



O₂

**WE CARE
ABOUT YOU**

Non-financial Report 2019

AMONG THE GOLBAL ELITE

Our non-financial key performance indicators

In what is becoming our tradition, we once again present our achievements over the past year as a non-financial report. Some things are still the same: we are ranked high globally. Representing the Czech Republic, we achieved 2nd and 3rd place in two independent network quality assessments in 2019. The fact remains that electronic communications services are not visible. We cannot touch, weigh, package or taste them. This is why it seems that they "simply are", and that they can be better, faster and more accessible without anyone lifting a finger. But of course, that is not the case.

Building and operating a truly high-quality internet connection, which is available almost everywhere, requires huge capital investments, a lot of human labour, technology and electricity. Have you ever noticed the mobile signal transmitters on your countryside walks? These are only the smaller, visible part of the network. Yes, the Internet is not visible, but we all somehow expect to have it. At O₂ we strive to make this expectation a daily reality. For you, for everyone, for all.

Objective assessments of service quality are proof that we do our job well and responsibly. We remember with nostalgia the times of the First Republic, when our country was one of the most developed in the world. But we often forget that in some things, we have long been at the top of the world again. We are proud to see O₂ being significantly contributing to this result.

One of the areas where our country is at the forefront is in mobile connectivity and speed. Last year, we displayed a map from [OpenSignal](#), an independent coverage and signal quality survey indicating coverage in European countries. Our country stood out as a "green island" in the middle of Europe. Other countries, including OECD and some G8 members, still have several ugly red spots on their maps – areas with a poor service or no service at all. Just visit some of our neighbouring countries, where 4G service is sometimes hard to find even in the middle of bigger cities.

Topping the world's rankings

It is obvious that telecommunications is a key sector in the modern economy. It is the cornerstone of digitalization and competitiveness across society. Investments in telecommunications infrastructure are an important engine of the economy, generating gross domestic product (GDP) growth and multiplying economic activity. This is apparent from a significant correlation with growth in labour productivity. This is confirmed in the CEVRO Institute's sectoral analysis "[Telecommunications in the Czech Republic](#)".

[OpenSignal](#) surveyed independent coverage and signal quality in mobile data services in 2019 and confirmed our top position. The Czech Republic outperformed Germany, Great Britain, France, Italy, Finland, Sweden, Austria and several other developed European countries. The analysis examined five different criteria: 4G signal coverage, user experience with video viewing, download speed, upload speed and latency (response delay).

Each of these categories in this imaginary pentathlon could have had different winners and losers. But pentathlon is precisely about doing well in all disciplines. The best speeds without sufficient signal reach is useless. Likewise, you do not care about the paper specs of connection speeds when your favourite videos take forever to buffer. And how did we do? We were runner-up twice worldwide, once we placed fifth, once eleventh and another twelfth – which puts us in third place in the world overall!



	4G Availability	Video Experience	Download Speed Experience	Upload Speed Experience	Latency Experience	Average	RANK
Hungary	8	2	11	8	2	6.2	1
Norway	3	1	2	3	23	6.4	2
Czech Republic	11	3	12	5	3	6.8	3
Netherlands	6	6	4	6	12	6.8	4
Singapore	14	9	5	5	1	6.8	5
Denmark	19	5	8	1	6	7.8	6
Belgium	12	8	9	7	7	8.6	7
Switzerland	16	10	7	9	4	9.2	8
South Korea	1	24	1	2	21	9.8	9
Sweden	9	7	13	13	18	12	10
Taiwan	7	14	18	14	9	12.4	11
Australia	13	15	6	22	10	13.2	12
Austria	23	4	14	17	11	13.8	13
Canada	18	17	3	10	29	15.4	14
Japan	2	18	10	16	33	15.8	15
Hong Kong	4	27	38	31	5	21	16
Serbia	27	23	28	28	7	22.6	17
USA	5	58	30	39	50	36.4	18
India	10	74	74	78	63	59.8	19

Canadian company Tutela, which also measures the network quality around the world, performed a similar test in 2019. Based on five important parameters for quality and consistency in data transmission, mobile networks in the Czech Republic scored second! Here is proof that it is not a random or one-off result.

We introduced tariffs with no restrictions on data usage

The year 2019 was turning point in our market proposition. We have long considered how to provide fair access to our mobile network capacity for clients who do not want their data consumption measured. Even on wide highways, rules are required so that most of the road is not taken up by only a few huge trucks. Likewise, we need rules to regulate network traffic since everything – including mobile networks – has its limits. This is why we have devised our revolutionary NEO mobile tariffs, where customers can choose from a variety of speeds. Data consumption is no longer measured or charged. Again, we have revolutionised the market and are gradually transitioning from data consumption to a speed profile model, just as fixed networks.



