

Table and figures

We measure our CR performance based on key figures and present them in the following tables. The key figures are for the Telefónica Deutschland Group and refer to the financial years 2017, 2018, 2019

and 2020. For the sake of clarity, the key figures are grouped by topic. The values in the table of key figures have been rounded up or down. Due to this rounding, it is possible that – in some rows of the tables – the

rounded figures do not add up exactly to the indicated total figures.

ECONOMIC KEY FIGURES	UNIT	2017	2018	2019	2020
Revenues	EUR million	7,296	7,320	7,458	7,532
Payments to employees – personnel expenses ¹	EUR million	642	610	592	611
Sites with certificates for quality (DIN EN ISO 9001), the environment (DIN EN ISO 14001) and energy (DIN EN ISO 50001)	%	100	100	100	100
Customers: total number of connections	Thousands	47,604	47,089	48,258	48,805
Customers: mobile connections	Thousands	43,155	42,819	43,827	44,275
Total number of mobile network sites ²	Number rounded	32,000	38,000	34,000	31,000

SUPPLY CHAIN	UNIT	2017	2018	2019	2020
The figures here and in the report comprise the volume and number of orders placed by the Telefónica Deutschland Group which were processed by Telefónica Global Services GmbH (TGS). The figures include all the orders up to 31 December of the financial year in question, irrespective of their processing date. All the latest ACM (ACM is a purchasing tool used to manage the purchasing processes) data is taken into account.					
Purchasing volume	EUR million	3,334	3,840	3,314	4,123
of which volume with suppliers in Germany	EUR million	2,249	2,383	2,171	2,221
Suppliers	Number	888	863	723	820
of which suppliers in Germany	Number	617	596	574	622
Proportion of domestic suppliers	%	69	69	79	76
Proportion of volume attributable to domestic suppliers	%	67	62	66	54
Number of supplier assessments within the SuMa process	Number	56	48	44	54

¹ Personnel expenses include wages and salaries, social security, pensions and restructuring expenses.

² The number of sites comprises only sites without a directional radio connection (directional radio repeater), base station controller (BSC)/radio network controller (RNC) sites.

SUPPLY CHAIN	UNIT	2017	2018	2019	2020
Identified potentially high-risk suppliers with regard to sustainability	Number	128	116	69	98
Suppliers with an EcoVadis assessment on the basis of sustainability aspects in the reporting year	Number	n. a.	47	38	71
Proportion of high-risk suppliers who underwent an external sustainability assessment (EcoVadis)	%	n. a.	7	10	26

COMPLIANCE	UNIT	2017	2018	2019	2020
Proportion of employees and directors given training in the Business Principles and human rights ³	%	78.5	78.0	96.8	95.8
Incidences of discrimination, violation of the Business Principles, investigations into Telefónica Deutschland Group relating to anti-competitive practice or complaints regarding environmental impacts	Number	0	1	0	0
Justified objections to advertising conduct	Number	5	13	9	4
Benefits for political parties	EUR	0	0	0	0

SOCIETY	UNIT	2017	2018	2019	2020
Donations to not-for-profit projects ⁴	EUR	426,934	240,093	175,500	111,842
Participants in the corporate volunteering programme (employees)	Number	290	184	859	2,360
Time donated ⁵	EUR	69,600	49,920	55,440	16,560
Participants in "Digital mobil im Alter – Tablets für Senioren" (Digitally Mobile in Old Age – Tablets for Senior Citizens) ⁶	Number (rounded)	2,800	4,500	32,000	47,000
Number of people informed and inspired by the hotline Gurus ⁷	Number	352,943	523,057	487,269	492,726
Contacted video Gurus ⁸	Clicks (rounded to the nearest million)	1.2	0.8	1.1	3.0

³ Proportion based on number of Telefónica Germany GmbH & Co. OHG employees not including employees on leave and excluding external consultants (staff count: 7,717, previous year: 7,885). Units of training completed in the past three years are included in the calculation. For 2020 this was 7,390 units of training completed between 1 January 2018 and 31 December 2020.

⁴ The figures do not include the monetary value of time donated in the amount of EUR 16,560 (previous year: EUR 55,440).

⁵ The sum in euros is derived from the voluntary work performed by employees during "social days" multiplied by eight hours per social day and at an hourly rate of EUR 30. In 2020 we recorded 69 social days in the system; these were integrated into the calculation for the time donated. The majority of the 2,360 volunteers were not recorded under time donated as their engagement took place during regular working hours.

