

Table of key figures

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Economic	Unit	2017	2018	2019	2020	2021
Revenues	EUR million	7,296	7,320	7,458	7,532	7,765
Payments to employees – personnel expenses ¹	EUR million	642	610	592	611	585
Sites with certificates for quality (DIN EN ISO 9001), the environment (DIN EN ISO 14001) and energy (DIN EN ISO50001)	%	100	100	100	100	100
Customers: total number of connections	Thousands	47,604	47,089	48,258	48,805	50,219
Customers: mobile connections	Thousands	43,155	42,819	43,827	44,275	45,694
Total number of mobile-communication locations ²	Number rounded	32,000	38,000	34,000	31,000	30,700
5G population coverage (3.6 GHz, DSS/1,800 MHz, 700 MHz) ³	Number rounded	n.a.	n.a.	n.a.	n.a.	30
Churn rate of the O ₂ brand: (O ₂ consumer postpaid) ⁴	%	1.5	1.4	1.3	1.1	0.9
Supply chain⁵						
The figures here and in the report comprise the volume and number of orders placed by the Telefónica Deutschland Group that are processed via Telefónica Global Services GmbH (TGS) (MCT suppliers). 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.						
Purchase volume	EUR million	3,329	3,828	3,303	4,093	4,529
Purchasing volume with suppliers in Germany	EUR million	2,245	2,373	2,161	2,193	2,604
Suppliers	Number	736	714	682	752	760
Suppliers in Germany	Number	608	586	561	598	600
% country suppliers	%	83	82	82	80	79
Suppliers who have accepted our anti-corruption declaration ⁶	%	0	98	98	99	100
Proportion of purchasing suppliers that have accepted the Supply Chain Sustainability Policy ⁷	%	n.a.	n.a.	n.a.	100	100
Proportion of volume of domestic suppliers	%	67	62	65	54	58
Number of supplier assessments (SuMa)	Number	56	48	44	54	49
Suppliers identified as potential high-risk suppliers in terms of sustainability ⁸	Number	101	85	68	67	59

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

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

³ The selected population-based evaluation does not only include the household-based coverage calculation with fixed location reference as reported to Germany's Federal Network Agency for Electricity, Gas, Telecommunications, Post and Railway (Bundesnetzagentur). It also includes commuter flows of the population, so that part of the population is counted at both their place of residence and at their place of work (maximum population). In this way, the Telefónica Deutschland Group takes into account that services are not only demanded stationary at the place of residence, but also while on the move.

⁴ From this reporting year, we will report the churn rate of the O₂ brand (O₂ consumer postpaid customers), which is more relevant to the material topic of customer satisfaction.

⁵ The historical supplier data for the financial years 2017 to 2020 was later corrected slightly (less than 1%) due to adjustments relating to the companies belonging to Telefónica Deutschland Holding AG. Telefónica Global Roaming, Telefónica Global Services and Telxius Towers Germany GmbH headquartered in Germany are now no longer included in the figures as they are not Telefónica Deutschland Holding AG companies.

⁶ Concerns all new suppliers commissioned with work in the year under review

⁷ As contractual partners, all new suppliers are obliged to accept the Supply Chain Sustainability Policy.

⁸ We adapted the analysis method in 2021 in order to focus on the suppliers who have a material influence on the company's business and strategy. By the same token, this has an impact on the additional following indicators.

