

# Results for the first half and second quarter 2020

July 14, 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.

A background image showing a network of blue and red nodes connected by lines, set against a dark blue and red bokeh background.

# Operational and financial highlights for the first half and second quarter 2020

# Highlights Q2 2020



- Group total revenue decline of -2.4% (excl. FX and one-off effects: -0.2%) and EBITDA before restructuring growth of 0.5% (excl. FX and one-off effects: +3.9%)
- Stable service revenues (-0.4%) despite roaming losses and unfavorable FX development
- Mobile contract customer base increase of 3.7% y-o-y with growth in almost all markets
- RGU decreased by -1.2% y-o-y, TV RGU growth mitigated the decline in fixed-line voice and low-bandwidth broadband RGUs in Austria
- New Outlook 2020: ~-2% decline of total revenues, ~-25% capital expenditures (vs. initial outlook of EUR 770 mn)



- Some easing of government measures in all markets (except for Belarus and North Macedonia) starting end of April, but rising number of Covid-19 cases in July and reintroduction of some regional measures
- Some normalization of traffic volumes and customer behavior in general
- Covid-19 impact on Q2 2020 figures:
  - Roaming losses due to travel restrictions
  - Decline in equipment revenues resulting from less quantities sold
  - Capex and Opex cuts to ensure flexibility

# EBITDA growth due to diligent cost savings outweighing roaming losses from travel restrictions and negative FX effects

Group (in EUR million)	Q2 2020	Q2 2019	% change
Total revenues	1,095.7	1,122.6	-2.4%
Service revenues	939.5	943.7	-0.4%
EBITDA before restructuring*	415.1	413.2	0.5%
CAPEX	147.3	256.8	-42.6%

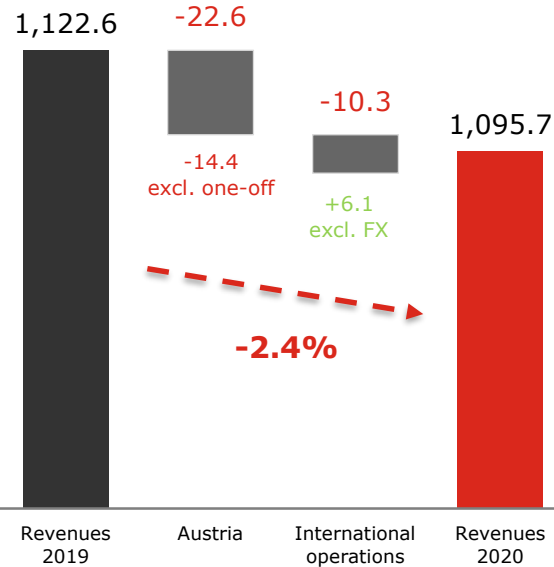


- Group total revenues decreased by 2.4% mainly due to lower equipment revenues, roaming losses and lower OOI (one-off effect in Austria in Q2 2019), excluding FX and one-off effects total revenues were stable (-0.2%)
- Stable service revenues (-0.4%) as higher fixed-line service revenues mitigated lower mobile service revenues
- EBITDA before restructuring grew in Q2 2020 as cost savings (e.g. advertising, travel and training expenses) more than offset roaming losses (~5% of EBITDA), negative FX effects and a positive one-off effect in Q2 2019
  - In Austria EBITDA before restructuring charges rose by 0.4% (+3.7% excl. one-off effect), due to higher mobile service revenues despite roaming losses as well as due to OPEX savings
- Q2 2020 showed a particularly strong free cash flow generation of EUR 158.8 mn (Q2 2019: EUR 34.2 mn), due to lower capital expenditures paid in Q2 2020 as well as frequencies paid in Q2 2019 as well as better working capital