Getting ready for 5G

As promised, we are continuing to gear up for the arrival of 5th generation networks. In the 2018 Non-financial Report, we outlined our goal to cover at least one district-sized city with an ultra-fast mobile service in 2019. And we did it! We were the first to introduce the fastest internet in the Czech Republic yet to date in the town of Kolín in Central Bohemia. We achieved this by combining several frequency bands. [June](#), we demoed 5G running in a real environment in Kolín. In addition to high baud rates, 5G also has very low latency.

We are rolling out the fastest network together with CETIN and the world's leading suppliers. Experience from real-life operation will help us introduce 5G to the rest of the country, which is expected following auction of the required frequency spectrum and once 5G-enabled equipment is available on the market. The features of 5G networks will not only support very fast mobile data but also massive IoT development, which will create the space to expand automated production, smart cities and smart homes. The new generation of mobile internet will add value to areas such as transport, virtual reality, industry and production process management, sports and healthcare, and many others. Our pilot operations let us discover how people react to 5G networks, their real needs, what they appreciate, and, conversely, what is not needed. This gives us a practical overview of 5G networks.

At your side during the Covid-19 crisis

This report summarizes our activities in 2019, but we should not ignore the first few months of 2020, when this report was produced.

In the first quarter of 2020, Covid-19 struck and changed our society, all areas of the economy and human life, in an unprecedented manner. The crisis caused by the global Covid-19 pandemic has shown how important telecommunications networks are for economic functioning and society. High-quality and stable internet connectivity has enabled hundreds of thousands of people in the Czech Republic and hundreds of millions of people around the world to switch – virtually overnight – to working from home and communicating remotely, even in situations they were not accustomed to in the past. The existence of telecommunications networks has allowed at least part of the economy to operate while keeping people safe and preventing spread of the virus. The quality and robustness of telecommunications networks in the Czech Republic also proved a great advantage in no restriction to telecommunications services, unlike in some other countries. O₂'s mobile and fixed network in particular handled the heavier than usual traffic without any problems.

Here are a few specific cases of how we became involved in the fight against coronavirus:

- In mid-March over a single weekend, [O₂ and Mluví](#) (our subsidiary) set up a special info-line (1212) for the Ministry of Industry and Trade and Ministry of Health. The info-line handled around 100,000 calls concerning the pandemic in the first month of operation.
- [We assisted business owners and sole traders](#) during the crisis and quarantine measures with the special O₂ Restart offer, which, in addition to discounted services, also offered tools to restart their business more quickly.
- [We gave all our customers](#) a mobile data tariff of free unlimited data and O₂TV for CZK 1 for 1.5 months to show support for quarantine measures and secure long-distance communications.
- We offered [municipalities](#) free SMS distribution of information for residents (service Market Locator).
- For regions using our services, we provided tablets for elderly people in retirement homes and children in care homes. We made the difficult situation easier for them and allowed them to stay in touch.
- We distributed information from the Ministry of Health and the Government by [SMS free of charge](#). We also removed the data charges for viewing the information pages of these institutions.
- At the request of the Ministry of the Interior, we bolstered the network capacity around the warehouse in Opočíněk near Pardubice using a mobile transmitter – free of charge. This is where police and firefighters distribute medical supplies for the entire Czech Republic.
- The Association of Mobile Network Operators (APMS), which O₂ is a member of, supported smart quarantine measures significantly with retrospective maps containing data on movement within the mobile network. The system was implemented within a few days.
- APMS also gave customers access to the vlada.cz and mzcr.cz websites free of charge (no charge for data usage) so that citizens could easily access current and correct information.
- We convened a crisis staff and were ready to keep critical infrastructure and services functioning if circumstances further deteriorated.
- We provided free connectivity for students from underprivileged families to allow them to attend school remotely.

- The O₂ Foundation expanded the [O₂ Chytrá škola](#) (O₂ Smart School) website and added content for online teaching and the O₂ Smart School grant programme with projects aimed at introducing digital technologies into teaching. The Foundation also presented [Učíme se na dálku](#), a comprehensive distance learning guide. We also made available the free online helpdesk O₂ Guru Assistant for schools that want to start online teaching in the Microsoft Teams or Google Classroom environment.



Consistent and relevant data

In order to compare, as in previous reports, in addition to outlining benefits, we also need to look at the impact of risks on our business. Operating the network means consuming electricity, network components must be composed of various metal and plastic parts and be cooled, EMR must comply with hygienic standards and customers' personal data must be kept secure. We are responsible for our employees and strive to provide them with the best possible conditions. We are also aware of our impact on society and the opportunities for positive change through our responsible business strategy. All this means that we must continue our efforts in all these areas.