Supply chain	Unit	2017	2018	2019	2020	2021
% of potential high-risk suppliers that underwent external sustainability assessment (EcoVadis)	%	n.a.	9	10	36	77
Number of potential high-risk suppliers with improvement plan	Number	n.a.	n.a.	n.a.	18	13
Proportion of potential high-risk suppliers with corrective action plan	%	n.a.	n.a.	n.a.	27	22
Compliance	Unit	2017	2018	2019	2020	2021
Total number of cases of corruption	Units	0	0	0	0	0
Confirmed suspected cases that led to labour legislation or sanctioned measures						
Proportion of employees and directors given training in the Business Principles and human rights ⁹	%	78.5	78.0	96.8	95.8	97.7
Hours of training on Business Principles and human rights to employees and directors in the last three years	Number	n.a.	5,625	7,630	7,390	6,870
Incidences of discrimination, violation of the Business Principles, investigations into the Telefónica Deutschland Group relating to unfair competition or complaints regarding environmental impacts	Number	0	1	0	0	0
Proportion of employees and directors trained on the General Act on Equal Treatment (AGG) in the past three years ⁹	%	n.a.	77.8	94.5	87.4	94.9
Training hours for the AGG in the last three years	Number	n.a.	2,524	5,589	5,059 ¹⁰	5,003
Complaints about human rights violations via the reporting channel	Number	n.a.	n.a.	n.a.	0	1
Reasoned objections to advertising behaviour	Number	5	13	9	4	1
Donations to political parties	EUR	0	0	0	0	0
Proceedings initiated due to data protection violations (Section 169 German Telecommunications Act (TKG)) ¹¹	Units	1	0	0	3	0
Penalties in the form of fines as a result of data protection violations in the reporting year	Units	0	0	0	0	0
Proportion of employees and directors trained on data protection in the reporting year ¹²	%	n.a.	72.7	90.3	80.3	88.5
Training hours for data protection courses in reporting year	Number	n.a.	5,244	7,121	6,198	6,225
Reported security breaches or incidents related to information and network security ¹³	Units	9	36	26	25	16
Sanctions in the form of fines paid in connection with security breaches or other network security incidents	Units	0	0	0	0	0
Proportion of employees and directors trained on information security ¹²	%	n.a.	83.6	91.0	90.2	91.0
Training hours for information security courses in the last two years	Number	n.a.	4,520	5,382	5,222	4,796

⁹ Proportion based on number of employees of Telefónica Germany Group but not including employees on leave, external consultants and temporary employees (staff count: 7,030; previous year: 7,717). Units of training completed in the past three years are included in the calculation. For 2021, this was 6,870 units of training completed between the reporting years 2019 to 2021.

¹⁰ Due to a calculation error, the training hours for training on the AGG were corrected retrospectively for the reporting year 2020.

¹¹ Proceedings initiated during the reporting period are to be understood as proceedings that are ongoing and have not been concluded. The three sets of proceedings mentioned for the financial year 2020 were still in progress in the current reporting year. Concluded proceedings generally lead to a penalty, a fine or abandonment of the proceedings as a result of the authority's suspicion not being borne out. Fines are reported under the indicator "penalties in the form of fines as a result of data protection violations during the year".

¹² Proportion based on the number of employees of the Telefónica Deutschland Group excluding employees on sabbatical leave and external consultants as well as temporary staff (employee base 7,030, previous year 7,717). The calculation for data protection only includes the training completed in the reporting year 2021, as this training is mandatory every year. The calculation for information security includes the training completed in the reporting years 2020 and 2021, as this training is mandatory every two years.

¹³ The Telefónica, S.A. Group reports the number of data protection violations defined as "total number of high-impact relevant security or cybersecurity incidents". Going by this definition, the number to report for the Telefónica Deutschland Group is 0; according to what the Telefónica Deutschland Group terms "reportable security breaches or incidents relating to information and network security", the total is 16.

Social	Unit	2017	2018	2019	2020	2021
RepTrak Pulse® – society's perceptions of our overall performance	Points from 100	n.a.	n.a.	n.a.	64.9	69.0
Donations to not-for-profit projects ¹⁴	EUR	426,934	240,093	175,500	111,842	186,928
Participants in the corporate volunteering programme (employees) ¹⁵	Number	290	184	859	2,360	3,270
Time donated ¹⁶	EUR	69,600	49,920	55,440	16,560	6,960
Participants in "Digital mobil im Alter" (Digitally mobile in old age), cumulatively ¹⁷	Number (rounded)	2,800	4,500	32,000	47,000	75,000
Number of customers advised on digital content on the hotline ¹⁸	Number	352,943	523,057	487,269	492,726	724,735
Number of views of our provided videos on digital and service topics ¹⁹	Clicks (rounded to the nearest million)	1.2	0.8	1.1	3.0	3.1
People reached through anti-cyber-bullying initiatives, cumulatively	Number	n.a.	n.a.	n.a.	7,277	24,737

