Energy, greenhouse gases and other air polluting emissions	Spreadsheet tab
Energy consumption by fuel source (MWh)	Energy
Energy consumption by type (MWh)	Energy
Greenhouse gas (GHG) emissions	Energy
Scope 1 and 2 emissions	Energy
Scope 3 emissions by source	Energy
Energy intensity	Energy
Emissions intensity	Energy
Water consumption	Water
Waste generation by type	Waste
Waste disposal by method	Waste

Employment and job retention	Spreadsheet tab
Total number of staff	Employment
Employment type structure	Employment
Employee age structure	Employment
Employee gender distribution	Employment
Gender distribution in technology roles	Employment
Staff retention rate	Employment
Training hours per employee	Employment
Number of incidents of discrimination	Employment
Performance and career development (PCD) reviews	Employment

Occupational health and safety	Spreadsheet tab
Number of work-related fatalities	Health and safety
Number of work-related injuries	Health and safety
Employees covered by the health and safety management system	Health and safety

Network deployment	Spreadsheet tab
Number of critical incidents of non-compliance with regulations	Deployment

Product governance	Spreadsheet tab
Percentage of satisfied customers	Product

Accelerating technology for a sustainable future	Spreadsheet tab
Digital literacy - number of people trained in digital skills	Technology
Digital customer management app	Technology
Share of clients using e-billing services	Technology
Mobile network coverage 4G	Technology
Mobile network coverage 5G	Technology

Accelerating digital transformation	Spreadsheet tab
Total investment in telecommunications (in Euros)	Digital transformation

Cybersecurity, digital and personal data protection	Spreadsheet tab
PPF security solution penetration	Cybersecurity

Corporate governance, business ethics and regulatory compliance	Spreadsheet tab
Gender diversity at senior management level	Governance
Incidents of corruption	Governance

Energy

GRI 302: Energy

GRI 305: Emissions

Energy consumption by fuel source (MWh)	2019	2020	2021	2022
Electricity	487,532	461,353	476,943	492,585
Central Heating	55,483	42,723	41,565	37,269
Diesel	36,085	29,912	31,343	32,391
Petrol	8,597	8,618	9,808	11,148
Natural gas	10,489	8,703	9,486	7,249
Total	**598,186**	**551,310**	**569,146**	**580,643**

Energy consumption by type (MWh)	2019	2020	2021	2022
Grey electricity	459,710	428,314	438,518	414,892
Renewable electricity	27,822	33,039	38,426	77,693
Fuel	55,172	47,234	50,637	50,789
Heating	55,483	42,723	41,565	37,269
Total	**598,186**	**551,310**	**569,146**	**580,643**

Greenhouse gas (GHG) emissions (thousand tonnes of CO_2e)	2019	2020	2021	2022
Scope 1 GHG emissions	14	12	13	13
Scope 2 GHG emissions (market-based)	246	220	224	183
Scope 3 GHG emissions	601	569	677	698
Total GHG emissions	**860**	**801**	**914**	**893**

Scope 1 and 2 emissions (thousand tonnes of CO_2e)	2019	2020	2021	2022
Scope 1 GHG emissions	14	12	13	13
Scope 2 GHG emissions (market-based)	246	220	224	183
Total Scope 1 and Scope 2 GHG emission (market-based)	**260**	**233**	**237**	**195**
Scope 2 GHG emissions (location-based)	220	204	212	207
Total Scope 1 and Scope 2 GHG emission (location-based)	**234**	**217**	**225**	**219**

Scope 3 emissions by source (thousand tonnes of CO_2e)	2022
Purchased goods and services	650
Rented network	20
Data centre services	3
Use of sold products	15
Fuel and energy-related activities	9
Other	1
Total Scope 3 GHG emissions	**698**

Energy intensity	2019	2020	2021	2022
Data traffic (MWh/petabyte of data)	226	143	113	87
Revenue (MWh/EURm)	189	175	171	166

Emissions intensity	2019	2020	2021	2022
Data traffic (1,000 tCO2e/petabyte of data)	0.27	0.25	0.27	0.25
Revenue (1,000 tCO$_2$e/EURm)	0.33	0.21	0.18	0.13

Water consumption

GRI 303: Water and Effluents

Water consumption	2022
Total annual water consumption (m3)	96,976

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Waste management

GRI 306: Effluent and Waste

Waste by type (tonnes)	2019	2020	2021	2022
Total amount of waste generated	**2,767**	**1,649**	**1,885**	**2,110**
Total amount of non-hazardous waste	**2,196**	**1,044**	**1,338**	**1,580**
Residual waste	1,740	615	939	1,170
Paper and cardboard	260	236	231	227
Wooden pallets	51	56	96	149
Plastics	67	64	63	30
Metals	77	72	9	3
Total amount of hazardous waste	**571**	**604**	**547**	**530**
Batteries and accumulators	218	347	370	342
Electronic waste	319	216	144	163
Waste oils	34	41	33	25
Fluorescent tubes	-	0	0	0

