Sustainability Accounting Standards Board (SASB)

Table 1: Sustainability disclosure and accounting metrics

Topic	SASB code	Criteria	Telefónica Deutschland Group response/comments
Environmental footprint of operations	TC-TL-130a.1	Total energy consumed (GJ) (electricity + fuels)	2,717,844
		Percentage of grid electricity in total energy consumption	97 %
		Percentage of renewable energy in total energy consumption	100%
Data privacy	TC-TL-220a.1	Description of policies and practices related to behavioural advertising and customer privacy	See chapters "Data privacy and information security" (pp. 35–39); "Governance" (pp. 16–21) and "Product and service experience" (pp. 57–64).
	TC-TL-220a.2	Number of customers whose information is used for secondary purposes	In accordance with applicable law, Telefónica performs additional processing of customer data, such as anonymisation, to produce aggregated statistical information.
	TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy (€)	0
	TC-TL-220a.4	Number of law enforcement requests for customer information	119,040[1]
		Number of customers whose information was requested	518,682[2]
		Percentage resulting in disclosure	100%
Data security	TC-TL-230a.1[3]	Number of data breaches	16
		Percentage involving personally identifiable information	0
		Number of customers affected	We do not publicly report the total number of individual customers affected by data breaches, including all individuals whose personal data was compromised by a data breach.
	TC-TL-230a.2	Description of the approach to identifying and addressing data security risks, including the use of third-party cybersecurity standards	See chapter "Data privacy and information security" (pp. 35–39).
Product end-of-life management	TC-TL-440a.1[4]	Materials recovered through take-back programmes, percentage of materials recovered that were: • Total recovered (tonnes)	71.7
		• Reused (%)	80.3
		• Recycled (%)	19.7
		• Deposited in landfills (%)	Our recycling partner also recycles materials from other customers, so it is not possible to measure our share of non-recyclable materials that are thermally recycled.

[1] Number of court orders
[2] Number of identifiers and connections
[3] The Telefónica S.A., Group reports the number of data breaches using the definition "Total number of relevant security/cybersecurity incidents classified as serious". According to this definition, the number to be reported for the Telefónica Deutschland Group is 0. According to Telefónica Deutschland Group's definition "Total number of reportable security breaches or incidents related to information and network security", 16 incidents are to be reported.
[4] These are mobile phones or routers and not all kinds of electronic devices such as cables, batteries or monitors.

Topic	SASB code	Criteria	Telefónica Deutschland Group response/comments
Competitive behaviour & open Internet	TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive regulations	0
	TC-TL-520a.2	Actual average sustained download speed in megabits per second (Mbps) of own and commercially associated content	This key figure cannot be recorded with our system. It should also be noted that there are strict requirements and regulations on network neutrality in Germany, which is the reason why the indicator cannot be produced.
		Average actual sustained download speed of non-associated content	This key figure cannot be recorded with our system. It should also be noted that there are strict requirements and regulations on network neutrality in Germany, which is the reason why the indicator cannot be produced.
	TC-TL-520a.3	Description of the risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	Telefónica has defined its global policy on this in the Digital Pact (https://www.telefonica.com/en/web/public-policy/telefonica-digital-deal).
Managing of systemic risks from technology disruptions	TC-TL-550a.1	Average system outage frequency	We cannot measure the average frequency of system outages or the average duration of outages per customer. We measure the reliability of our mobile network on the basis of daily network availability. In addition, we cannot collect the data for the fixed network because we do not have our own fixed networks.
		Average duration of customer interruption	
	TC-TL-550a.2	Discussion of systems to provide unimpeded service during outages	See chapter "Network quality and coverage" (pp. 65–70).

Table 2: Activity metrics

SASB code	Metrics	Telefónica Deutschland Group response/comments
TC-TL-000.A	Total number of mobile accesses (thousand)	45,694
TC-TL-000.B	Total number of fixed accesses (thousand)	2,180
TC-TL-000.C	Number of fixed broadband connections (thousand)	2,262
TC-TL-000.D	Network traffic in terabytes	8,264,197