19 already negatively impacted roaming revenues, especially in Austria
- Decision to increase the general allowance for undue amounts as a cautious step looking forward, driving bad debts
- EBITDA growth in Q1 2020 was driven by CEE markets (+6.5% year-on-year)
  - In Austria EBITDA excl. restructuring charges declined by 3.1%, mainly driven by roaming reduction and lower retail fixed-line revenues following promotional discounts, while OPEX increased mainly due to higher bad debt allowance and costs related to the commercial 5G launch in January 2020
- Q1 2020 showed a strong free cash flow generation of EUR 104.7 mn (Q1 2019: EUR 34.4 mn), mainly driven by lower working capital needs

# Growth entirely driven by CEE markets in Q1 2020

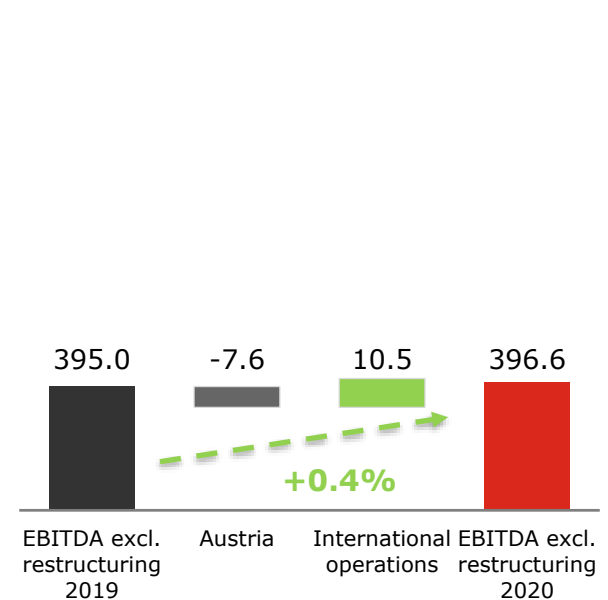
**Total revenues**  
(in EUR mn)



**Service Revenues**  
(in EUR mn)



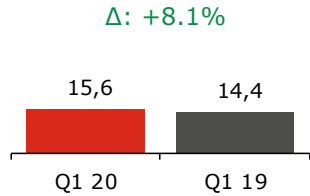
**EBITDA excl. restructuring**  
(in EUR mn)



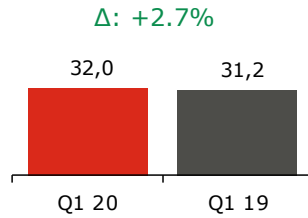
Deviation between A1 Group and the sum of Austria and international operations due to Corporate & Eliminations.

# Austria: Lower fixed-line and roaming revenues; higher bad debt and costs related to commercial 5G launch weighed on EBITDA

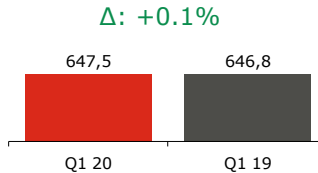
**ARPU**  
(in EUR)



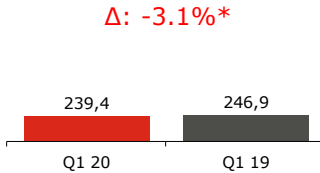
**ARPL**  
(in EUR)



**Total revenues**  
(in EUR mn)



**EBITDA excl. restructuring**  
(in EUR mn)



## Operational data

- +1.9% contract subscribers which continued to be driven by ongoing strong demand for mobile WiFi routers and high-value tariffs
- Strong demand from business side for home office solutions, bandwidth upgrades and mobile handsets following the Covid-19 outbreak
- ARPU contains a positive impact from SIM-card registration; apart from this mobile WiFi routers outweighed lower customer roaming revenues and losses due to EU international call regulation
- Increased demand for higher bandwidths as well as price increases (voice only) drove ARPL higher
- Decline in RGUs driven primarily by voice and lower gross adds due to limited fieldforce activities following lockdown measures