Employees	Unit	2017	2018	2019	2020	2021
The total number of employees is based on active and inactive salaried employees and temporary staff (incl. working students) independent of their term limitation. The holding, trainees, interns and degree candidates are excluded. Unless expressly stated, the data given always excludes 50% of the employees from the Tchibo joint venture. There is no need for a regional breakdown of the key employee figures as Telefónica Deutschland Group staff are only employed in Germany.						
Total number of employees (PIP) at the reporting date of 31 December ²⁰	Number, people in place (PIP)	9,281	8,868	8,443	8,196	7,416
Total employees (FTE)	Number, full-time equivalent (FTE)	8,697	8,295	7,823	7,610	6,926
Part-time employees	Number, people in place (PIP)	1,833	1,833	1,972	1,857	1,522
Part-time employees, women	Number, people in place (PIP)	1,365	1,367	1,391	1,344	1,155
Part-time employees, men	Number, people in place (PIP)	468	466	581	513	367
Full-time employees	Number, people in place (PIP)	7,437	7,023	6,459	6,325	5,881
Full-time employees, women	Number, people in place (PIP)	2,411	2,195	1,987	1,877	1,696
Full-time employees, men	Number, people in place (PIP)	5,026	4,828	4,472	4,448	4,185

¹⁴ The figures do not include the monetary value of time donated in the amount of EUR 6,960 (previous year: EUR 16,560).

¹⁵ The "social days" were not factored in here in the year under review since they are not material. Employees are given the opportunity to take part in the volunteering programmes during working hours.

¹⁶ The sum in euros is derived from the voluntary work performed by employees as part of "social days" multiplied by eight hours per social day and at an hourly rate of EUR 30. In 2021 we recorded 29 social days in the system; these were integrated into the calculation for the time donated.

The majority of the 3,270 volunteers were not recorded under time donated as their engagement took place during regular working hours.

¹⁷ The calculation is partly based on projections. Since 2020 the figure has comprised the total number of website visitors, downloads of handouts 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 387 tablets loaned to individuals were additionally used by another person.

¹⁸ The designation of this indicator from last year, "number of people informed and inspired by the hotline Gurus", was changed in the year under review.

¹⁹ The designation of this indicator from last year, "contacted video Gurus", was changed in the reporting year since we no longer use the term "Guru".

²⁰ Total employees incl. 50% of employees from Tchibo joint venture

Employees	Unit	2017	2018	2019	2020	2021
Salaried employees with an open-ended contract	Number, people in place (PIP)	8,174	7,834	7,595	7,448	6,867
Salaried employees with an open-ended contract, women	Number, people in place (PIP)	3,299	3,114	3,040	2,935	2,664
Salaried employees with an open-ended contract, men	Number, people in place (PIP)	4,875	4,720	4,555	4,513	4,203
Temporary employees	Number, people in place (PIP)	1,096	1,022	836	734	536
Temporary employees, women	Number, people in place (PIP)	477	448	338	286	187
Temporary employees, men	Number, people in place (PIP)	619	574	498	448	349
Employees with disabilities	Number	283	288	295	307	261
Apprentices and dual students ²¹	Number	82	72	101	117	137
Takeover rate after completion of training	%	0	96	63	81	71
Employee Net Promoter Score (eNPS) / employer attractiveness	Score	67.0	74.0	21.5	53.8	60.4
Response rate of the annual global employee survey	%	68	71	79	77	77
Nationalities of employees	Number	76	74	78	75	67
Women in the workforce	Number	3,776	3,562	3,378	3,221	2,851
Share of women in the workforce	%	40.7	40.2	40.1	39.4	38.5
Total number of board members (Supervisory Board)	Number	16	16	16	16	16
Total number of senior managers (Valora), 1st reporting level (incl. Management Board)	Number	53	55	56	54	52
Female senior managers (Valora), 1st reporting level (incl. Management Board)	Number	8	12	13	15	15
Share of female senior managers (Valora), 1st reporting level (incl. Management Board)	%	15.0	21.8	23.2	27.8	28.8
Total number of senior managers (Valora), 1st reporting level (excl. Management Board)	Number	45	47	49	47	45
Female senior managers (Valora), 1st reporting level (excl. Management Board)	Number	6	10	11	13	13
Share of female senior managers (Valora), 1st reporting level (excl. Management Board)	%	13.3	21.3	22.4	27.7	28.9
Female members on the Management Board (PIP)	Number	2	2	2	2	2
Share of female members of the Management Board	%	25.0	25.0	28.6	28.6	28.6
Total difference in salaries for men and women: percentage of women's average salary compared with average for men (senior management, middle management, rest of the workforce)	%	76	77	78	79	81
Difference in salaries for men and women in senior management: percentage of women's average salary compared with average for men	%	104	100	102	91	90
Difference in salaries for men and women in middle management: percentage of women's average salary compared with average for men	%	80	83	84	85	91
Difference in salaries for men and women in the rest of the workforce: percentage of women's average salary compared with average for men	%	80	80	81	82	82