We have therefore selected data we consider relevant to securely operating our network. In our business, we behave economically, responsibly and transparently. We will also apply this philosophy in this report. We want the report to be clear, concise, and importantly, comprehensible to all.

Key information by subject:



Business model (page 7)
O₂ for the people

- Business operations
- Key performance indicators
- Integrated management system



Positive impact (page 17)
O₂ and the communities

- Corporate social responsibility
- Corporate foundation



Environmental matters (page 9)
O₂ and the environment

- Energy consumption
- Waste and recycling
- Education



Social issues (page 25)
O₂ and the society

- Human rights
- Anti-corruption
- Security and privacy



Employee matters (page 13)
People in O₂

- Remuneration and benefits
- Education and development
- Protection
- Corporate culture

Business Model

O₂ for the People

Our business model aspires to benefit all individuals and society. People have always been at the heart of everything we do. They are always there – at each step of our business processes and at the beginning and the end of all our solutions. Our customers are people. Our employees are people – people sharing a natural space and living as a community.

Business operations

We bring digital communications technology to all people, from consumers and small and medium-sized businesses to large corporations and government. We sell terminal equipment and accessories. We lease data centres and offer tailor-made ICT solutions for business, and our O₂TV is the number one internet television service in the Czech Republic.

For more details about our business, including products and services, please read Section 3 of the [Annual Report 2019](#). The Annual Report also includes details of the O₂ Group's financial and operational performance.

We leave a different footprint on the world than, for example, a steel mill, chemical factory or farm. However, the telecommunications business does leave a footprint, and we want to address this under our corporate social responsibility. We cannot change the world overnight, but the fact that we monitor the indicators encourages the thinking that perhaps we could do things differently – and better.

Let's take a closer look at what is behind our Smart Network.

Key Operating Indicators

99.95%
of population
covered

99.7%
of population
covered

4,360
employees

756
employees

6.5 mil.
customers

2 mil.
customers

156
brand
stores

84
points
of sale



Data as of 31 December 2019.

In this Report, O₂ CZ stands for O2 Czech Republic a.s., and O₂ SK stands for O2 Slovakia, s.r.o. The O₂ Group means O2 Czech Republic a.s. and its

subsidiaries. Basic information about the company, including the Group's organisational structure, can be found in Section 2 of the [Annual Report 2019](#).

Integrated management system

Our [integrated management policies](#) help us achieve our goals and results:

- [Quality assurance policy](#)
- [Information services management policy](#)
- [Environmental policy](#)
- [Energy management policy](#)
- [Occupational health and safety policy](#)
- [Information security policy](#)

O₂ is a large Company providing a wide range of services to many customers. This requires a significant number of systems, processes and employees. To be certain that we are doing well and can deliver services in line with regulations and needs of our customers, we must have clear rules and procedures in place and follow them. Implementing an integrated management system lets us deliver on our commitment to customers and produce the results we discussed at the beginning.

O₂ holds the following six certificates:

- QMS quality management system according to ISO 9001 standard, demonstrating our commitment to continuously increasing customer satisfaction and streamlining internal processes.
- The ICT management system for SMS under ISO 20000-1 confirms continuous improvements in quality, efficiency and cost reduction for management and service delivery and comprehensive business ICT solutions.
- The EMS Environmental Management System (EMS) according to ISO 14001 is an ongoing endeavour to reduce the impact of our business on the environment.
- The EnMS Energy Management System under ISO 50001 monitors our efficient energy management.
- The Occupational Health and Safety Management System under OHSAS 18001 ensures that occupational safety and health are in accordance with international standards.
- The ISMS Information Security Management System under ISO 27001 protects information assets, controls information security risks, and enforces, monitors and safeguards security measures to the appropriate level.

Our international certificates are issued by TÜV NORD Czech, s.r.o., a member of the multinational TÜV NORD GROUP, and are published on our website: <https://www.o2.cz/Company/certificates/>.

We regularly review our system's functioning through internal and external audits. These help us analyse the system's current status and prompt us to take action to improve it, if required.

Environmental matters

O₂ and the Environment

We want to contribute to preserving a healthy and sustainable environment for present and future generations. We are therefore continuously striving to reduce the negative effects of our activities. To manage and measure our best efforts, we have implemented and certified¹ an environmental management system according to the ISO 14001 international standard and ISO 50001 energy management system.

We monitor energy consumption and emissions

Although at first glance it may not be obvious, all modern services – including ours – affect the environment. Network technology, data centres, servers, storage, call centres and office buildings consume energy. Without these, the network wouldn't exist. O₂ strives to use the most modern facilities and monitor the trends in its energy consumption. Since 2015, we have left several facilities that no longer meet modern requirements in satisfying the quality of our work or energy efficiency.

How did the O₂ Group in the Czech and Slovak Republics perform?