## Financial performance

- Mobile service revenues grew by 2.8%, driven by upselling in the high-value segment and strong growth in mobile WiFi routers despite lower customer roaming revenues and negative effects from EU call regulation
- Fixed-line service revenues declined mainly driven by ongoing losses in voice as well as due to promotional incentives of the broadband push
- EBITDA excl. restructuring declined by 3.1% due to lower fixed-line revenues and roaming losses, while OPEX increased mainly due to higher bad debt and costs related to the commercial 5G launch in January 2020

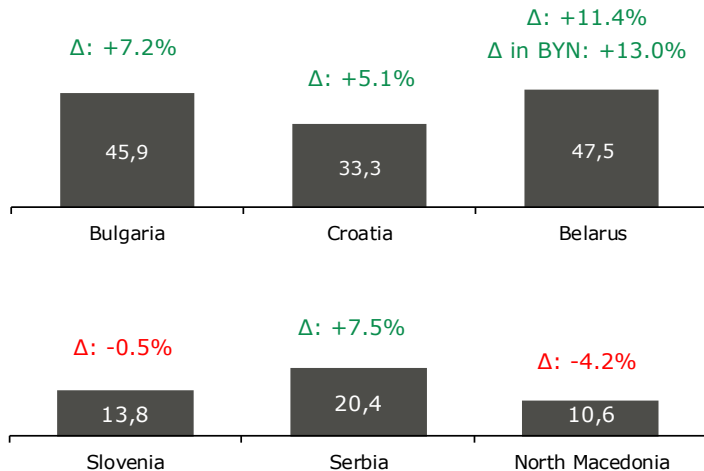
\* excl. restructuring charges of EUR 16.0 mn in Q1 2020 (Q1 2019: EUR 20.9 mn)



# CEE: Service revenue growth continued in most of the markets and overall led to strong EBITDA growth

## EBITDA

(in EUR mn; Q1 %-change vs. PY)



## Highlights CEE

### Bulgaria:

- Ongoing strong service revenue growth (+10.3%):
  - Fixed-line continued to be driven by customized corporate solutions, upselling and exclusive sports content
  - Mobile trends remained positive following successful upselling of existing customers via higher subsidies

### Croatia:

- Mobile service revenue growth supported by WiFi routers; fixed-line service revenues driven by solutions & connectivity and price increase
- OPEX benefited from lower equipment cost, while bad debt allowance and content costs were higher

### Belarus:

- Mobile service revenues grew: inflation-linked price increases, successful migration of grandfathered service plans with higher monthly fees
- OPEX higher due to increased equipment, bad debt allowance and roaming expenses

### Other segments:

- Slovenia: slight decrease of EBITDA; higher fixed-line revenues and better equipment margin partially mitigated lower mobile service revenues
- Serbia: 'more-for more' concept introduced with higher data allowances for tariffs with hardware; service revenue and EBITDA growth continued
- North Macedonia: service revenues grew while lower other operating income weighed on EBITDA



# Q1 2020: Free cash flow increased, mainly driven by lower working capital

(in EUR million)

	Q1 2020	Q1 2019	% change
Net cash flow from operating activities	372.7	308.1	21.0%
Capital expenditures paid	-205.2	-216.1	-5.0%
Lease principal paid	-56.1	-53.8	4.2%
Proceeds from sale of plant, property and equipment	3.0	1.7	n.m.
Interest paid	-9.7	-5.5	77.3%
Free Cash Flow	104.7	34.4	204.1%

- Free cash flow EUR 70.3 mn higher in Q1 2020 vs. prior year, driven by
  - ... higher operating cashflow following lower working capital needs
  - ... lower capital expenditures paid
- Changes in financial positions: EUR +11.6 mn (EUR -53.0 mn in Q1 2019), mainly driven by:
  - EUR +25.6 mn decrease in accounts receivables
  - EUR -31.9 mn decrease in accounts payable and accrued liabilities
- Other: EUR -41.3 mn (EUR -34.2 mn in Q1 2019), stemming mainly from:
  - EUR -29.2 mn payments for restructuring and employee benefit obligations
  - EUR -13.4 mn income taxes paid

# Focus Points

A dense cluster of hanging light bulbs, some glowing and some dark, against a dark background. The bulbs are of various sizes and are arranged in a way that creates a sense of depth and focus. The glowing bulbs are scattered throughout the scene, with some in the foreground and some in the background. The dark bulbs are also scattered, creating a contrast with the glowing ones. The overall effect is a warm, ambient glow.