⁶ Since 2020 the figure has comprised the total number of website visitors, downloads of recommendations and guides, visitors of live and online events and a quota of 50 % of all podcast streams and views of the explanatory videos. Regarding tablet loans, approximately 50 % of the 424 tablets loaned to individuals were additionally used by another person.

⁷ The number of people contacted is the sum of the Guru hotline calls and calls concerning (digital) topics which were made through other channels. Through the realignment and digitalisation of the services, digital subjects are now handled via other hotlines too.

⁸ Of the 3.0 m times contact was made, there were 47,270 instances of this being done personally with the video Gurus (e.g. personal advice via video chat).

EMPLOYEES	UNIT	2017	2018	2019	2020
Total number of employees (PIP) at the reporting date of 31 December ⁹ The total number of employees is based on active and inactive salaried employees and temporary staff (incl. working students) independent of their term limitation. TGS/TGR, the holding, trainees, interns and degree candidates are excluded. There is no need for a regional breakdown of the key employee figures as Telefónica Deutschland Group staff are only employed in Germany.	Number, people in place (PIP)	9,281	8,868	8,443	8,196
Total employees (FTE) ¹⁰	Number, full-time equivalent (FTE)	8,697	8,295	7,823	7,610
Part-time employees ¹⁰	Number, people in place (PIP)	1,833	1,833	1,972	1,857
Female part-time employees	Number, people in place (PIP)	1,365	1,367	1,391	1,344
Male part-time employees	Number, people in place (PIP)	468	466	581	513
Full-time employees ¹⁰	Number, people in place (PIP)	7,437	7,023	6,459	6,325
Female full-time employees	Number, people in place (PIP)	2,411	2,195	1,987	1,877
Male full-time employees	Number, people in place (PIP)	5,026	4,828	4,472	4,448
Salaried employees with an open-ended contract ¹⁰	Number, people in place (PIP)	8,174	7,834	7,595	7,448
Female salaried employees with an open-ended contract	Number, people in place (PIP)	3,299	3,114	3,040	2,935
Male salaried employees with an open-ended contract	Number, people in place (PIP)	4,875	4,720	4,555	4,513
Temporary employees ¹⁰	Number, people in place (PIP)	1,096	1,022	836	734
Female temporary employees	Number, people in place (PIP)	477	448	338	286
Male temporary employees	Number, people in place (PIP)	619	574	498	448
Employees to whom collective wage agreements apply ¹⁰	Number	7,502	7,588	7,284	7,042
Proportion of all employees to whom collective wage agreements apply ¹⁰	%	around 81	85.7	86.4	86.1
Employees with disabilities ¹⁰	Number	283	288	295	307
Trainees and dual-studies students ^{10,11}	Number	82	72	101	117

⁹ Total employees incl. 50% of employees from Tchibo joint venture.

¹⁰ Total employees excl. 50% of employees from Tchibo joint venture.

¹¹ We recruited 17 trainees in the areas of commercial and technical training last year. Of the trainees who completed their training in 2020 81% were taken on.