CO₂ emissions calculated on the basis of purchased electricity (68,166 MWh, year-on-year increased by 6%)² and heat (5,198 MWh, year-on-year increased by 2.7%)³ reached 34,335 tonnes of CO₂⁴ (year-on-year increased by 6%).

CO₂ emissions generated from 1,042,249 litres of fuel consumption⁵ (down 2.7% year-on-year) and natural gas for heat production

(862 MWh, down 21.4% year-on-year)⁶ reached 2,151 tonnes of CO₂⁷ in 2019 (down 5.7%). We closely follow professional discussions about the trends in early adoption of electromobility and the evaluations of its impact on the environment. We have therefore not yet opted to replace our vehicle fleet with electric vehicles.

O₂ CZ sets goals in energy consumption. Our goal in 2019 was to reduce electricity consumption by 2% year-on-year, which we achieved (decrease of 7.5%).

We recycle

In connection with product sales (mobile phones, modems, set-top boxes, etc.) to our customers, we placed 198.5 tonnes of packaging (consisting of 174 tonnes of paper and 24.5 tonnes of plastics) into circulation.⁸ Our total amount of waste produced in 2019 was 358 tonnes.⁹ We sorted 136 tonnes of waste¹⁰ from our municipal waste for further use (e.g. paper, plastic), which is 38% of our total waste production.

1) Concerns O₂ CZ and O₂ ITS.

2) Includes electricity consumption in O₂ CZ, O₂ SK, O₂ Business Services, O₂ IT Services and O₂ Family and Emeldi Technologies.

3) Includes heat consumption in O₂ CZ, O₂ SK, O₂ IT Services, O₂ Family and Emeldi Technologies.

4) Emission factors used: electricity 0.486 t carbon dioxide / MWh, heat 0.232 t carbon dioxide / MWh.

5) Includes fuel consumption in O₂ CZ, O₂ SK, O₂ TV, O₂ Business Services, Emeldi Technologies and fuel consumption of O₂ CZ fleet vehicles used by subsidiaries.

6) Only O₂ CZ purchases a significant amount of natural gas; the figure includes O₂ IT Services and Emeldi Technologies.

7) Emission factors used: Motor gasoline 0.00201 t carbon dioxide / l, diesel 0.00266 t carbon dioxide / l, natural gas 0.198 t carbon dioxide / MWh. For vehicles, the manufacturer's indication in grams of carbon dioxide per km and the number of services per km has been used.

8) Includes values for O₂ CZ, O₂ SK and O₂ Business Services. In addition to plastic and paper packaging, the value indicates other materials (composites, wood).

9) Includes values for O₂ CZ, O₂ IT Services, O₂ Family and Emeldi Technologies.

10) Includes values for O₂ CZ, O₂ IT Services and O₂ Family.

O₂ CZ is involved in a packaging take-back and re-use scheme. We have reduced our production of greenhouse gases by 168.48 tonnes of CO₂ equivalent (14% year-on-year).

As a waste producer, O₂ CZ set a goal for 2019 to increase its proportion of usable components sorted and separated from municipal waste to over 50%. This goal was achieved (up to 61%).



ÚSPORA EMISÍ ZA ROK 2019

O2 Czech Republic a.s.

IČO: 60193336
EKO-KOM ID: F00027677

Svou účastí v systému sdruženého plnění povinnosti zpětného odběru a využití odpadů z obalů, který zajišťuje autorizovaná obalová společnost EKO-KOM, a.s., jste přispěli ke zlepšení životního prostředí a snížení „uhlíkové stopy“.

Váš předpokládaný podíl na celkovém snížení produkce skleníkových plynů činí 168,48 tun CO₂ ekv.

a tak bylo uspořeno 3 947,85 GJ energie

V Praze dne 5. března 2020


Ing. Zbyněk Kozel
generální ředitel EKO-KOM, a.s.

We recycle electrical equipment

To fulfil our take-back and waste separation obligations and cooperation with the collective system, just under 94 tons¹¹ of electrical equipment and batteries were handed over in 2019 for ecological disposal (120% more than the previous year). By recycling materials contained in the electrical equipment handed over to O₂ CZ, more than 47 tonnes of CO₂ equivalent were prevented (year-on-year increase of 127%), corresponding, for example, to 295,700 km driven in a car with a small petrol engine (up to 1.4 l).¹²

O₂ continued to allow its employees and customers to bring used electrical equipment and batteries from their homes and deposit them free of charge at workplaces and stores. In 2019, they handed over 856 mobile phones and 11,360 kg of phone sets. Every device handed over in our

stores in the Czech Republic for recycling will also support the counselling emergency number Linka bezpečí (Safety Line). This scheme eventually raised over CZK 38,000 in 2019 in addition to O₂ CZ's usual support. Every crown helps, every mobile phone counts.