# New platform A1 Xplore TV with enhanced features launched in Austria in Q1 2020

	S EUR 7,90/ Month	M EUR 11,90/ Month	L EUR 29,90/ Month
Channels	60	140	180
Replay	Restart	7 days	7 days
Recording	10h, 10 days	100h, 3 m.	500h, 24 m.
Video library	7.500 movies and series		
Platforms	iOS, Android, Chromecast		
Integrated Apps			

## Most comprehensive TV product on the market

- ◆ 260 channels
- ◆ 7 days replay enabled channels
- ◆ Up to 500h recording
- ◆ High number of integrated apps

The **new platform** comes with a **stronger proposition** and **higher pricing point** compared to the old A1 TV product.



- Strong initial take up rates
- Increased TV usage and VoD\* amidst Covid 19
- Successful upselling in the base

\*Video on Demand



Results for the first quarter 2020

Offered both as **Home Box** and **Streaming** option, with newly designed hardware and an intuitive interface.



# Immediate effects of Covid-19 lockdown measures on A1 Group



## Network

**Stable**



with initial traffic increase\*

- Voice **up** 60%
- Data **up** 40%

\* average in Austria

Capable of providing additional capacities in all our markets

Slow decrease in traffic volumes after initial surge at the start of lockdowns

Collaboration with governments to keep population informed and to contain the spread of the virus



## Demand

**Strong**



business, WiFi routers, broadband speed upgrades

**Weak**



BB gross adds, smartphones

*Fixed-line:*

- Broadband: increase in speed upgrades but less gross adds
- High demand for connectivity (e.g. CAN\*, VPNs\*\*)

*Mobile:*

- High demand for WiFi routers, especially from SME
- Strong demand for employee handsets (feature phones)
- Weak smartphone demand
- Less roaming usage

\* Corporate Access Network

\*\* Virtual Private Network



## Supply chain

**Stable**



We were able to maintain a working supply chain without major disruptions.

Ability to manage the supply chain in a proper way with only limited Covid-19 impact

Only temporary shortages for certain devices and supplies

Opportunities may arise for better contract terms with suppliers



## Organization

**Stable**



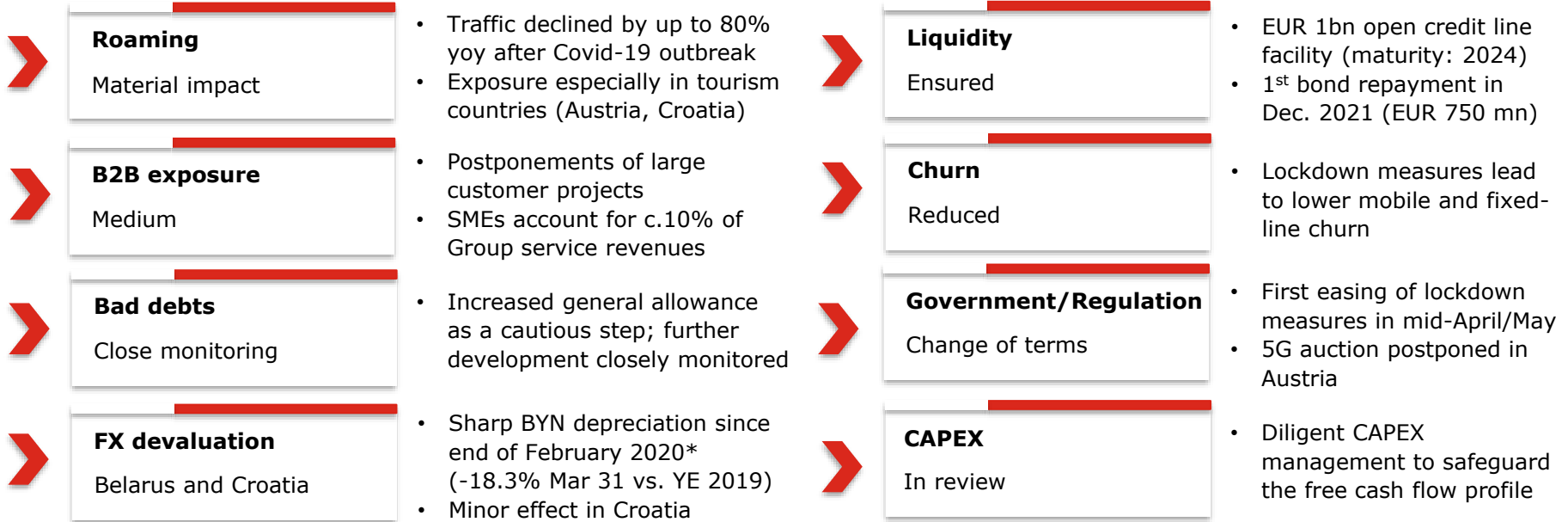
Highest priority is health  
No major impacts on operations