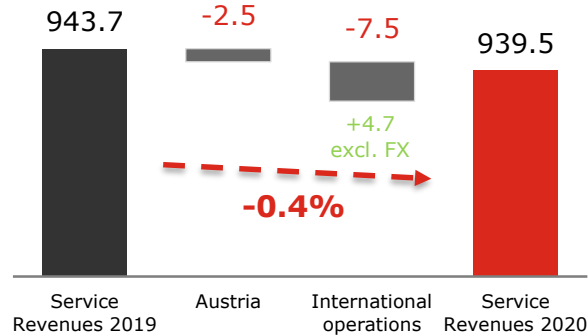
\* Restructuring charges: EUR 25.0 mn (Q2 2019: EUR 21.1 mn)  
 Negative FX effects of EUR 16.4 mn in total revenues, EUR 12.2 mn in service revenues and EUR 7.1 mn in EBITDA  
 Positive one-off effects in Q2 2019: EUR 8.2 mn in revenues, EUR 6.8 mn in EBITDA

# Austria and international operations in Q2 2020

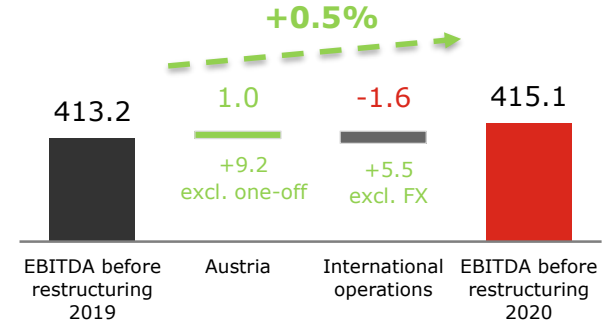
## Total revenues (in EUR mn)



## Service Revenues (in EUR mn)



## EBITDA before restructuring (in EUR mn)



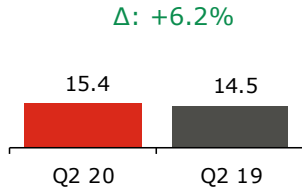
Deviation between A1 Group and the sum of Austria and international operations due to Corporate & Eliminations.

Restructuring charges: EUR 25.0 mn (Q2 2019: EUR 21.1 mn)  
 Negative roaming impact on EBITDA: about 5%  
 Negative FX effects of EUR 16.4 mn in total revenues, EUR 12.2 mn in service revenues and EUR 7.1 mn in EBITDA  
 Positive one-off effects in Q2 2019: EUR 8.2 mn in revenues, EUR 6.8 mn in EBITDA

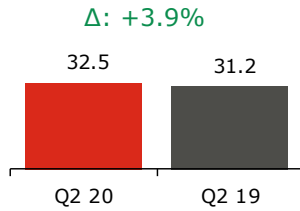


# Austria: EBITDA growth as mobile service revenues rose despite roaming losses; cost reductions were also crucial

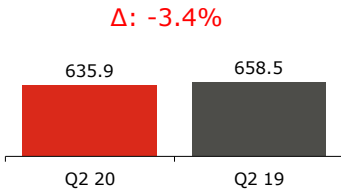
**ARPU**  
(in EUR)



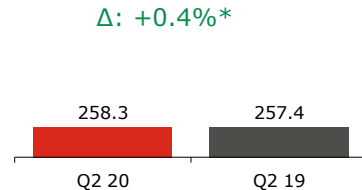
**ARPL**  
(in EUR)



**Total revenues**  
(in EUR mn)



**EBITDA before restructuring**  
(in EUR mn)



\* excl. restructuring charges of EUR 25.0 mn in Q2 2020 (Q2 2019: EUR 21.1 mn)

## Operational data

- +1.6% contract subscribers which were again driven by ongoing strong demand for mobile WiFi routers and high-value tariffs
- Strong demand from business customers for home office solutions, bandwidth upgrades and mobile handsets during the lockdown
- ARPU: strong growth due to positive impact from SIM-card registration; in addition demand for mobile WiFi routers outweighed lower roaming revenues
- Higher ARPL due to increased demand for higher bandwidths as well as price increase (voice only)
- Decline in RGUs driven primarily by voice and lower gross adds during lockdown; fixed-line promotions restarted end of April