We learn not to waste

We regularly train our employees in sustainability and how to behave in a way that does not harm the environment. In 2019, we focused on food waste and organized an internal campaign called "Are you sure you will eat all that", which aimed to teach us how not to waste food.

We prepared simple tips for our employees on how they can easily prevent waste and invited them to lectures, workshops and film screenings. After watching the 40-minute documentary "JUST EAT IT" about food waste, a discussion was held with Adam Podhola, founder of the initiative [Zachraň jídlo](#) (Save Food). Employees learned about waste in the Czech Republic, including advice on how each of us can waste less food at home.

Learning how to store food properly and to use near-expired food to make meals are important. For example, did you know that you can use

11) Includes values for O2 CZ and O2 SK.

12) Certificate Green Company by REMA Systém, a.s.

such yogurt to bake a cake? We have found that an estimated 830 thousand tonnes of food are thrown away annually in the Czech Republic, which is 25 kg for each of us. Most often, we throw away fruit or vegetables or foods that we cannot store properly. Unfortunately, this also often applies to our staff kitchenettes, so we produced a series of imaginative stickers which now decorate our refrigerators and remind us not to be wasteful.



Paperless – saving the forests. Printing is a luxury that comes at a price to people and the planet

Increasingly alarming news about climate change and deforestation is forcing us to think about how to reduce the number of printed documents and to motivate customers to think ecologically and rationally along with us. Fortunately, the legal framework for telecommunications favours sustainable practices. The Act on Electronic Communications covers electronic forms of billing. Customers will, of course, receive e-bills free. It is convenient and eco-friendly.

If someone still wants a paper bill, we will provide it. However, paper bills, which we send by regular mail, will be charged. Disposable

shopping bags, for example, are also charged. A printed bill is a similar disposable luxury. Entrepreneurs and authorities can work much more efficiently with an electronically signed invoice, and even consumers appreciate electronic invoices by e-mail over sheets of paper. This is also how we motivate customers to take a gentler approach to our planet. We are pioneers in this field, and will continue on this course. Therefore, in 2019, we decided to let our customers know about this option directly on the front of our correspondence.



We already had the concept of paperless contracts in 2013 - contracts with a handwritten digital signature. A handwritten digital signature is a common handwritten signature, not on paper, but in electronic documents using a digital pen. Customers sign an electronic form in the O2 store in the same manner they are used to. They do not have to get qualified electronic signatures, and the original contract is sent to them by e-mail. They can easily find the file in an email archive and save it to a computer. Everything works in the same way as with signatures on paper, including the means to verify handwriting, to which our great-grandfathers were already accustomed. Linking traditional forms of signatures with modern technology offers maximum user convenience.

Our company also communicates with shareholders. At general meetings, they can download the annual report to their mobile phone using a QR code. Again, this saves paper. Finally, this report also exists in digital form. And if you don't have to, please don't print it. Make the most of its electronic form.

We care about our forests

It all started with two meetings. At one of these meetings, well-known Czech naturalist doc. Pokorný lectured on the topic "How the loss of vegetation and trees affects warming of the earth's surface." By the end of summer, more than 200 of our employees had attended these introductory meetings. When we saw their interest, we agreed to set up a joint voluntary project called [SázejStromy.cz](https://www.sazejstromy.cz) (Plant Trees). As part of this initiative, we formed several working groups to develop the entire concept, website, and social media communications and began to organize the first events.



During October and November 2019, six forest clean-up and tree planting days took place, attended by more than 100 people (O₂ employees and their families). Together, we planted almost 10,000 saplings!



The aim of the project is not only to plant trees, but mainly for people to learn first-hand and understand what needs to happen for our activity to continue developing and expanding and have a greater impact. In the first four months of the project, we talked with forest

owners and forestry experts. We now have a much better idea of the main success factors in this type of initiative. Our own experience is very valuable, and we will definitely make use of it in the future. Among other things, we are planning online support and education on the topic of reforestation for the public and professionals. We are preparing and organizing other events for spring work and planting (not only) for our regional colleagues and from Prague.

Our project figures for 2019:

- 2 lectures
- 200 listeners
- 4 months
- more than 100 people in the field
- 6 locations
- 9,800 planted trees
- and a thousand thanks!



We support sustainability in Slovakia, too

We are also involved in several environmental initiatives in Slovakia, for example, stopping the use of plastic bottles in offices and shops. This saves up to 160,000 PET bottles per year. In 2019, we abolished bigboards and billboards along highways, not only because they distract drivers but also for environmental reasons. In 2019, we saved 2 tonnes of plastic and 215 kg of paper. Customers in Slovakia can also opt to sign paperless contracts. Here, too, our goal is to meet generally accepted ecological standards.