c.80% of employees work from home. Field force operative where possible

24/7 on-line services, "A1 Chat" as well as "A1 Live Shop" ensured full support to our customers

60-90% of shops remained open (except for Croatia and Slovenia)

# Mid-term impacts of Covid-19 on key financials and KPIs



Focus on operational efficiency remains key in this environment with measures on-track



# Outlook for the full year 2020

# A1 Telekom Austria Group suspends outlook 2020 due to limited visibility of Covid-19 impacts on full year results

- As it is still premature to give a precise estimation on the impact of the Covid-19 crisis, in particular concerning the full impact on the economy, we are suspending our outlook.
  - Update on 2020 revenues and CAPEX will follow as soon as we have more visibility.

Total revenues

suspended

- Previously: +1-2%; based on reported figures; assumed devaluation of 5% avg. BYN vs. EUR FX rate

- Travel restrictions result in a drag on roaming revenues, especially in tourist destination countries (Austria, Croatia).
- Strong devaluation of the BYN since end of February 2020

CAPEX

suspended

- Previously: ~ EUR 770 mn; does not include investments in spectrum or acquisitions

- CAPEX envelope 2020 is in review. A diligent CAPEX management will aim at securing the free cash flow profile.

Proposed dividend

EUR 0.23 / share

- Dividend proposal for the financial year 2019

- Dividend payments follow our current dividend policy which is closely monitored and adapted if needed.
- AGM 2020 (initially planned for May 27, 2020) has been postponed to September 24, 2020.

# Appendix 1

All figures are stated according to IFRS 16 on a reported basis





# The leading regional communications player providing convergent telecommunication services

as of March 31, 2020 (in '000)



## Austria

**Mobile market position #1**

**Mobile subscribers:**

- 5,052 (Q1 2019: 5,309)

**Fixed access lines:**

- 1,946 (Q1 2019: 2,026)

**A1**

## Bulgaria

**Mobile market position: #1**

**Mobile subscribers:**

- 3,822 (Q1 2019: 3,837)

**Fixed access lines:**

- 552 (Q1 2019: 539)

**A1**

## Croatia

**Mobile market position #2**

**Mobile subscribers:**

- 1,872 (Q1 2019: 1,795)

**Fixed access lines:**

- 286 (Q1 2019: 299)

**A1**

## Belarus

**Mobile market position #2**

**Mobile subscribers:**

- 4,872 (Q1 2019: 4,851)

**Fixed access lines:**

- 385 (Q1 2019: 432)

**A1**

## Slovenia

**Mobile market position #2**

**Mobile subscribers:**

- 702 (Q1 2019: 698)

**Fixed access lines:**

- 85 (Q1 2019: 76)

**A1**

## Serbia

**Mobile market position #3**

**Mobile subscribers:**

- 2,299 (Q1 2019: 2,222)

**vip**

## North Macedonia

**Mobile market position #1**

**Mobile subscribers:**

- 1,084 (Q1 2019: 1,084)