²¹ 12 trainees started employment with us in the commercial and technical training areas last year. 71 % of those who completed their training in 2021 were taken on.

Employees	Unit	2017	2018	2019	2020	2021
Average age of employees Detailed breakdown by age and gender on p. 87 in CR Report 2021 .	Years	39.7	40.1	40.9	41.7	42.4
Female employees < 30	Number	636	580	471	389	306
Male employees < 30	Number	806	713	620	523	420
Female employees aged 30–34	Number	569	652	592	496	413
Male employees aged 30–34	Number	877	840	715	672	556
Female employees aged 35–44	Number	1,183	1,299	1,258	1,250	1,126
Male employees aged 35–44	Number	1,873	1,826	1,720	1,672	1,507
Female employees aged 45–54	Number	689	723	736	742	711
Male employees aged 45–54	Number	1,486	1,530	1,555	1,563	1,486
Female employees >= 54	Number	252	308	321	344	295
Male employees >= 54	Number	294	385	443	531	583
Average seniority of employees	Years	8.7	9.4	10.2	10.9	11.8
Participants in training courses for education and further training ²²	Number	n.a.	n.a.	n.a.	12,852	8,037
Training hours for education and training	Number	n.a.	n.a.	160,706	82,747	130,326
Average number of hours for education and training per year and employee ²³	Number	n.a.	n.a.	19	11	17
Total expenditure on employee training and professional development	EUR million	6.3	7.6	8.1	8.1	8.5
Staff turnover The basis is the number of employees who left over the period from 31 December 2020 to 30 December 2021/mean PIP value at the five reporting dates 31 December 2020, 31 March 2021, 30 June 2021, 30 August 2021 and 31 December 2021. There is a detailed breakdown by age and gender on p. 87 in CR Report 2021 .	Number	1,633	1,273	1,208	917	1,320
Staff turnover (%)	%	17.4	14.1	14.0	11.1	16.9
Staff turnover of female employees aged < 30	Number	234	198	208	157	154
Staff turnover of female employees aged < 30 (%)	Number	14.3	15.6	17.2	17.1	11.7
Staff turnover of male employees aged < 30	Number	336	263	244	211	174
Staff turnover of male employees aged < 30 (%)	Number	20.6	20.7	20.2	23.0	13.2
Staff turnover of female employees aged 30–34	Number	93	110	72	54	78
Staff turnover of female employees aged 30–34 (%)	Number	5.7	8.6	6.0	5.9	5.9
Staff turnover of male employees aged 30–34	Number	159	153	169	89	127
Staff turnover of male employees aged 30–34 (%)	Number	9.7	12.0	14.0	9.7	9.6
Staff turnover of female employees aged 35–44	Number	209	155	126	97	160
Staff turnover of female employees aged 35–44 (%)	Number	12.8	12.2	10.4	10.6	12.1
Staff turnover of male employees aged 35–44	Number	247	192	172	118	211

²² The 2021 number refers to the total learners from the company, while for 2020 attendance at various educational institutions was counted. To avoid double counting, we have changed the calculation to that effect and the figure is not comparable with that of the previous year. The expanded digital offering allowed for training time to be increased significantly.