EMPLOYEES	UNIT	2017	2018	2019	2020
Nationalities of employees ¹⁰	Number	76	74	78	75
Women in the workforce ¹⁰	Number	3,776	3,562	3,378	3,221
Proportion of women in the workforce ¹⁰	%	40.7	40.2	40.1	39.4
Total number of senior managers (Valora) at reporting level 1 (incl. Management Board) ¹⁰	Number	53	55	56	54
Female senior managers (Valora) at reporting level 1 (incl. Management Board) ¹⁰	Number	8	12	13	15
Proportion of female senior managers (Valora) at reporting level 1 (incl. Management Board) ¹⁰	%	15.0	21.8	23.2	27.8
Total number of senior managers (Valora) at reporting level 1 (excl. Management Board) ¹⁰	Number	45	47	49	47
Female senior managers (Valora) at reporting level 1 (excl. Management Board) ¹⁰	Number	6	10	11	13
Proportion of female senior managers (Valora) at reporting level 1 (excl. Management Board) ¹⁰	%	13.3	21.3	22.4	27.7
Female members of the Management Board	Number	2	2	2	2
Proportion of female members of the Management Board	%	25.0	25.0	28.6	28.6
Total difference in salaries for men and women: percentage of women's average target salary compared with average target salary for men (senior management, middle management, rest of the workforce) ¹⁰	%	76	77	78	79
Difference in salaries for men and women in senior management: percentage of women's average target salary compared with average target salary for men ¹⁰	%	104	100	102	91
Difference in salaries for men and women in middle management: percentage of women's average target salary compared with average target salary for men ¹⁰	%	80	83	84	85
Difference in salaries for men and women in the rest of the workforce: percentage of women's average target salary compared with average target salary for men ¹⁰	%	80	80	81	82
Average age of employees ¹⁰ Detailed breakdown by age and gender on p. 51	Years	39.7	40.1	40.9	41.7
Average length of service	Years	8.7	9.4	10.2	10.9
Total expenditure on employee training and professional development	EUR million	6.3	7.6	8.1	8.1
Staff turnover ¹⁰ The basis is the number of employees who left over the period from 31 December 2019 to 30 December 2020/mean PIP value at the five reporting dates 31 December 2019, 31 March 2020, 30 June 2020, 30 August 2020 and 31 December 2020. Detailed breakdown by age and gender on p. 51.	Number (%)	1,633 (17.4)	1,273 (14.1)	1,208 (14.0)	917 (11.1)
New employees ¹⁰ The basis is respectively the number of new entries over the period from 1 January to 31 December of the relevant financial year. Detailed breakdown by age and gender on p. 51.	Number (%)	1,405 (21.5)	857 (9.5)	768 (9.0)	652 (7.9)
Voluntary exits (voluntary rotation index) ^{10,12}	%	9.7	9.6	9.6	7.5
Employees who have taken parental leave ¹⁰ Women with multiple entries were counted as one instance of parental leave in each case, men with two entries were classed as one instance of parental leave, and decisions were made on a case-by-case basis regarding more than two entries for men. Part-time employees on parental leave are classed as active employees.	Number	685 (488 women, 197 men)	663 (472 women, 191 men)	578 (393 women, 185 men)	535 (368 women, 167 men)

¹⁰ Total employees excl. 50% of employees from Tchibo joint venture.

¹² The definition of voluntary exits changed in the reporting year. In addition to employee resignations, voluntary exits now also include, for example, the end of fixed-term employment, (early) retirement and an employee's death. The figures for 2017 to 2019 have been adjusted accordingly.

EMPLOYEES	UNIT	2017	2018	2019	2020
Employees who returned to work after parental leave ¹⁰	Number	350 (184 women, 166 men)	372 (205 women, 167 men)	325 (158 women, 167 men)	296 (148 women, 148 men)
Percentage of employees who returned to work after parental leave ¹⁰	%	92 (89% women, 95% men)	97 (94% women, 100% men)	93 (88% women, 99% men)	97 (95% women, 99% men)
Employees who returned to work after parental leave and who were still in their jobs twelve months after returning ¹⁰ The figures comprise those employees who returned from parental leave the previous year and who were still employed by the company 12 months after returning.	Number	355 (171 women, 184 men)	320 (165 women, 155 men)	312 (161 women, 151 men)	291 (141 women, 150 men)
Percentage of employees who stay in their job following parental leave ¹⁰	%	92 (88% women, 95% men)	81 (77% women, 87% men)	83 (78% women, 90% men)	88 (86% women, 90% men)

OCCUPATIONAL HEALTH AND SAFETY	UNIT	2017	2018	2019	2020
Absenteeism rate (Number of lost days resulting from workplace accidents and other illnesses/total number of workdays in year) × 100	%	5.7 (7.4% women, 4.7% men)	7.2 (8.9% women, 6.0% men)	6.9 (8.5% women, 5.8% men)	5.9 (7.4% women, 5.0% men)
Lost days recorded due to any form of incapacity to work	Number	125,570 (62,464 women, 63,106 men)	161,745 (80,895 women, 80,850 men)	147,215 (73,025 women, 74,190 men)	122,589 (60,782 women, 61,807 men)
Accident rate ¹³ (Number of workplace accidents/total number of working hours in year) × 200,000	Rate	0.83 (0.74 women, 0.89 men)	0.59 (0.61 women, 0.58 men)	1.03 (0.99 women, 1.05 men)	0.8 (0.90 women, 0.70 men)
Workplace accidents resulting in lost days ¹³	Number	73 (25 women, 48 men)	53 (22 women, 31 men)	88 (34 women, 54 men)	62 (28 women, 34 men)
Rate of lost days due to workplace accidents ¹⁴ (Lost days resulting from workplace accidents/total number of working hours in year) × 200,000	Rate	9.56 (5.24 women, 12.28 men)	9.06 (10.03 women, 8.40 men)	20.20 (19.20 women, 20.80 men)	11.40 (11.70 women, 11.30 men)
Lost days recorded due to workplace accidents ¹⁴	Number	840 (178 women, 662 men)	813 (363 women, 450 men)	1,733 (661 women, 1,072 men)	945 (382 women, 563 men)
Number of work-related illnesses	Number	0	0	0	0

¹⁰ Total employees excl. 50% of employees from Tchibo joint venture.