**Fixed access lines:**

- 154 (Q1 2019: 151)

**A1**

# A1 Telekom Austria Group – Profit and Loss

(in EUR million)	Q1 2020	Q1 2019	% change
Service Revenues	949,8	924,4	2,7%
Equipment Revenues	158,0	143,5	10,1%
Other operating income	18,2	21,5	-15,5%
<b>Total Revenues</b>	<b>1.126,0</b>	<b>1.089,5</b>	<b>3,4%</b>
Cost of Service	-326,8	-316,2	-3,4%
Cost of Equipment	-154,3	-142,8	-8,1%
Selling, General & Administrative Expenses	-261,6	-253,8	-3,1%
Others	-2,6	-2,6	-1,4%
<b>Total Costs and Expenses</b>	<b>-745,4</b>	<b>-715,4</b>	<b>-4,2%</b>
<b>EBITDA</b>	<b>380,6</b>	<b>374,1</b>	<b>1,7%</b>
<i>% of Total Revenues</i>	<i>33,8%</i>	<i>34,3%</i>	
Depreciation and Amortisation	-192,6	-194,5	1,0%
Depreciation RoU assets	-40,7	-39,3	-3,5%
Impairment and Reversal of Impairment	0,0	0,0	n.a.
<b>EBIT</b>	<b>147,3</b>	<b>140,2</b>	<b>5,1%</b>
<i>% of Total Revenues</i>	<i>13,1%</i>	<i>12,9%</i>	
<b>EBT (Earnings Before Income Taxes)</b>	<b>105,6</b>	<b>112,9</b>	<b>-6,5%</b>
<b>Net Result</b>	<b>89,3</b>	<b>85,9</b>	<b>3,9%</b>

# A1 Telekom Austria Group – Total revenues & costs and expenses per segment

## A1 Telekom Austria Group - Total Revenue Split

Total Revenues (in EUR million)	Q1 2020	Q1 2019	% change
Austria	647,5	646,8	0,1%
Bulgaria	127,6	111,1	14,8%
Croatia	101,2	102,1	-0,9%
Belarus	109,6	93,8	16,8%
Slovenia	48,6	51,2	-5,0%
Serbia	68,6	65,1	5,4%
North Macedonia	29,6	30,4	-2,4%
Corporate & other, eliminations	-6,7	-10,9	38,5%
<b>Total Revenues</b>	<b>1.126,0</b>	<b>1.089,5</b>	<b>3,4%</b>

## A1 Telekom Austria Group - Costs and Expenses Split

Costs and Expenses (in EUR million)	Q1 2020	Q1 2019	% change
Austria	424,2	420,8	0,8%
Bulgaria	81,7	68,3	19,6%
Croatia	67,8	70,3	-3,6%
Belarus	62,1	51,2	21,4%
Slovenia	34,8	37,3	-6,6%
Serbia	48,2	46,1	4,5%
North Macedonia	19,1	19,3	-1,3%
Corporate & other, eliminations	7,6	2,1	266,4%
<b>Total Operating Expenses</b>	<b>745,4</b>	<b>715,4</b>	<b>4,2%</b>

# A1 Telekom Austria Group – workforce development

FTE (Average Period)	Q1 2020	Q1 2019	% change
Austria	7.584	7.960	-4,7%
International	10.354	10.354	0,0%
Corporate	378	380	-0,5%
<b>A1 Telekom Austria Group</b>	<b>18.317</b>	<b>18.695</b>	<b>-2,0%</b>

FTE (End of Period)	Q1 2020	Q1 2019	% change
Austria	7.573	7.961	-4,9%
International	10.401	10.371	0,3%
Corporate	381	389	-2,0%
<b>A1 Telekom Austria Group</b>	<b>18.356</b>	<b>18.721</b>	<b>-1,9%</b>