²³ The calculation for the 2021 reporting year was based on the average staff count for the current year under review (PIP in 2021: 7,779) of the Telefónica Germany Group including its subsidiaries and employees on leave, but not including external consultants and temporary staff.

Employees	Unit	2017	2018	2019	2020	2021
Staff turnover of male employees aged 35–44 (%)	Number	15.1	15.1	14.2	12.9	16.0
Staff turnover of female employees aged 45–54	Number	91	56	48	52	86
Staff turnover of female employees aged 45–54 (%)	Number	5.6	4.4	4.0	5.7	6.5
Staff turnover of male employees aged 45–54	Number	165	86	94	64	147
Staff turnover of male employees aged 45–54 (%)	Number	10.1	6.8	7.8	7.0	11.1
Staff turnover of female employees aged >= 55	Number	39	34	42	40	106
Staff turnover of female employees aged >= 55 (%)	Number	2.4	2.7	3.5	4.4	8.0
Staff turnover of male employees aged >= 55	Number	60	26	33	35	77
Staff turnover of male employees aged >= 55 (%)	Number	3.7	2.0	2.7	3.8	5.8
New employees	Number	1,405	857	768	652	530
The basis is respectively the number of new entries over the period from 1 January to 31 December of the relevant financial year. There is a detailed breakdown by age and gender on p. 87 in CR Report 2021 .						
New employees (%)	%	21.5	9.5	9.0	7.9	6.8
New female employees aged < 30	Number	397	193	196	157	127
New female employees aged < 30 (%)	Number	28.3	22.5	25.5	24.1	23.9
New male employees aged < 30	Number	89	270	263	221	153
New male employees aged < 30 (%)	Number	6.3	31.5	34.2	33.9	28.8
New female employees aged 30–34	Number	144	48	38	31	35
New female employees aged 30–34 (%)	Number	10.2	5.6	4.9	4.8	6.6
New male employees aged 30–34	Number	87	112	89	79	68
New male employees aged 30–34 (%)	Number	6.2	13.1	11.6	12.1	12.8
New female employees aged 35–44	Number	143	49	45	28	31
New female employees aged 35–44 (%)	Number	10.2	5.7	5.9	4.3	5.8
New male employees aged 35–44	Number	39	89	76	76	70
New male employees aged 35–44 (%)	Number	2.8	10.4	9.9	11.7	13.2
New female employees aged 45–54	Number	59	25	19	15	16
New female employees aged 45–54 (%)	Number	4.2	2.9	2.5	2.3	3.0
New male employees aged 45–54	Number	33	48	27	27	22
New male employees aged 45–54 (%)	Number	2.3	5.6	3.5	4.1	4.1
New female employees aged >= 55	Number	92	12	8	7	2
New female employees aged >= 55 (%)	Number	6.5	1.4	1.0	1.1	0.4
New male employees aged >= 55	Number	92	11	7	11	6
New male employees aged >= 55 (%)	Number	6.5	1.3	0.9	1.7	1.1
Voluntary exits (voluntary rotation index) ²⁴	%	9.7	9.6	9.6	7.5	6.9

