

Environmental Social and Governance Key Performance Indicators

	OTE				COSMOTE				Telekom Romania Communications				Telekom Romania Mobile Communications				Telekom Albania			
	2013	2014	2015	2016	2013	2014	2015	2016	2013	2014	2015	2016	2013	2014	2015	2016	2013	2014	2015	2016
Total revenues (mn €)	1,557.2	1,511.7	1,536.0	1,568.5	1,281.0	1,202.2	1,165.0	1,121.9	609.5	609.1	601.7	602.5	458.5	439.4	438.5	457.1	86.2	81.5	82.7	77.2
Payroll and employee benefits (mn €)	444.5	315.1	331.9	308.4	98.1	89.8	85.5	79.1												
Total operating expenses (mn €)	1,572.9	1,208.8	1,321.9	1,255.3	1,013.0	973.9	964.6	943.5												
EBITDA (mn €)	317.4	586.4	538.0	627.8	482.5	431.8	401.1	371.0	147.7	149.2	101.5	87.5	115.2	103.7	85.8	80.8	33.7	29.8	20.6	16.1
Pro forma EBITDA ¹ (mn €)	568.3	599.2	618.0	663.6	486.7	432.7	405.7		159.3	159.9	118.4	93.5	118.9	105.6	87.1	81.7	33.7	29.8	20.6	16.1
Income taxes paid (mn €)	9.7	58.2	9.4	1.5	88.9	19.4	123.9	88.666												
Fixed-line subscribers (number of subscribers)	2,899,142	2,761,773	2,698,912	2,667,886	-	-	-	-	2,252,563	2,182,642	2,178,870	2,150,814	-	-	-	-	-	-	-	-
Mobile telephony subscribers (number of subscribers)	-	-	-	-	7,476,980	7,279,669	7,398,986	7,709,564	-	-	-	-	6,091,455	5,953,517	5,754,109	5,344,638	2,058,407	2,056,412	1,730,075	1,839,273
Broadband subscribers (number of subscribers)	1,286,228	1,389,871	1,532,879	1,684,144	-	-	-	-	1,249,987	1,232,075	1,203,545	1,185,797	-	-	-	-	-	-	-	-
TV subscribers (number of subscribers)	255,912	353,482	446,499	502,696	-	-	-	-	1,353,421	1,414,408	1,452,499	1,464,283	-	-	-	-	-	-	-	-
Total CAPEX (incl. spectrum payments) (mn €)	179.8	222.3	237.9	311.4	134.0	198.6	209.0	161.7	75.4	105.9	114.9	101.8		45.6	39.3	35		10.6	37	16.2
Evaluation of suppliers (% of the procurement volume)	73%	72%	90%	95%	94%	95%	94%	86%												
Complaints received from customers (number of complaints)	193,368	211,225	219,739	248,073	131,629	159,721	117,251	132,108												
Complaints received from customers that were resolved within 2 days (%)	56%	52%	53%	49%	74%	80%	68%	61%												

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	2013	2014	2015	2016	2013	2014	2015	2016	2013	2014	2015	2016	2013	2014	2015	2016	2013	2014	2015	2016
Employees with indeterminant term contracts (number of employees)	6,878	6,924	8,496	8,405	2,045	2,050	2,008	1,957	5,929	5,238	4,941	4,761	1,133	889	887	825	471	452	446	438
Female employees (%)	31%	31%	29%	29%	51%	51%	51%	51%	36%	38%	37%	36%	50%	55%	53%	54%	59%	60%	59%	63%
Employees covered by collective bargaining agreements (%)	99%	99%	99%	99%	92%	92%	92%	92%	100%	100%	100%	100%	0%	0%	0%	100%	0%	0%	0%	0%
Employee turnover as a percentage of total employees (%)	27%	0.6%	7.5%	3.9%	5%	0.6%	3.1%	2.8%	4%	4.11%	4.93%	6.73%	26%	23.78%	22.52%	25.02%	10%	5%	5%	9%
Work-related fatal accidents (number of employees)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Work-related non-fatal accidents (number of employees)	31	37	60	52	14	14	14	9	3	7	4	6	1	1	0	3	0	0	0	0
Work-related non-fatal accidents ² (lost days)	1,853	1,884	2,496	2,198	207	271	340	211	266	610	360	412	5	65	0	118	0	0	0	0
Health and safety training (hours/employee)	0.43	0.64	0.30	0.35	1.62	1.02	0.92	0.97	15.98	21.30	20.10	15.06	9.47	8.08	11.59	7.68	2.74	3.07	2.34	2.46
Total training (hours/employee)	12.46	11.88	18.81	17.03	23.17	13.55	17.06	12.84	29.37	29.33	26.11	21.46	61.48	18.11	20.73	17.44	8.30	15.63	5.52	11.94
Employees trained (number of employees)	3,974	4,570	8,500	5,561	1,867	1,088	1,906	860			5,411	5,146			962	961			67	203
Court decisions against the company or its employees on corruption issues in the exercise of their duties (number of decisions)				0				0				0				0				0
Social Contribution ³	1,052,129	1,330,087	1,635,031	1,878,272	1,559,517	1,612,467	1,628,640	1,740,417	108,501	180,000	362,744	206,893	79,302	61,701	250,986	226,491	78,500	110,900	194,537	121,637
Volunteering projects ⁴ (number of projects)	5	4			See OTE	See OTE			4	6			2	6			3	1		