2022 Waste by disposal method (tonnes)	Recycling	Other recovery	Preparation for reuse	Incineration	Diverted from disposal	%	Other disposal	Landfill	Sent to disposal	%	2022 TOTAL
Total amount of waste generated	**1,033**	**877**	**11**	**49**	**1,970**	**93%**	**23**	**117**	**140**	**7%**	**2,110**
Total amount of non-hazardous waste	**697**	**709**	**11**	**49**	**1,465**	**93%**	**1.3**	**114**	**115**	**7%**	**1,580**
Residual waste	337	700	-	44	1,081	92%	-0.2	89	89	8%	1,170
Paper and cardboard	201	6.2	-	-	208	91%	0.2	19	19	9%	227
Wooden pallets	138	-	11	0.2	149	100%	0.1	0.2	0.3	0%	149
Plastics	20	2.7	-	4.1	26	88%	-0.4	4.0	3.6	12%	30
Metals	0.7	-	-	-	0.7	24%	1.1	1.1	2.3	76%	3
Total amount of hazardous waste	**337**	**168**	**0.3**	**0.04**	**505**	**95%**	**22**	**3.2**	**25**	**5%**	**530**
Batteries and accumulators	182	161	-	-	342	100%	-0.2	-0.2	-0.4	0%	342
Electronic waste	153	8	0.3	0.04	161	99%	0.8	0.8	1.5	1%	163
Waste oils	1.1	-	-	-	1.1	5%	21	2.7	24	95%	25
Fluorescent tubes	0.2	-	-	-	0.2	94%	0.01	0.01	0.01	6%	0

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Employment and job retention

GRI 404: Employment
GRI 404 Training and Education
GRI 405 Diversity and Equal Opportunity
GRI 406 Non-discrimination
GRI 2-7 Employees 2021

Total number of staff	2022
Full time	12,535
Part time	252
Total employees	**12,787**
Contractors	1,202

Employment type structure	2022
Permanent	11,268
Temporary	1,519

Employee age structure	2022
<30	3,486
30-50	7,377
50+	1,925

Employee gender distribution	
Male	7,333
Female	5,454
Male %	57%
Female %	43%

Gender distribution in technology roles	2022
Technology roles total headcount	3,806
Male	3,243
Female	563
Male %	85%
Female %	15%

Staff retention rate	2022
100% - (employees that left the company / total employees at the period end)	81%

Training hours per employee	2022
Average training hours per employee	37
Total number of training hours provided to employees	473,604

Number of incidents of discrimination (own operations only)	2022
Total number of incidents of discrimination	4

Regular performance and career development (PCD) reviews	2022
Non-executive employees	12,689
Non-executive employees that participated in PCD reviews	12,142
% of on-executive employees that participated in PCD reviews	96%
% of executive employees that participated in PCD reviews	100%

Health and safety

GRI 403: Occcupational Health and Safety

Number of work-related fatalities	2022
Total number of work-related fatalities	0

Number of work-related injuries	2022
Total number of work-related injuries	45

Employees covered by the health and safety management system	2022
% of employees covered by the health and safety management system	100%

Network deployment

GRI 416: Customer Health and Safety

Number of critical incidents of non-compliance with regulations regarding the health and safety impacts of network services (own network only)	2022
Total number of critical incidents of non-compliance with regulations regarding the health and safety impacts of network services (own network only)	0%

Product governance

No GRI reference

Percentage of satisfied customers	2022
Czechia (proprietary survey method)	96%
Slovakia (% net promoters+neutrals from NPS)	86%
Hungary (TRI*M index)	81
Bulgaria (TRI*M index)	83
Serbia (TRI*M index)	92

NB: the results of these three different methods are not directly comparable

Accelerating technology for a sustainable future

No GRI reference

Digital literacy	2022
Number of people trained in digital skills	73,321

Digital customer management app	2022
Number of users	5,285,721

Number of customers using e-billing services	2022
Number of customers	4,920,620

Share of total customers using e-billing	2022
Private customers (%)	82%
Business customers (%)	91%

Total network coverage 4G	2022
% of population covered, outdoor	99%

Total network coverage 4G (% of population covered, outdoor)	2022
Czechia	98%
Slovakia	98%
Hungary	100%
Bulgaria	100%
Serbia	97%

Total network coverage 5G	2022
% of population covered, outdoor	34%

Total network coverage 5G (% of population covered, outdoor)	2022
Czechia	57%
Slovakia	37%
Hungary	16%
Bulgaria	59%
Serbia	n/a

Accelerating digital transformation

GRI 201: Economic Performance

Investment in network development	2022
Total investment in network development (in Euros)	751,000,000

Cybersecurity, digital and personal data protection

GRI 418: Customer Privacy

Penetration of security solution	2022
% of the applicable customer base in the consumer segments that is actively using PPF security solution	16%

Corporate governance, business ethics and regulatory compliance

GRI 405: Diversity and Equal Opportunity

GRI 205: Anti-corruption

Gender diversity at senior management level	2022
Male	70
Female	18
Male %	80%
Female %	20%

Incidents of corruption	2022
Confirmed incidents of corruption and actions taken	0