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## Energy

GRI 305

GRI 302

Energy use by sources (GWh)	2020	2021
RENEWABLE: Grid and on-site renewable energy	52.34	56.37
NON-RENEWABLE: Grid electricity	416.77	429.61
NON-RENEWABLE: Diesel and petrol	38.67	41.48
NON-RENEWABLE: Natural gas	5.08	5.54
NON-RENEWABLE: Central heating	14.52	13.45
<b>Total</b>	<b>527.38</b>	<b>546.45</b>

Renewable electricity (GWh)	2020	2021
Grid and on-site renewable energy	52.34	56.37
Grid non-renewable electricity purchased	416.77	429.61
<b>Total grid electricity purchased</b>	<b>469.11</b>	<b>485.98</b>
Grid renewable electricity purchased (% of purchased electricity)	11%	12%

Greenhouse gas (GHG) emissions (thousand tonnes CO <sub>2</sub> e)	2020	2021
Scope 1 GHG emissions	11.27	11.92
Scope 2 GHG emissions (market-based)	206.48	209.12
Scope 3 GHG emissions	515.43	638.09
<b>Total GHG emissions</b>	<b>733.18</b>	<b>859.13</b>

Scope 1 and 2 emissions (thousand tonnes CO <sub>2</sub> e)	2020	2021
Scope 1 GHG emissions	11.27	11.92
Scope 2 GHG emissions (market-based)	206.48	209.12
<b>Total Scope 1 and Scope 2 GHG emission (market-based)</b>	<b>217.75</b>	<b>221.04</b>
Scope 2 GHG emissions (location-based)	204.04	211.82
<b>Total Scope 1 and Scope 2 GHG emission (location-based)</b>	<b>215.31</b>	<b>223.75</b>

Scope 3 emissions by source (thousand tonnes CO <sub>2</sub> e)	2020	2021
Purchased goods and services	443.24	557.68
Upstream leased assets	37.01	41.05
Use of sold products	14.33	17.06
Fuel and energy related activities	15.05	15.88
Employee commute	1.97	2.10
Investments	2.09	2.09
Franchises	0.87	1.46
Downstream transport	0.78	0.61
Business Travel	0.05	0.10
Waste generated	0.02	0.03
End-of-life treatment of sold products	0.01	0.03
<b>Total Scope 3 GHG emissions</b>	<b>515.43</b>	<b>638.09</b>

CO <sub>2</sub> e emission intensity (thousand tonnes CO <sub>2</sub> e)	2020	2021
CO <sub>2</sub> e emissions/full time employee	0.06	0.07

<b>Energy efficiency</b>	<b>2020</b>	<b>2021</b>
Data traffic (MWh/terabyte data)	0.14	0.11
Floor space (MWh/m <sup>2</sup> )	0.88	0.91

<b>Carbon offset purchased (thousand tonnes CO<sub>2</sub>e)</b>	<b>2020</b>	<b>2021</b>
Total annual offsets	0	144

## Water consumption

GRI 303

Water consumption	2020	2021
Total annual water consumption (m3)	159,706	158,561

## Waste management

GRI 306

Waste generation	2020	2021
Recycled (tonnes)	788	991
Total annual waste generated (tonnes)	3,438	4,196

Hazardous waste	2020	2021
Total hazardous waste generated (tonnes)	486	455

Electrical equipment and batteries collected per year for recycling	2020	2021
Total electrical equipment and batteries collected per year for recycling (tonnes)	503	316

Re-use or recycling of decommissioned network equipment	2020	2021
Total re-use or recycling of decommissioned network equipment (tonnes)	326	278

## Direct economic value

GRI 201-1

Direct economic value retained	2020	2021
Total revenues minus operating costs, employee wages & benefits, payments to capital providers, payments to government, and community investments (Euros)	247,000,000	733,000,000

## Accelerating technology for a sustainable future

No GRI reference

<b>Digital literacy</b>	<b>2020</b>	<b>2021</b>
Number of people trained in digital skills	751,636	620,917

<b>Digital management app</b>	<b>2020</b>	<b>2021</b>
Number of users	8,615,567	9,951,721

<b>Number of customers using e-billing services</b>	<b>2020</b>	<b>2021</b>
Number of customers	5,137,533	5,512,648

<b>Share of total customers using e-billing</b>	<b>2020</b>	<b>2021</b>
Private customers (%)	76%	78%
Business customers (%)	80%	83%

<b>Total network coverage 4G</b>	<b>2020</b>	<b>2021</b>
% of population covered, outdoor	98%	99%

<b>Total network coverage 4G (% of population covered, outdoor)</b>	<b>2020</b>	<b>2021</b>
Czechia	99%	99%
Slovakia	97%	97%
Hungary	100%	100%
Bulgaria	97%	99%
Serbia	97%	97%

<b>Total network coverage 5G</b>	<b>2020</b>	<b>2021</b>
% of population covered, outdoor	3%	19%

<b>Total network coverage 5G (% of population covered, outdoor)</b>	<b>2020</b>	<b>2021</b>
Czechia	13%	33%
Slovakia	0%	3%
Hungary	0%	5%
Bulgaria	0%	49%
Serbia	0%	0%

**Cyber security, digital and personal data protection**

GRI 418-1

*No data reported for 2020 + 2021*



## Network deployment

GRI 416-2

Number of critical incidents of non-compliance with regulations regarding the health and safety impacts of network services (own network only)	2020	2021
Total number of critical incidents of non-compliance with regulations regarding the health and safety impacts of network services (own network only)	0	0

## Employment and job retention

GRI 404-1

GRI 405-1

GRI 406-1

Number of incidents of discrimination (own operations only)	2020	2021
Total number of incidents of discrimination	No data reported for 2020 + 2021	

Gender split in technology roles	2020	2021
Technology headcount	3,678	3,747
Male	3,140	3,210
Female	538	537
Male %	85%	86%
Female %	15%	14%

Staff retention rate	2020	2021
100% - (employees that left the company / total employees at the period end)	82%	80%

Traning hours per employee	2020	2021
Average training hours per employee	31	42
Total number of training hours provided to employees	334,872	470,111

Total number of staff	2020	2021
Full time	11,386	11,582
Part time	756	872
<b>Total employees</b>	<b>12,142</b>	<b>12,454</b>
Contractors	1,320	1,241

Employee age structure	2020	2021
20-30	3,162	3,210
30-40	3,761	3,836
40-50	3,331	3,389
50-60	1,221	1,375
60+	467	480

Number of employees covered by a collective bargain agreement	2020	2021
Total number of employees covered by a collective bargain agreement	7,956	7,982

## Product governance

No GRI reference

Percentage of satisfied customers	2020	2021
Percentage of satisfied customers	83%	83%

**Corporate governance, business ethics and regulatory compliance**

GRI 405-1

GRI 205

<b>Gender diversity at senior management level</b>	<b>2020</b>	<b>2021</b>
Male	63	61
Female	13	15
Male %	83%	80%
Female %	17%	20%

<b>Number of substantiated cases of bribery (per year)</b>	<b>2020</b>	<b>2021</b>
Total number of substantiated cases of bribery (per year)	0	0

## Business Continuity and Emergency Preparedness

GRI 205

GRI 403-9

Number of work-related fatalities	2020	2021
Total number of work-related fatalities	0	0

Number of work-related injuries	2020	2021
Total number of work-related injuries	0	0