## Financial performance

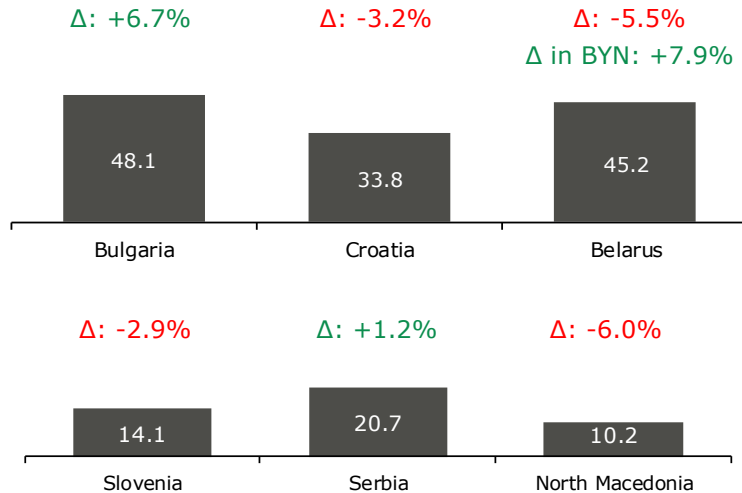
- Mobile service revenues grew by 1.1% as upselling in high-value segment and growth in mobile WiFi routers more than offset roaming losses
- Fixed-line service revenues decreased entirely driven by lower interconnection revenues, while solutions and connectivity revenues grew and retail service revenues were stable
- Lower OOI due to positive one-off effect of EUR 8.2 mn in Q2 2019
- Worse equipment margin due to lower promotional deals positive inventory value adjustments in the comparison period
- Lower costs due to workforce costs, facility optimization and advertising 7



# CEE: Negative FX effect and roaming losses mitigated by fixed-line service revenue growth and cost savings

## EBITDA

(in EUR mn; Q2 %-change vs. PY)



## Highlights CEE

### Bulgaria:

- Ongoing strong service revenue growth (+6.0%) mainly driven by fixed-line revenues due to customized corporate solutions, upselling and enriched TV content
- Mobile service revenues also increased due to effective upselling activities, however the growth slowed following roaming losses

### Croatia:

- Mobile service revenues were lower due to roaming losses and lower interconnection revenues as well as unfavorable FX impacts
- OPEX declined especially driven by the sales and marketing area

### Belarus:

- In local currency mobile and fixed-line service revenues grew following inflation-linked price increases as well as voluntary migration from grandfathered service plans to the convergent tariff plan
- Better ICT equipment margin driven by a large customer project

### Other segments:

- Slovenia: EBITDA declined due to lower mobile service revenues but impacts were mitigated by higher fixed-line service revenues and lower costs
- Serbia: Service revenue growth but lower equipment margin (IFRS 15 deferrals) weighed on EBITDA
- North Macedonia: Mobile service revenue decrease led to lower EBITDA



# 1-6M 2020: Strong free cash flow generation

(in EUR million)

	Q2 2020	Q2 2019	% change	1-6 M 2020	1-6 M 2019	% change
Net cash flow from operating activities	386.3	360.7	7.1%	758.9	668.8	13.5%
Capital expenditures paid	-165.1	-257.1	35.8%	-370.3	-473.2	21.7%
Lease principal paid	-29.8	-31.0	4.1%	-85.8	-84.9	-1.1%
Proceeds from sale of plant, property and equipment	2.2	9.9	-77.4%	5.3	11.7	-54.8%
Interest paid	-34.8	-48.2	27.9%	-44.5	-53.7	17.1%
<b>Free Cash Flow</b>	<b>158.8</b>	<b>34.2</b>	<b>364.1%</b>	<b>263.5</b>	<b>68.7</b>	<b>283.8%</b>
Free Cash Flow (excl. Frequencies paid)	158.8	102.4	55.1%	263.5	144.4	82.6%