²⁴ The definition of voluntary exits changed in the financial year 2020. In addition to employee resignations, voluntary exits have since then also included, 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	2021
Forced leaves	%	n.a.	n.a.	n.a.	3.6	10.0
Employees who have taken parental leave 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	663	578	535	496
Employees who have taken parental leave (women)	Number	488	472	393	368	327
Employees who have taken parental leave (men)	Number	197	191	185	167	169
Employees who returned to work after parental leave	Number	350	372	325	296	291
Employees who returned to work after parental leave (women)	Number	184	205	158	148	140
Employees who returned to work after parental leave (men)	Number	166	167	167	148	151
Percentage of employees who returned to work following parental leave	%	92.0	97.0	93.4	97.0	97.3
Percentage of employees who returned to work following parental leave (women)	%	89.0	94.0	88.3	94.9	94.6
Percentage of employees who returned to work following parental leave (men)	%	95.0	100.0	98.8	99.3	100.0
Employees who returned to work after parental leave and who were still in their jobs 12 months after returning. 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	320	312	291	256
Employees who returned to work after parental leave and who were still in their jobs 12 months after returning (women)	Number	171	165	161	141	118
Employees who returned to work after parental leave and who were still in their jobs 12 months after returning (men)	Number	184	155	151	150	138
Percentage of employees who stay in job following parental leave	%	92.0	81.0	83.4	88.2	90.5
Percentage of employees who stay in job following parental leave (women)	%	88.0	77.0	78.2	86.0	88.7
Percentage of employees who stay in job following parental leave (men)	%	95.0	87.0	89.9	90.4	92.0

Health protection and occupational safety	Unit	2017	2018	2019	2020	2021
Absenteeism rate (%) (Number of lost days resulting from workplace accidents and other illnesses/total number of workdays in year) x 100	%	5.7	7.2	6.9	5.9	4.9
Absenteeism rate (women)	%	7.4	8.9	8.5	7.4	6.3
Absenteeism rate (men)	%	4.7	6.0	5.8	5.0	4.0
Lost days recorded due to any form of incapacity to work	Number	125,570	161,745	147,215	122,589	95,024
Lost days recorded due to any form of incapacity to work (women)	Number	62,464	80,895	73,025	60,782	47,687
Lost days recorded due to any form of incapacity to work (men)	Number	63,106	80,850	74,190	61,807	47,337

Health protection and occupational safety	Unit	2017	2018	2019	2020	2021
Accident rate ²⁵ (Number of workplace accidents/total number of working hours in year) x 200,000	Rate	0.8	0.6	1.0	0.8	0.3
Accident rate (women)	Rate	0.7	0.6	1.0	0.9	0.3
Accident rate (men)	Rate	0.9	0.6	1.1	0.7	0.4
Workplace accidents resulting in lost days ²⁶	Number	73	53	88	62	25
Workplace accidents resulting in lost days (women)	Number	25	22	34	28	8
Workplace accidents resulting in lost days (men)	Number	48	31	54	34	17
Rate of lost days due to workplace accidents (Lost days resulting from workplace accidents/total number of working hours in year) x 200,000	Rate	9.6	9.1	20.2	11.4	9.6
Rate of lost days due to workplace accidents (women)	Rate	5.2	10.0	19.2	11.7	6.5
Rate of lost days due to workplace accidents (men)	Rate	12.3	8.4	20.8	11.3	11.6
Lost days recorded due to workplace accidents ²⁷	Number	840	813	1733	945	749
Lost days recorded due to workplace accidents (women)	Number	178	363	661	382	196
Lost days recorded due to workplace accidents (men)	Number	662	450	1072	563	553
Number of work-related illnesses	Number	0	0	0	0	0
Number of work-related fatalities due to an occupational accident or occupational disease (based on local legislation, regulation and standards)	Number	0	0	0	0	0
Occupational health and safety committees ²⁸ (occupational safety committee meetings and health forums)	Number	62	21	22	19	18
Hours of training in health protection and occupational safety	Number	4,505	10,025	11,353	9,077	11,260
Medical examinations performed	Number	538	538	477	173	243

Environment	Unit	2017	2018	2019	2020	2021
Energy and CO₂ emissions						
Total energy consumption Detailed breakdown on p. 101 in CR Report 2021 .	GWh	791	778	727	736	755
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	732
of which by the network and data centre ²⁹	GWh	722	715	668	686	711
of which by offices, shops, call centres	GWh	30	31	28	24	21
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 Telefonica Deutschland Group.	GWh	39	32	31	26	23

²⁵ The method used to determine workplace accidents changed in the 2019 reporting year, meaning it is therefore not possible to directly compare these with the figures for 2017 and 2018.