# A1 Telekom Austria Group – Capital expenditure split

Capital Expenditures (in EUR million)	Q1 2020	Q1 2019	% change
Austria	130,1	109,0	19,4%
Bulgaria	14,3	10,1	41,1%
Croatia	14,1	24,7	-42,9%
Belarus	8,5	6,7	26,7%
Slovenia	2,3	2,2	4,6%
Serbia	2,6	2,7	-5,6%
North Macedonia	3,5	1,5	143,4%
Corporate & other, eliminations	0,8	1,0	-15,8%
<b>Total Capital Expenditures</b>	<b>176,2</b>	<b>157,9</b>	<b>11,6%</b>
thereof Tangible	146,1	124,0	17,8%
thereof Intangible	30,1	33,9	-11,1%

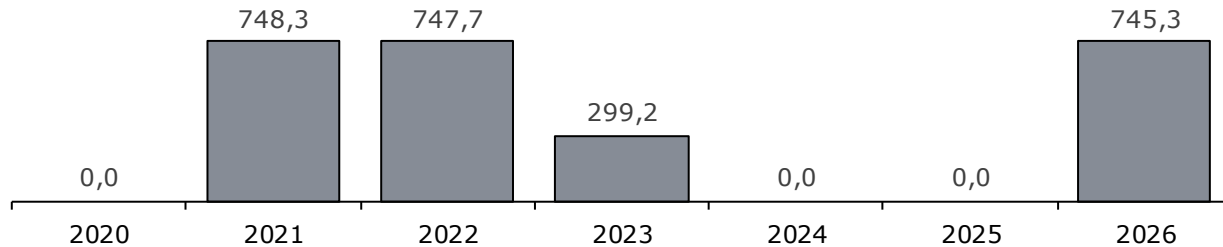
# A1 Telekom Austria Group – Net debt

## as of March 31, 2020

Net Debt (excl. Leases) (in EUR million)	31 March 2020	31 December 2019	% change
Long-term Debt	2,540.4	2,539.6	0.0%
Short-term Debt	0.0	123.0	n.a.
Cash and Cash Equivalents	-116.9	-140.3	16.7%
<b>Net Debt (excl. Leases) of A1 Telekom Austria Group</b>	<b>2,423.5</b>	<b>2,522.3</b>	<b>-3.9%</b>
<b>Leverage Ratio</b>	<b>1.7</b>	<b>1.8</b>	

Net Debt incl. Leases (in EUR million)	31 March 2020	31 December 2019	% change
Long-term Debt incl. Leases	3,289.5	3,327.8	-1.1%
Short-term Debt incl. Leases	148.9	275.6	-46.0%
Cash and Cash Equivalents	-116.9	-140.3	16.7%
<b>Net Debt incl. Leases of A1 Telekom Austria Group</b>	<b>3,321.5</b>	<b>3,463.1</b>	<b>-4.1%</b>
<b>Leverage Ratio</b>	<b>2.1</b>	<b>2.2</b>	

# A1 Telekom Austria Group – Financial debt maturity profile as of March 31, 2020

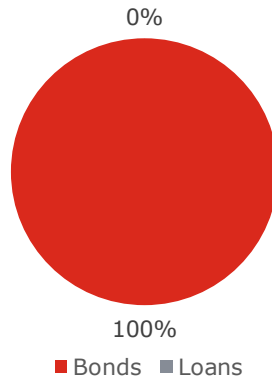


- EUR 2,540.4 mn short- and long-term debt as of March 31, 2020
- Average cost of debt of 2.95%
- Cash and cash equivalents of EUR 116.9 mn
- Average term to maturity of 3.44 years

# A1 Telekom Austria Group – Debt profile

as of March 31, 2020

## Overview debt instruments

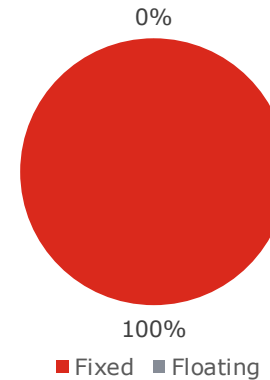


## Lines of credit

- Undrawn committed credit lines amounting to EUR 1,015 mn
- Average term to maturity of 4.32 years

\*EUR 1,000 mn credit facility with a term of 5 years was concluded in July 2019

## Fixed/floating mix



## Ratings

- S&P: BBB+ (stable outlook)
- Moody's: Baa1 (stable outlook)



# Appendix 2 – Regulatory topics

An abstract graphic of a network or molecular structure. It features a complex web of interconnected nodes and lines. The nodes are represented by small spheres in various colors, including red, blue, white, and orange. The lines connecting them are thin and semi-transparent, creating a sense of depth and connectivity. The background is a dark, gradient blue, which makes the glowing nodes and lines stand out prominently.