- Free cash flow EUR 194.9 mn higher in 1-6M 2020 vs. prior year, mainly driven by
  - ... lower capital expenditures paid due to frequencies paid in the comparison period as well as postponement and cuts of some investments
  - ... higher operating cash flow following lower working capital needs („changes in financial positions“)
- Changes in financial positions of EUR +17.3 mn (EUR -58.7 mn in 1-6M 2019):
  - EUR -89.1 mn decrease in accounts payable and accrued liabilities
  - EUR +52.9 mn decrease in accounts receivables
- Other: EUR -72.6 mn (EUR -77.2 mn in 1-6M 2019), stemming mainly from payments for:
  - EUR -55.7 mn payments for restructuring and employee benefit obligations
  - EUR -18.9 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 cluster, with some being more prominent than others. The dark background makes the light bulbs stand out, and the overall effect is one of a large number of potential focus points.

# Austria: Successful fixed-line broadband promotions reintroduced, getting gross additions back on track

## During lockdown

- Huge demand for mobile WiFi routers
- Less demand for fixed-line installations
- A1 Xplore TV: Strong in-base migration with a resulting ARPL uplift
- Higher share of online sales

## Gradual easing of lockdown since mid-April

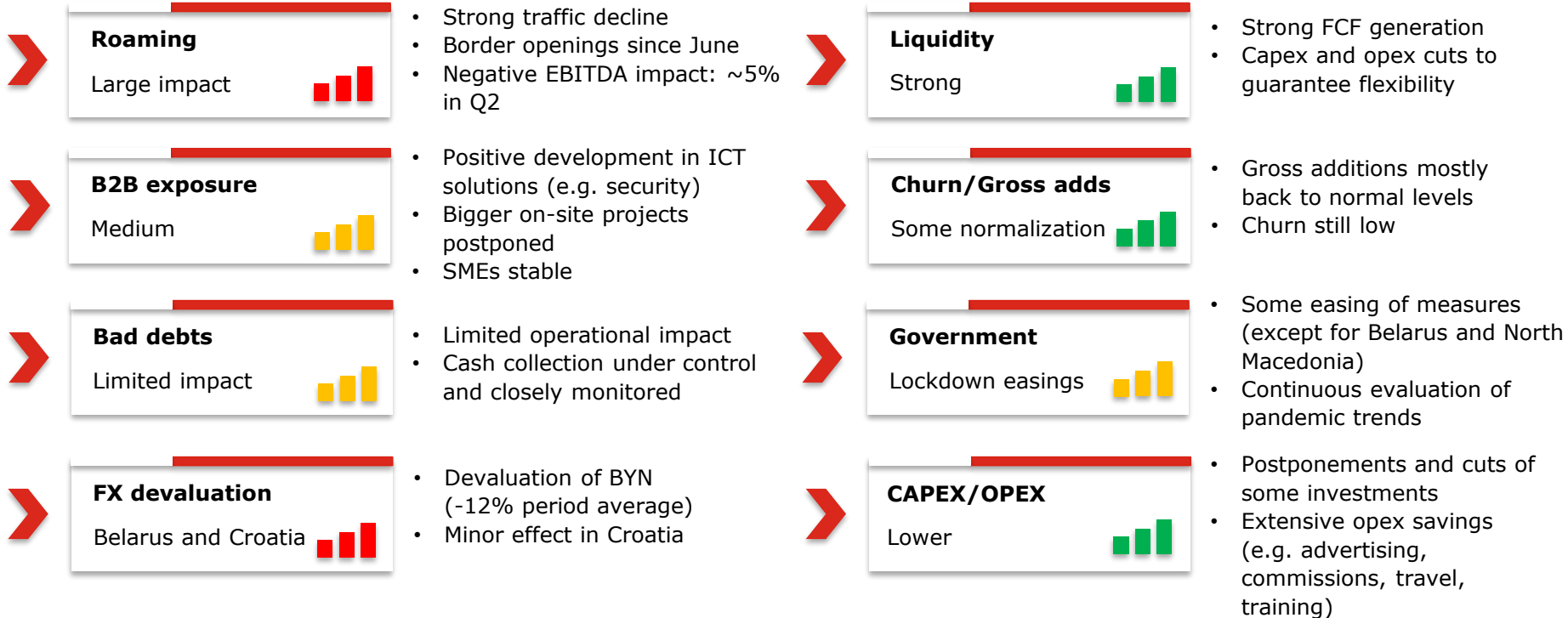
- At first reopening of closed shops, later hotels and restaurants
- Partial restart of schools and universities
- A1 took opportunity to reintroduce fixed-line promotions as of April 27