Employee matters

People at O₂

As we said at the beginning, none of these successes would have been possible without our employees. The total number of O₂ Group employees in the Czech Republic is 4,360. This number ranks us as one of the 20 largest employers in the Czech Republic and is further proof of how our business affects the economic and social environment of our country. Combined with O₂ SK, our employees number 5,116.

Although the high-tech industry should be a traditional "male stronghold", when you look at the numbers, you see a different picture. O₂ also cares about the stability of employment relationships, as indicated by their average duration. Our figures are very stable for such a dynamic field, and we are constantly improving them.

The figures below show the representation of men and women and our other key indicators. Diversity is an important part of sustainability, and we consider excessive employee turnover as a fundamental risk in the human resources area. That is why we value the loyalty of our employees.



Continually learning

Our employees enjoy a wide range of opportunities for personal and professional development, and we offer a variety of educational events. We believe that in today's rapidly changing and evolving world, continually working on our knowledge and skills

is the best way to be successful as individuals. We taught 191,724 training hours at O₂ CZ in 2019. Each of our employees participated in at least one training session in 2019. The total participants in our training sessions reached 11,801. This would be the same as training, for example, the entire town of Nový Bor.



In 2019, O₂ SK offered its employees the opportunity to attend various external and internal training sessions in a total of 25 courses. 246 employees completed at least some form of training.

Going digital

We are gradually digitizing the HR agenda. In 2019, for example, we launched the Daňovka app, which assists our employees with their personal tax returns (pink form) online in just a few clicks. This had two important benefits – on the one hand, less admin work and paperwork for our HR team, and on the other, saving employees' time. Now, they do not have to go to their HR department and sign documents in person. Last year, we also introduced electronic distribution of pension insurance records. This year, we would like to continue digitizing HR administration and



introduce electronic signatures for certain types of employment law documents and digital distribution of selected employment law documents to employees.

Innovating internal communication

We have been looking for a way to pass information to our employees efficiently, save their time, make their work easier and help them find everything they need for their work in one place.

So we launched a new Intranet system with an integrated social network and a customized environment for business channels. We swapped long articles for short and concise posts – similar to those we are used to seeing on social networks. We reduced the number of sources where our employees had to search for information, and for the first time in the company's history, the Intranet is accessible from anywhere without restrictions and from any device. We have been developing the system in-house for almost a year and tailored the interface to each employee. It is intuitive and supports two-way communication. As a result, daily traffic more than doubled, and the Intranet has become a popular communication channel among employees.



Rewarding and recognizing

Our employees are recognized and rewarded for their achievements according to many criteria. We strive to support not only employees who perform best but also those who have made the greatest progress over a period of time or in a particular area.

Our employee remuneration system is established in the collective agreement negotiated with the trade union organization

operating at O₂ CZ. Remuneration rules are further specified in the Internal Remuneration Policy, which is also consulted and promulgated in agreement with the trade union. Employee remuneration is derived from the basic salary. In addition to the basic salary, employees (in accordance with the rules and terms of their remuneration) are granted incentives – bonuses or commissions.

Employees are, of course, also motivated with a wide range of benefits. We constantly update our selection to keep it relevant to our employees. Each year, employees receive a certain number of benefit points which they can use to claim the benefits of their choice. The number of benefit points is specified in the company's Collective Agreement.

The full range of [benefits](#) each of our employees can claim and enjoy is detailed in a simple, easy to use and comprehensible [guide](#).



Protection

Our internal policies also addresses anti-discrimination and includes various measures. The company's rules directly oblige the employer not to allow anything in any employment relationship that could be construed as direct or indirect discrimination. When we select employees, conclude employment contracts, and train and develop employees' careers, we operate with clear criteria, such as ability, skills, experience and performance.

Trade unions play an important role in protecting employees and their rights.

First, employees negotiate company-wide remuneration terms and conditions (see above), benefits and working conditions (in 2017, the company's Collective Agreement was amended to extend its validity to 2020, while upholding all current terms). Employees can also seek the counsel of their trade union in labour law disputes.



We not only embrace the principles of diversity internally but also externally. We identify and engage in new areas that may arise in a rapidly evolving and changing society. We were one of the first in the Czech Republic to join and become a founding signatory to the European Union's [Diversity Charter](#).

Looking for opportunities

Because of the company's size, number of employees and the growing average wages, we are aware of the risks arising from Section 81 (1) of the Employment Act concerning the obligation to employ persons with disabilities (PWDs). In times of extremely low unemployment, PWD applicants represent a new and as yet unexplored group of potential employees. In addition to these benefits, greater involvement in this area improves O₂'s image in the eyes of customers, employees and job seekers, for whom activities in this area are becoming increasingly important in the evaluation of companies. Since 2018, we have been proceeding in accordance with our internal strategy for employing PWDs, which allows us to better identify these people in the company, obtain potential candidates from this group in the labour market, ensure their quicker integration, and prepare other employees for their arrival and improve mutual cooperation.