²⁶ As far as registered workplace accidents were concerned, the overwhelming majority of these were sustained on the journey to or from work. The goal of preventing workplace accidents and work-related ill health as well as promoting our employees' health using targeted measures is founded on the applicable laws and the regulations of the employers' liability insurance association as well as the targets pursuant to the "Handbuch integriertes Arbeitsschutz- und Gesundheitsmanagement" (Integrated occupational health and safety management manual), which is based on the DIN EN ISO 45001:2016 standard.

²⁷ 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.

²⁸ 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.

²⁹ Network electricity consumption equals the number of mobile communication and fixed line locations multiplied by an average electricity consumption figure per location. This was determined on the basis of historical consumption data. In the future, the values actually measured by smart meters will replace the figures generated statistically here.

Environment	Unit	2017	2018	2019	2020	2021
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	0.09
Energy from renewable energy sources ³⁰	GWh	536	610	584	679	732
Proportion of total electricity consumption from renewable energy sources ³⁰	%	71	82	84	96	100
Proportion of green electricity in self-procured and controlled energy	%	100	100	100	100	100
Total carbon emissions (Scopes 1, 2 and 3) – market-based method ^{31,32} 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. There is a detailed description on p. 103 in CR Report 2021 .	t CO ₂ eq ³³	180,614	114,509	93,470	26,720	6,266
Total carbon emissions (Scopes 1, 2 and 3) – location-based method ^{32,34}	t CO ₂ eq	420,412	378,890	342,524	292,214	274,190
Direct emissions (Scope 1) with refrigerant emissions	t CO ₂ eq	16,220	6,889	7,000	5,623	5,369
Indirect emissions (Scope 2) (market-based method)	t CO ₂ eq	157,505	101,559	81,513	20,201	581
Indirect emissions (Scope 2) (location-based method)	t CO ₂ eq	397,303	365,940	330,567	285,695	268,505
Other indirect emissions (Scope 3) ³²	t CO ₂ eq	6,889	6,061	4,957	896	316
Emissions avoided through the consumption of renewable energies	t CO ₂ eq	282,354	298,290	276,974	272,106	301,164
Greenhouse gas intensity The greenhouse gas intensity equals the total carbon emissions (Scope 1, 2 and 3) divided by the data volume in petabytes.	t CO ₂ eq/PB	130.9	108.0	79.2	47.1	33.2
Locations shared with other network operators	Number	6,719	6,260	3,219	7,064	5,057
Inspection of electromagnetic fields to guarantee the limits are not exceeded ³⁵	Number	4,314	4,142	4,485	6,456	6,210
Investments in and expenditure on measurement of electromagnetic fields ³⁵	EUR	4,323,649	2,025,000	648,458	845,888	975,271
Water						
Water consumption ³⁶	m ³	87,156	77,685	64,730	61,600	27,200

³⁰ 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.

³¹ For the market-based method, 588.83 g CO₂ per kWh is used (source: Association of Issuing Bodies (AIB), European residual mixes 2020). Information on the location-based method can be found in the table of key figures.

³² Scope 3 emissions: other indirect emissions due to business travel (flights and rail travel). The emissions per km for flights and rail travel for the years 2019 to 2021 were calculated with emission factors applied Group-wide (source: UK government GHG conversion factors for company reporting, 2021). There are also other Scope 3 emissions not included here. The focus at the Telefónica Deutschland Group is on business travel.

³³ CO₂eq = CO₂, CH₄, N₂O and climate-relevant refrigerant gases (F-gases)

³⁴ 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. The data and calculations have been verified by the Spanish standardisation and certification company AENOR INTERNACIONAL, S.A.U. A standard Germany-wide conversion factor is used to convert electricity consumption into carbon emissions, irrespective of the fact that a share of 100% (previous year: 96%) 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 to 2019 and initial estimates for 2020) and thus 366 g CO₂ per kWh from the year 2020 for the calculation basis according to the location-based method in the reporting year 2021.