## Fixed-line promotions

- Regional offers: Pushing higher fixed-line bandwidths through a flatter price curve
- Attractive bundle offers: Internet & TV
- No installation fee
- Free hardware: Huawei Tablet / A1 Mesh WiFi



# Q2 2020: Update of Covid-19 impact on key financials and KPIs



# Long-term business opportunities for a world after Covid-19: Trends towards digitalization will continue to accelerate



**Opportunities in the e-learning market**



**Demand for cyber security solutions**



**Boost in remote work and video-conferencing**



**Growth in health monitoring, telemedicine & self-diagnostics**



**Increased demand for higher fixed-line bandwidth**



**Higher penetration of e-commerce**



**Move towards cloud services**



**Growth of streaming traffic**



**Potential for operators to benefit from the increased importance of quality and magnitude of services and an accompanying increased willingness to pay for it**



# Outlook for the full year 2020

# New A1 Telekom Austria Group outlook for the full year 2020

	July 14, 2020	February 11, 2020	Consensus 2020
Total revenues	~ -2%	+1-2%	-0.9%
CAPEX	~ -25% (vs. initial outlook)	~ EUR 770 mn	EUR 742 mn*

\*CAPEX consensus excl. spectrum

- Outlook based on reported figures; assumed devaluation of approx. 15% avg. BYN vs. EUR FX rate
- Negative roaming impact on total revenues of roughly 2% for FY 2020 expected (subject to further development of Covid-19 pandemic)
- CAPEX: does not include investments in spectrum or acquisitions
- Dividend: intended proposal of EUR 0.23 per share to the Annual General Meeting 2020 for the financial year 2019

# 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 June 30, 2020 (in '000)



## Austria

**Mobile market position #1**

**Mobile subscribers:**

- 5,004 (Q2 2019: 5,241)

**RGUs:**

- 3,194 (Q2 2019: 3,284)

**A1**

## Bulgaria

**Mobile market position: #1**

**Mobile subscribers:**

- 3,759 (Q2 2019: 3,837)

**RGUs:**

- 1,075 (Q2 2019: 1,045)

**A1**

## Croatia

**Mobile market position #2**

**Mobile subscribers:**

- 1,872 (Q2 2019: 1,844)

**RGUs:**

- 676 (Q2 2019: 704)

**A1**

## Belarus

**Mobile market position #2**

**Mobile subscribers:**

- 4,864 (Q2 2019: 4,869)

**RGUs:**

- 618 (Q2 2019: 624)

**A1**

## Slovenia

**Mobile market position #2**

**Mobile subscribers:**

- 699 (Q2 2019: 697)

**RGUs:**

- 208 (Q2 2019: 190)

**A1**

## Serbia

**Mobile market position #3**

**Mobile subscribers:**

- 2,273 (Q2 2019: 2,272)

**vip**

## North Macedonia

**Mobile market position #1**

**Mobile subscribers:**

- 1,051 (Q2 2019: 1,085)

**RGUs:**

- 334 (Q2 2019: 329)