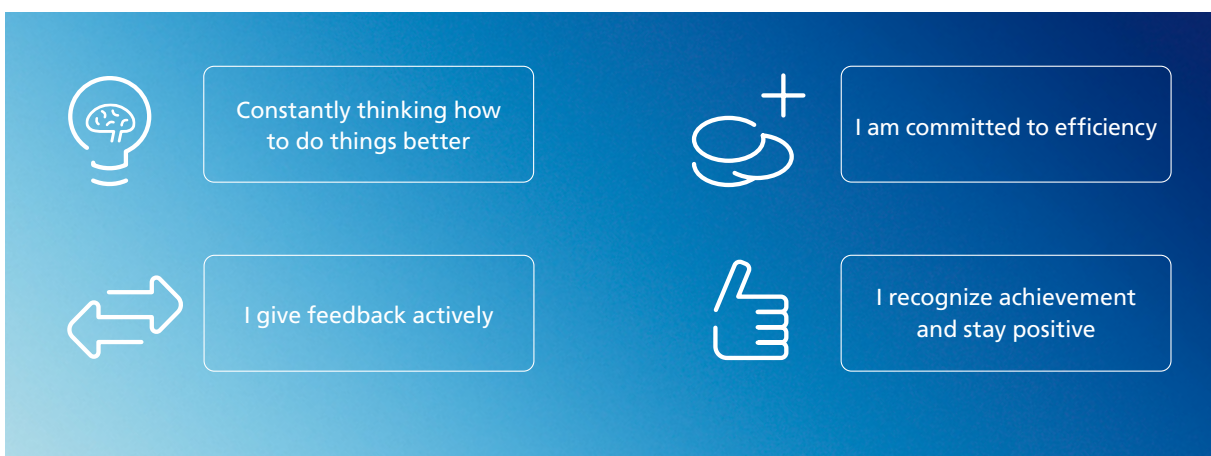
Corporate culture in the Czech Republic

Our corporate culture and values are the foundation of our growth and employee loyalty. They make up the company's unique character and provide a set of values, standards and policies to govern our conduct with respect to employees, partners and customers. We are constantly striving to improve – because a positive, consistent and effective corporate culture helps us build not only a stronger company but also the best interpersonal relationships in the workplace. We have

therefore put in action four principles to help us achieve this goal:

1. Proactivity and constant search to improve everything we do
2. Efficiency and utility in our everyday work
3. Giving feedback
4. A positive approach and rewards for success

We actively work with these principles, which are part of the regular feedback and employee evaluation system.



Corporate culture in Slovakia

In Slovakia, we follow the values of fairness, transparency and openness outwardly and inwardly so that they are a natural part of the company's culture. According to an ECHO employee survey conducted by IPSOS, up to 92% of employees see O₂ as a good employer, and 84% of employees are proud to be part of the company. The engagement index is around 86% every year.

In 2019, we organized the third year of a non-traditional development programme for employees called Mindpark, which is a type of "start-up in the safety of the corporation". Employees who joined the programme could work on something that was not directly related to their job, develop their creativity and improve in activities that they had not yet been able to try. This year, Mindpark yielded three projects

concentrating on creating a volunteer platform, optimizing energy consumption and creating a platform for sharing sports activities among colleagues.

We support the involvement of our employees in volunteering for regular or professional-capacity activities and community spirit. We support the annual Fair Foundation Employee Grant Programme, which employees themselves can participate in. For several years now, employees have regularly donated blood and been involved in fundraisers and various other collections. For example, before Christmas, we host a traditional charity flea market and second-hand clothes swap. We are committed to sustainability: in cooperation with the Živica association, we raise employee awareness through lectures and workshops on topics such as waste-free households and slow fashion.

Positive Impact

O₂ and Communities

Freedom is not a matter of course

As a Czech operator, we contribute to the technological future of our country. That is why we share responsibility for its condition. One way to reap the benefits of this responsibility is to talk openly about important social issues. Our social campaign [#SvobodaNeniSamozrejmost](#) (Our Freedom Is (Still) Not Granted) aims to remind us all how vulnerable freedom is and that it is definitely not something we should take for granted. We emphasized the value of freedom and democracy and commemorated the anniversaries of the events of November 1989 in 2017 and 2018, as can be seen in previous reports.

2019 – year-round celebration of the 30th anniversary of the Velvet Revolution

In 2019, the Czech Republic commemorated a milestone anniversary in its modern history: 30 years since the Velvet Revolution and the fall of the Iron Curtain. We decided to celebrate heroic deeds throughout the year and to commemorate the moments that marked the turn of history – thanks to which we have now been living in a free and democratic country for more than 30 years.