¹³ The method used to determine workplace accidents changed in the 2019 reporting year, meaning workplace accidents are not directly comparable with the previous year's figures for 2017 and 2018.

¹⁴ The method of calculating the number of lost days recorded due to workplace accidents was changed in 2019. The figures can therefore not be directly compared with those for 2017 and 2018.

OCCUPATIONAL HEALTH AND SAFETY	UNIT	2017	2018	2019	2020
Number of work-related fatalities due to a workplace accident or work-related illness (based on local laws, regulations and standards)	Number	0	0	0	0
Occupational health and safety committees (occupational safety committee meetings and health forums) ¹⁵	Number	62	21	22	19
Hours of training in occupational health and safety	Number	4,505	10,025	11,353	9,077
Medical examinations performed	Number	538	538	477	173

ENVIRONMENT	UNIT	2017	2018	2019	2020
ENERGY AND CARBON EMISSIONS					
Total energy consumption Detailed breakdown on p. 107	GWh	791	778	727	736
Total electricity consumption The figure for electricity consumption equals the volumes actually billed per electricity consumption point and, in some cases, forecasts of the volumes consumed.	GWh	752	746	696	710
of which by the network and data centre ¹⁶	GWh	722	715	668	686
of which by offices, shops, call centres	GWh	30	31	28	24
Total fuel consumption Fuel consumption (in the form of diesel, natural gas and district heating) comprises the units provided via a direct contract between a supplier and the Telefónica Deutschland Group.	GWh	39	32	31	26
Energy intensity – energy consumption per data volume The energy intensity equals the energy consumption divided by the data volume in petabytes.	GWh/PB	0.25	0.22	0.17	0.12
Energy from renewable energy sources ¹⁷	GWh	536	610	584	679
Proportion of total electricity consumption relating to renewable energies ¹⁷	%	71	82	84	96
Proportion of green electricity in self-procured and controlled energy	%	100	100	100	100
Total carbon emissions (Scopes 1, 2 and 3) – market-based method ¹⁹ (location-based method) ²⁰ Carbon emissions (including Scope 1 and Scope 2) are calculated on the basis of ISO 14064, the Greenhouse Gas Protocol and ITU-T L.1420. A standard Germany-wide conversion factor is used to convert electricity consumption to carbon emissions.	t CO ₂ eq ¹⁸	180,614 (420,412)	114,509 (378,890)	93,470 (342,524)	26,720 (292,214)
Direct emissions (Scope 1) with refrigerant emissions	t CO ₂ eq	16,220	6,889	7,000	5,623

¹⁵ The high number of occupational safety committee meetings in 2017 is due to a change in the counting method in 2017. All meetings were counted at the level of the local works council regions. Since 2018 only the number of committees has been counted.

¹⁶ Network electricity consumption equals the number of mobile telephony and fixed line sites multiplied by an average electricity consumption figure per site. This was determined on the basis of historical consumption data. In the future, the values actually measured by smart meters will replace the figures recorded statistically here.

¹⁷ Energy from renewable energy sources comprises direct procurement and electricity procurement certified with guarantees of origin. Since 2020 the calculation of energy from renewable energy sources has included green electricity from network and IT infrastructure used together with other companies in addition to the volume of green electricity sourced by the Telefónica Deutschland Group.

¹⁸ CO₂eq = CO₂, CH₄ and N₂O.

¹⁹ For the market-based method, 609.37 g CO₂ per kWh is being used in the 2020 reporting year.

²⁰ A standard Germany-wide conversion factor is used to convert electricity consumption into carbon emissions, irrespective of the fact that 96% (previous year: 84%) came from renewable energy sources. The Telefónica Deutschland Group uses the electricity conversion factors of the German Environment Agency (UBA) (development of specific carbon emissions in the German electricity mix during the years 1990–2019) and therefore took 401 g CO₂ per kWh in 2019 as the basis for its calculation in accordance with the location-based method in the 2020 reporting year.