**A1**

# A1 Telekom Austria Group – Profit and Loss

(in EUR million)	Q2 2020	Q2 2019	% change
Service Revenues	939.5	943.7	-0.4%
Equipment Revenues	136.7	149.8	-8.7%
Other operating income	19.5	29.1	-33.2%
<b>Total Revenues</b>	<b>1,095.7</b>	<b>1,122.6</b>	<b>-2.4%</b>
Cost of Service	-322.0	-325.2	1.0%
Cost of Equipment	-134.5	-143.8	6.4%
Selling, General & Administrative Expenses	-246.8	-259.1	4.8%
Others	-2.3	-2.4	3.8%
<b>Total Costs and Expenses</b>	<b>-705.6</b>	<b>-730.5</b>	<b>3.4%</b>
<b>EBITDA</b>	<b>390.1</b>	<b>392.1</b>	<b>-0.5%</b>
<i>% of Total Revenues</i>	<i>35.6%</i>	<i>34.9%</i>	
Depreciation and Amortisation	-197.4	-197.7	0.1%
Depreciation RoU assets	-41.1	-39.8	-3.2%
Impairment and Reversal of Impairment	0.0	0.0	n.a.
<b>EBIT</b>	<b>151.6</b>	<b>154.6</b>	<b>-1.9%</b>
<i>% of Total Revenues</i>	<i>13.8%</i>	<i>13.8%</i>	
<b>EBT (Earnings Before Income Taxes)</b>	<b>125.3</b>	<b>108.4</b>	<b>15.6%</b>
<b>Net Result</b>	<b>113.8</b>	<b>70.0</b>	<b>62.7%</b>

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

<b>Total Revenues (in EUR million)</b>	<b>Q2 2020</b>	<b>Q2 2019</b>	<b>% change</b>
Austria	635.9	658.5	-3.4%
Bulgaria	121.5	115.4	5.3%
Croatia	99.3	106.5	-6.8%
Belarus	98.3	105.2	-6.5%
Slovenia	50.8	51.5	-1.4%
Serbia	68.1	68.9	-1.2%
North Macedonia	28.3	29.3	-3.5%
Corporate & other, eliminations	-6.4	-12.6	49.3%
<b>Total Revenues</b>	<b>1,095.7</b>	<b>1,122.6</b>	<b>-2.4%</b>

<b>Costs and Expenses (in EUR million)</b>	<b>Q2 2020</b>	<b>Q2 2019</b>	<b>% change</b>
Austria	402.6	422.2	-4.6%
Bulgaria	73.4	70.3	4.3%
Croatia	65.5	71.6	-8.6%
Belarus	53.2	57.4	-7.3%
Slovenia	36.7	37.0	-0.8%
Serbia	47.4	48.5	-2.2%
North Macedonia	18.0	18.4	-2.0%
Corporate & other, eliminations	8.9	5.2	70.0%
<b>Total Operating Expenses</b>	<b>705.6</b>	<b>730.5</b>	<b>-3.4%</b>

# A1 Telekom Austria Group – workforce development

FTE (Average Period)	Q2 2020	Q2 2019	% change
Austria	7,514	7,905	-4.9%
International	10,331	10,297	0.3%
Corporate	376	388	-3.2%
<b>A1 Telekom Austria Group</b>	<b>18,221</b>	<b>18,590</b>	<b>-2.0%</b>

FTE (End of Period)	Q2 2020	Q2 2019	% change
Austria	7,493	7,875	-4.8%
International	10,276	10,278	0.0%
Corporate	372	388	-3.9%
<b>A1 Telekom Austria Group</b>	<b>18,141</b>	<b>18,541</b>	<b>-2.2%</b>

# A1 Telekom Austria Group – Capital expenditure split

Capital Expenditures (in EUR million)	Q2 2020	Q2 2019	% change
Austria	96.0	181.4	-47.1%
Bulgaria	14.9	16.3	-8.7%
Croatia	13.6	21.6	-37.3%
Belarus	7.5	20.5	-63.7%
Slovenia	4.6	3.9	17.2%
Serbia	7.6	7.7	-1.1%
North Macedonia	2.5	3.9	-37.4%
Corporate & other, eliminations	0.7	1.4	-46.5%
<b>Total Capital Expenditures</b>	<b>147.3</b>	<b>256.8</b>	<b>-42.6%</b>
thereof Tangible	121.3	154.5	-21.5%
thereof Intangible	26.0	102.3	-74.6%