# Glide Path of Mobile Termination Rates

	Jul 2015	Jan 2016	Jul 2016	Jan 2017	Jul 2017	Jan 2018	Mar 2019	Jan 2020	April 2020 ****
Austria (EUR)	0.008049	0.008049	0.008049	0.008049	0.008049	0.008049	0.008049	0.008049	0.008049
Bulgaria (BGN)	0.019	0.019	0.019	0.014	0.014	0.014	0.014	0.014	0.014
Croatia (HRK)*	0.063	0.063	0.063	0.063	0.047	0.047	0.047	0.045	0.045
Belarus (BYN)**	MTS 0.025/0.0125 BeST 0.018/0.009	MTS 0.025/0.0125 BeST 0.018/0.009	MTS 0.025/0.0125 BeST 0.018/0.009	MTS 0.025/0.0125 BeST 0.018/0.009	MTS 0.025/0.0125 BeST 0.018/0.009	MTS 0.025/0.0125 BeST 0.018/0.009	MTS 0.025/0.0125 BeST 0.018/0.009	MTS 0.025/0.0125 BeST 0.018/0.009	MTS 0.025/0.0125 BeST 0.018/0.009
Slovenia (EUR)	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.00882	0.00882	0.00882
Serbia (RSD)	3.43	3.43	2.75	2.07	2.07	1.43	1.43	1.43	1.43
North Macedonia (MKD)***	0.90	0.90	0.90	0.63	0.63	0.63	0.63	0.63	0.63

\* National and International EU/EEA MTRs stated as regulated. International MTRs differ between EU/EEA and non-EU/EEA originating country. Non-EU/EEA MTR for Croatia: HRK 1.73/min -> HRK 2.00/min in Apr 2016

\*\* Belarus values: prime time/downtime. MTS: Mobile TeleSystems; BeST: Belarus Telecommunications Network

\*\*\* NRA Regulated asymmetric MTR for FULL MVNO (Lycamobile) from 01.05.2018 to 30.04.2019 at level of 1.5 MKD

\*\*\*\* Decision by Slovenian NRA postponed due to Corona Crisis

## Upcoming spectrum tenders/prolongations/ assignments\*

	Expected	Comments
Austria	2020 (700, 1500, 2100 MHz)	Austria's second 5G auction (scheduled for April) postponed due to Covid-19 crisis.
Bulgaria	2020 (2600, 3400-3800 MHz) 2021 (800 MHz)	
Croatia	2020 (3500 MHz, 700 MHz)	
Belarus	2020 (3500 MHz) 2021-22 (700 MHz)	
Slovenia	2020 (1400 MHz, 2100 MHz, 2300 MHz, 3400-3800 MHz, 26 GHz) 2021 (700 MHz)	Award of frequencies postponed from June 2020 due to non-alignment on Slovenian frequency award strategy and due to the Covid-19 crisis.
Serbia	2020 (3500 MHz)	Auction delays are possible due to the Covid-19 crisis.
North Macedonia	2020/2021 (700 MHz, 3500 MHz)	

# EU roaming price regulation

RETAIL (in EURc)	July 2014	April 30, 2016	June 15, 2017					
Data (per MB)	20	domestic tariff + 5*	domestic tariff					
Voice-calls made (per minute)	19	domestic tariff + 5*	domestic tariff					
Voice-calls received (per minute)	5	weighted average MTR	0					
SMS (per SMS)	6	domestic tariff + 2*	domestic tariff					
WHOLESALE (in EURc)	July 2014	April 30, 2016	June 15, 2017	January 1, 2018	January 1, 2019	January 1, 2020	January 1, 2021	January 1, 2022
Data (per MB)	5	5	0.77	0.6	0.45	0.35	0.30	0.25
Voice (per minute)	5	5	3.2	3.2	3.2	3.2	tbd	tbd
SMS (per SMS)	2	2	1	1	1	1	tbd	tbd