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	2013	2014	2015	2016	2013	2014	2015	2016	2013	2014	2015	2016	2013	2014	2015	2016	2013	2014	2015	2016
Corporate citizenship projects ⁴ (number of projects)			27	30			See OTE	See OTE			11	16			11	14			7	2
Voluntary participation of employees in corporate responsibility initiatives ⁵ (number of participations)	2,994	6,182	10,699	10,716	1,911	See OTE	See OTE	See OTE	179	287	220	238	34	178	51	44	255	35	0	48
Beneficiaries ⁶ (number of people - estimated)	28,050	882,933	1,264,295	1,007,243	See OTE	See OTE	See OTE	See OTE	1,370	296,976	208,241	195,819	200	115,974	198,187	155,719	1,485	1,000	5,770	7,350
Electricity consumption (GWh)	251.8	250.94	252.20	260.86	156.21	157.38	169.18	177.48	139.2	133.04	135.13	123.80	82.01	85.85	79.91	81.47	17.98	19.43	19.99	18.20
District heating and fuel consumption in buildings/telecom network (GWh)	12.36	9.44	14.07	9.78	16.6	12.64	14.35	13.03	32.40	26.57	28.06	27.99	1.29	0.88	1.85	1.72	8.58	7.57	7.37	6.34
Fuel consumption in vehicles fleet (GWh)	27.67	28.08	29.99	31.62	7.98	8.1	7.73	7.43	41.77	38.07	34.06	32.00	6.1	6.98	7.34	7.14	1.76	1.27	1.21	1.19
Direct (scope 1) CO ₂ emissions (t)	9,777.41	8,974.35	10,736.45	10,067.86	6,379.13	5,303.45	5,716.42	5,301.58	14,130.65	12,692.24	11,859.08	11,485.27	1,787.24	1,937.82	2,218.04	2,144.13	2,722.21	2,330.15	2,262.69	1,991.83
Indirect (scope 2) CO ₂ emissions (t)	181,295.47	171,891.04	163,678.30	174,847.73	112,472.12	107,804.70	109,795.11	118,914.17	72,659.33	66,659.04	50,793.11	42,149.54	40,920.84	41,295.00	28,447.74	26,069.57	125.88	77.73	139.90	127.39
Hazardous waste (t)	269.85	233.25	413.61	415.74	69.107	87.19	73.15	128.91	28.92	72.71	49.41	239.78	0.37	65.43	0	0	121	26	50.91	7.01
Non-hazardous technical waste (t)	4,009.85	1,673.38	5,768.94	3,939.68	54.03	302.98	130.86	10.02	1,500.02	7,349.70	2,881.59	907.90	15.09	5.80	179.85	0.00003	0.77	2.23	63.14	20.48
Recycling of phone devices and accessories ⁶ (t)	15.13	23.88	12.86	15.38	7.9	6.46	9.19	8.59	115.46	12	0.20	0.05	0.26	0.03	0.08	0.03	0	0	1.61	0.0016
EMF measurements (number of measurements)	-	-	-	-	86	81	60	54	-	-	35	1	24	14	19	25	4	4	4	4

1 Excluding impact of Voluntary Retirement Programs and restructuring charges.

2 Lost days are counted as calendar days for OTE, Telekom Romania Communications and Telekom Romania Mobile Communications, and scheduled work days for COSMOTE and Telekom Albania.

3 OTE and COSMOTE organize joint volunteering and corporate citizenship projects jointly for both companies.

4 Including financial and in-kind contribution

5 Since 2014 the number of voluntary participation of employees in corporate responsibility initiatives is reported jointly for OTE and COSMOTE.

6 The number of beneficiaries has been estimated by calculating the number of the members of the organizations supported the number of participants in events/competitions etc. Since 2013 the number of beneficiaries is reported jointly for OTE and COSMOTE

7 Quantities collected by the OTE technical staff during on-site visits (maintenance and service) to customers are also included. Quantities collected through the GERMANOS retail network are included in the quantities reported for COSMOTE.