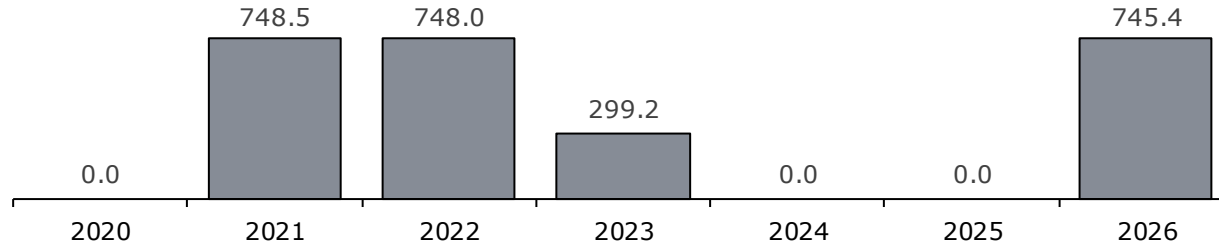
# A1 Telekom Austria Group – Net debt

## as of June 30, 2020

Net Debt (excl. Leases) (in EUR million)	30 June 2020	31 December 2019	% change
Long-term Debt	2,541.1	2,539.6	0.1%
Short-term Borrowings	0.0	123.0	-100.0%
Cash and Cash Equivalents	-141.0	-140.3	-0.5%
<b>Net Debt (excl. Leases) of A1 Telekom Austria Group</b>	<b>2,400.2</b>	<b>2,522.3</b>	<b>-4.8%</b>
<b>Leverage Ratio</b>	<b>1.7</b>	<b>1.8</b>	

Net Debt incl. Leases (in EUR million)	30 June 2020	31 December 2019	% change
Long-term Debt incl. Leases	3,286.6	3,327.8	-1.2%
Short-term Borrowings incl. Leases	152.9	275.6	-44.5%
Cash and Cash Equivalents	-141.0	-140.3	-0.5%
<b>Net Debt incl. Leases of A1 Telekom Austria Group</b>	<b>3,298.4</b>	<b>3,463.1</b>	<b>-4.8%</b>
<b>Leverage Ratio</b>	<b>2.1</b>	<b>2.2</b>	

# A1 Telekom Austria Group – Financial debt maturity profile as of June 30, 2020

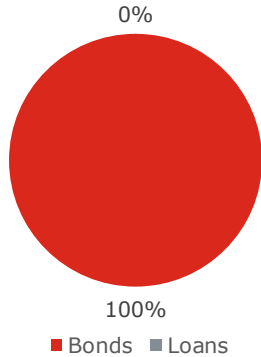


- EUR 2,541.1 mn short- and long-term debt as of June 30, 2020
- Average cost of debt of 2.95%
- Cash and cash equivalents of EUR 141.0 mn
- Average term to maturity of 3.19 years

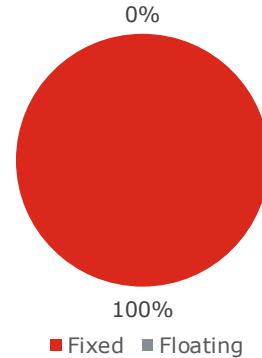
# A1 Telekom Austria Group – Debt profile

as of June 30, 2020

## Overview debt instruments



## Fixed/floating mix



## Lines of credit

- Undrawn committed credit lines amounting to EUR 1,115 mn
- Average term to maturity of 3.79 years

## Ratings

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



# Appendix 2 – Regulatory topics

An abstract graphic representing a network or data structure. It features a complex web of interconnected nodes and lines. The nodes are small circles in various colors, including red, blue, and white. The lines connecting them are thin and light blue. The background is a dark blue gradient with soft, out-of-focus bokeh lights in red and blue, creating a sense of depth and connectivity.