ENVIRONMENT	UNIT	2017	2018	2019	2020
Indirect emissions (Scope 2) (market-based method)	t CO ₂ eq	157,505	101,559	81,513	20,201
Indirect emissions (Scope 2) (location-based method)	t CO ₂ eq	397,303	365,940	330,567	285,695
Other indirect emissions (Scope 3) ²¹ Other indirect emissions due to business travel (flights and rail travel)	t CO ₂ eq	6,889	6,061	4,957	896
Emissions avoided through the consumption of renewable energies	t CO ₂ eq	282,354	298,290	276,974	272,106
Greenhouse gas intensity ²² The greenhouse gas intensity equals the total carbon emissions (Scopes 1, 2 and 3) divided by the data volume in petabytes.	t CO ₂ eq/PB	130.9	108.0	79.2	47.1
Locations shared with other network operators	Number	6,719	6,260	3,219	7,064
Inspection of electromagnetic fields to guarantee the limits are not exceeded	Number	4,314	4,142	4,485	6,456
Investments in and expenditure on measurement of electromagnetic fields ²³	EUR	4,323,649	2,025,000	648,458	845,888
WATER					
Water consumption The water consumption data is partly based on projections.	m ³	87,156	77,685	64,730	61,632
MATERIAL CONSUMPTION					
Total paper consumption	t	562.6	554.9	514.7	313.7
Paper consumption (offices, shops, call centres) 100% recycled paper with Blauer Engel (Blue Angel) certification	t	99.6	75.9	72.7	50.7
Paper consumed for customer contact (letters, envelopes, invoices) ²⁴	t	463.0	479.0	442.0	263.0
WASTE MANAGEMENT					
Total waste This waste is calculated as the sum of the types of waste listed below.	t	1,761.9	3,440.0	1,829.0	1,657.5
Electrical and electronic equipment waste from network operation and offices (e.g. antennas, outdated hardware, routers)	t	403.0	173.9	119.7	88.3
of which electronics and electronic equipment waste from network operation and offices (recycled)	t	29.8	7.6	5.7	9.9
of which mobile phones from customers	t	9.4	7.4	11.2	11.0

²¹ The emissions per km for flights and rail travel (Scope 3) for the years 2017 to 2020 were calculated with emission factors applied Group-wide (source: UK government conversion factors). The figures for 2017 and 2018 were subjected to retrospective adjustment, with rail travel being added. They therefore diverge from the figures reported in the 2017 CR Report and the 2018 CR Report.

²² The calculation of indirect emissions (Scope 3) was adjusted in 2019. The greenhouse gas intensity figures therefore diverge from those in the 2017 CR Report and the 2018 CR Report.

²³ The figures for 2017 to 2019 are partially based on estimates.

²⁴ Value was provided as an estimate by external service providers.

ENVIRONMENT	UNIT	2017	2018	2019	2020
a) recycled mobile phones from customers	t	8.1	6.8	11.0	10.4
b) customers' mobile phones sent in for refurbishment	t	1.3	0.6	0.2	0.6
of which electrical and electronic equipment waste from customers without mobile phones (100 % recycling/reuse)	t	363.8	158.9	102.8	67.4
Waste from non-electrical/non-electronic equipment	t	1,875.0	3,266.1	1,709.2	1,569.2
of which paper and card waste (100 % recycled) ²⁵	t	119.4	446.0	305.0	212.2
of which cables, pipes and metals (100 % recycled) ²⁶	t	1,681.4	2,710.2	1,322.1	1,262.1
of which batteries (100 % recycled)	t	74.2	109.9	82.1	94.9
Number of old mobile phones collected²⁷ For the old mobile phones collected in the mobile phone recycling programme, the Telefónica Deutschland Group makes a contribution to Naturschutzbund Deutschland (Nature and Biodiversity Conservation Union; NABU) for nature conservation projects.	Number	80,159	96,442	83,057	110,151
Eco Index-rated mobile phone Number of devices in the Telefónica Deutschland Group's current portfolio of smartphones and feature phones (no retailers) that feature an Eco Index rating.	%	95.4	92.3	95.2	97.2

²⁵ As waste containing paper is not weighed when collected but rather only volumes and the number of waste containers are recorded, since 2017 a more conservative estimate for the recycling volume has been made.

²⁶ Governed by contractual agreements with waste disposal companies.

²⁷ The number of mobile phones collected includes mobile phones which are brought into the recycling process and refurbished in the reuse process.