³⁵ Estimated for 2021 owing to missing official data

³⁶ The water consumption data for 2021 is based on projections that more specifically reflect the office restrictions during the pandemic. Due to the COVID-19 pandemic, fewer staff members were present in the offices and shops in the reporting year. The projections are based on the actual consumption in 2019 and take into account the persons present on site in 2021. The calculation was also updated compared to the previous year. The 2021 and 2020 values are rounded.

Environment	Unit	2017	2018	2019	2020	2021
Material consumption						
Total paper consumption	t	562.6	554.9	514.7	313.7	273.4
Paper consumption (offices, shops, call centres) 100% Blue Angel recycled paper	t	99.6	75.9	72.7	50.7	39.4
Paper consumed for customer contact (letters, envelopes, invoices) ³⁷	t	463.0	479.0	442.0	263.0	234.0
Share of online bills	%	86.2	88.6	88.5	91.0	91.8
Waste management						
Total waste ³⁸ 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	1,308.0
Electrical and electronic equipment waste from network operation and offices (e.g. antennae, outdated hardware, routers)	t	403.0	173.9	119.7	88.3	82.3
Electronics and electronic equipment waste from network operation and offices (recycled) ³⁹	t	29.8	7.6	5.7	9.9	10.6
Waste of mobile phones from customers	t	9.4	7.4	11.2	11.0	21.4
a) Recycled mobile phones from customers ⁴⁰	t	8.1	6.8	11.0	10.4	14.1
b) Customers' mobile phones sent in for reprocessing ⁴¹	t	1.3	0.6	0.2	0.6	7.3
Electrical and electronic equipment waste from customers without mobile phones (100% recycling/reuse) ⁴²	t	363.8	158.9	102.8	67.4	50.3
Waste from non-electrical/non-electronic equipment	t	1,875.0	3,266.1	1,709.2	1,569.2	1,035.8
of which paper and card waste (100% recycled) ⁴³	t	119.4	446.0	305.0	212.2	125.6
of which cables, pipes and metals waste (100% recycled) ⁴²	t	1,681.4	2,710.2	1,322.1	1,262.1	765.8
of which battery waste (100% recycled) ⁴⁴	t	74.2	109.9	82.1	94.9	144.4
Other waste recorded in the new GReTel waste management system ⁴⁵	t	-	-	-	-	189.9
Number of used mobile phones collected ⁴⁶ For the used mobile phones collected in the mobile phone recycling programme, the Telefonica Deutschland Group makes a contribution to the Nature and Biodiversity Conservation Union (NABU) for nature conservation projects.	Number	80,159	96,442	83,057	110,151	163,154
Mobile phones with Eco Rating ⁴⁷ Number of devices in the Telefonica Deutschland Group's current portfolio of smartphones and feature phones (no retailers) that feature an Eco Rating.	%	95.4	92.3	95.2	97.2	100.0

³⁷ Value was provided as an estimate by external service providers

³⁸ In 2021 there was a deviation of 67.9 t (2.5%) from the total waste reported in accordance with the GRI criteria (see p. 104 in [CR Report 2021](#)) due to recycling/reuse quotas being newly allocated and the expanded waste recording scope thanks to GReTel, which was launched in 2021.

³⁹ This solely comprises recycling and not electrical waste outright. Monitors and refrigerant gases are not taken into account here.

⁴⁰ Batteries will be recorded separately from 2021 thanks to improved data collection. The previous year's figures are therefore not comparable.

⁴¹ The figure is based on values that have been recorded as well as estimated in part.

⁴² Governed by contractual agreements with waste disposal companies

⁴³ 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.

⁴⁴ Thanks to improved data collection, since 2021 the batteries of the mobile phones acquired have been recorded separately and classed with the batteries stated here. The previous year's figures are therefore not comparable.

⁴⁵ Other waste includes, but is not limited to, organic waste from the canteens, mixed packaging, toner waste and monitors (hazardous waste). It has been possible to record this waste in detail since the introduction of GReTel in 2021.

⁴⁶ The number of mobile phones collected includes mobile phones which are brought into the recycling process and refurbished in the reuse process.

⁴⁷ Devices we obtain from distributors and tablets are not taken into consideration unless they have an Eco Rating.