# 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	MTS 0.025/0.0125 BeST 0.018/0.009
Slovenia (EUR)	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	
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 symmetric MTR for FULL MVNO (Lycamobile) from 01.07.2020 and asymmetric MTR for new MVNO entrant (Telekabel) from 01.04.2020 on level of 1.5 MKD

\*\*\*\* Decision by Slovenian NRA to set MTR to 0.00882 EUR/min postponed due to Corona Crisis to 1st of August 2020

## 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 to start in 2nd half of August.
Bulgaria	2020 (700, 2600, 3400-3800 MHz) 2021 (800 MHz)	
Croatia	2020 (3500 MHz, 700 MHz)	NRA postponed auction for 5G spectrum to H1 2021.
Belarus	2020 (3500 MHz) 2021-22 (700 MHz)	
Slovenia	Q4 2020 (3 MHz in 700 MHz band; intended for M2M) Q1 2021 (700 MHz, 1400 MHz, 2100 MHz, 2300 MHz, 3400-3800 MHz, 26 GHz)	Award of frequencies for mobile services postponed to Q1 2021.
Serbia	2020/2021 (3500 MHz)	Possible delay due to the parliament election, formation of new government, as well as Covid-19 crisis.
North Macedonia	2020/2021 (700 MHz, 3500 MHz)	Request to postpone to 2021 due to the COVID 19 crisis. No final decision by the NRA.



\* Please note that this is a list of expected spectrum awards procedures. Whether A1 Telekom Austria Group is planning and sees a need to participate and acquire spectrum in the above-mentioned procedures the Group is not permitted to comment on.

# 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.

A background graphic consisting of a network of white nodes connected by thin lines, with a color gradient from blue to red. The nodes are scattered across the frame, creating a sense of connectivity and data flow.

# Appendix 3 – Personnel restructuring in Austria

# Overview – Restructuring charges and provision vs. FTE

## Overview restructuring charges

(in EUR million)

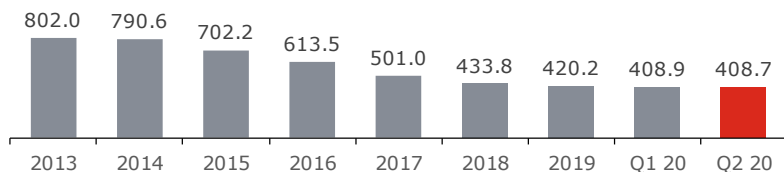
	2013	2014	2015	2016	2017	2018	2019	Q1 20	Q2 20
FTE reduction	149.0	86.4	69.5	95.0	9.1	70.1	100.2	17.7	36.6
Servicekom contribution	-103.8	-39.4	-72.0	-96.9	-27.3	-47.1	-19.4	-2.2	-6.5
Interest rate adjustments	0.0	42.6	2.9	9.2	0.0	-0.9	3.2	0.5	-5.1
<b>Total</b>	<b>45.2</b>	<b>89.6</b>	<b>0.4</b>	<b>7.2</b>	<b>-18.2</b>	<b>22.1</b>	<b>84.1</b>	<b>16.0</b>	<b>25.0</b>

## FTEs addressed

	2013	2014	2015	2016	2017	2018	2019	Q1 20	Q2 20
Transfer to government	22	52	49	6	3	0	0	0	0
Social plans	409	199	270	269	31	241	387	58	141
Staff released from work	0	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>	<b>141</b>

## Overview restructuring provision\*

(in EUR million)



## Provisioned FTEs

	2013	2014	2015	2016	2017	2018	2019	Q1 20	Q2 20
Transfer to government	330	242	205	193	176	159	128	124	118
Social plans	1,315	1,460	1,661	1,821	1,707	1,748	1,805	1,779	1,834
Staff released from work	410	350	253	200	172	116	81	78	69
<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>	<b>2,021</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, glowing network of white and red nodes connected by thin lines, creating a sense of digital connectivity and data flow.

# 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