\* Sum of the domestic retail price and any surcharge applied for regulated roaming calls made, regulated roaming SMS messages sent or regulated data roaming services shall not exceed EUR 0.19 per minute, EUR 0.06 per SMS message and EUR 0.20 per megabyte used. Any surcharge applied for calls received shall not exceed the weighted average of maximum mobile termination rates across the Union.

The background of the slide is a dark blue and purple gradient with a complex network of glowing white and red nodes connected by thin lines, resembling a molecular or data network structure.

# Appendix 3 – Personnel restructuring in Austria

# Overview – Restructuring charges and provision vs. FTE

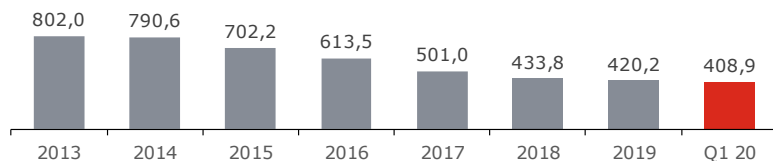
## Overview restructuring charges

(in EUR million)

	2013	2014	2015	2016	2017	2018	2019	Q1 20
FTE reduction	149.0	86.4	69.5	95.0	9.1	70.1	100.2	17.7
Servicekom contribution	-103.8	-39.4	-72.0	-96.9	-27.3	-47.1	-19.4	-2.2
Interest rate adjustments	0.0	42.6	2.9	9.2	0.0	-0.9	3.2	0.5
<b>Total</b>	<b>45.2</b>	<b>89.6</b>	<b>0.4</b>	<b>7.2</b>	<b>-18.2</b>	<b>22.1</b>	<b>84.1</b>	<b>16.0</b>

## Overview restructuring provision\*

(in EUR million)



## FTEs addressed

	2013	2014	2015	2016	2017	2018	2019	Q1 20
Transfer to government	22	52	49	6	3	0	0	0
Social plans	409	199	270	269	31	241	387	58
Staff released from work	0	0	0	0	0	0	0	0
<b>Total</b>	<b>431</b>	<b>251</b>	<b>319</b>	<b>275</b>	<b>34</b>	<b>241</b>	<b>387</b>	<b>58</b>

## Provisioned FTEs

	2013	2014	2015	2016	2017	2018	2019	Q1 20
Transfer to government	330	242	205	193	176	159	128	124
Social plans	1.315	1.460	1.661	1.821	1.707	1.748	1.805	1.779
Staff released from work	410	350	253	200	172	116	81	78
<b>Total</b>	<b>2.055</b>	<b>2.052</b>	<b>2.119</b>	<b>2.214</b>	<b>2.055</b>	<b>2.023</b>	<b>2.014</b>	<b>1.981</b>

\* Including liabilities for transfer of civil servants to government bodies since 2010. For further details please refer to note (23) of the consolidated financial statements.

The background of the slide is a dark blue field filled with a complex network of glowing nodes and connecting lines. The nodes are primarily white and light blue, with some red nodes scattered throughout. The lines connecting them are thin and light blue, creating a sense of a dynamic, interconnected system.

# Appendix 4 – Corporate sustainability

# Key figures – Corporate Sustainability

## Selected group-wide KPIs

<b>Environment</b>	<b>2019</b>
Total CO <sub>2</sub> emissions (Scope 1+2 market-based in tonnes)	215.981
Energy efficiency index (in Mwh/terabyte)	0,17
Paper consumption (in kg)	1.273.562
Collected old mobile phones (in pcs)	64.504

<b>Employees</b>	<b>2019</b>
Share of female employees (in %)	39
Share of female executives (in %)	35

<b>Society</b>	<b>2019</b>
Participations in trainings on media literacy	35.326

## Ratings



## Indices



## Memberships