- January 2019 – [Jan Palach a cenzura](#) (Jan Palach and censorship)
We commemorated the 50th anniversary of Jan Palach's struggle against censorship, lack of freedom and indifference in our country. It was during Palach Week that the struggle for democracy began in 1989, culminating in the events of November.
- March 2019 – [Zakázaní autoři](#) (Forbidden authors)
Truth and love must overcome censorship. We paid tribute and recalled the courage of banned authors and creators of samizdat. We created a section of Forbidden Authors in the O₂ Library and made their works freely downloadable.
- May 2019 – [Svoboda tisku](#) (Press freedom)

We celebrated Freedom of the Press Day and together with the organisation Paměť národa, filmed the stories of journalists from times when freedom of the press was not a matter of course.

- May 2019 – [MS v hokeji 1950](#) (Ice Hockey World Championship 1950)
We also remembered the Czechoslovak national ice hockey team from 1950. Just before leaving for the World Cup, political power intervened and the hockey players were tried, tortured and given long jail sentences instead of attending the championship.
- June 2019 – [Svoboda a odvaha, to je, oč tu běží](#) (Freedom and courage – that's what it's about)
We celebrated the courageous gesture of Emil Zátopek, which made it possible for his friend Stanislav Jungwirth to attend the summer games in Helsinki in 1952.
- July 2019 – [Za koncert do basy](#) (Go to a Gig Go to Jail)
In the summer, we reminded visitors at the HRADY.CZ music festival that going to see a black-listed band before 1989 meant risking imprisonment and other persecution.



- August 2019 – [Smutný „budiček“ z 21. 8. 1968](#) (The Sad Morning of 21 August 1968)
We helped our customers remember the atmosphere of that turbulent summer day by sending an SMS. Mirroring the time when occupying forces were advancing through our territory,

we sent messages to the residents of individual cities.

- October 2019 – [TOP 5 nejúspěšnějších Čechů](#) (TOP 5 Most Successful Czechs)

We compiled an imaginary ranking and recognized those who could have been at the forefront of their field if the powers at the time had not decided otherwise.

- November 2019 – [Díky za svobodu!](#) (Thank You for Our Freedom!)

The year-round celebrations culminated in November. Together with the organisation Paměť národa, we sent messages about democracy and reminded people with real stories how precious and fragile freedom is and how important it is to protect it.

Our technology is helping people

As a Czech telecommunications company, we focus primarily on our immediate territory and areas related to our business. From the beginning, we have tried to help mainly through what we do, i.e. provide technology and services to support and help in our communities and improve the quality of life of various, especially disadvantaged groups.

In 1997, we set up a Line for the Deaf and Blind in the Czech Republic and since then have offered this service free of charge (since 2015 as a joint project with the O₂ Foundation). The line assists people with hearing and sight impairments communicate with the outside world using technology. Another example is our support (through the O₂ Foundation) of the Czech Safety Line, a free nationwide crisis line for children and young people. The line has operated since its establishment in 1994.

We provide universal service

As the only entity in the Czech Republic, we continued to operate all three partial universal services in 2019, namely operating public payphones, providing special pricing plans for people with disabilities and selling special terminal equipment at subsidized prices. These services have helped hundreds of thousands of people call the emergency number outside their homes without needing a mobile phone and save on telecommunications services, and have

allowed them to purchase telecommunications equipment to help them communicate with their loved ones at a distance.

We save lives

The O₂ SOS application which we developed helps save lives, especially in cases of cardiac arrest. It automatically contacts trained volunteers located near the patient to give first aid before an ambulance or helicopter can reach the patient. The availability and quality of emergency medical services in the Czech Republic are among the best in Europe. However, for cases such as heart attack, every minute counts. A trained volunteer closest to the patient can be contacted by the O₂ SOS mobile application and significantly improve the chance of saving a human life. Further development of the application can thus contribute to increasing the number of patients who survive a coronary incident.

The Medical Rescue Service of the Hradec Králové Region, which was also the first active user, played a significant role in developing the application. In 2018, we offered the application in five other regions free of charge: Central Bohemia, South Bohemia, Liberec, Plzeň and Karlovy Vary. Implementation is already underway in the Moravian-Silesian region. In 2019, we added the Ústí nad Labem region.

You can see how O₂ SOS works in this video: <https://youtu.be/R0XkDGaRhJk>.



We respond to current challenges

We strive to contribute to society's development and prepare it for the future. The future of every nation is in children and the young generation.

Their education and the state of Czech education are the key to an educated and competitive society. We therefore continue to support the Czech school system and actively participate not only in the discussion but also specific projects which develop this important sector.



In 2019, we became the main partner of the prestigious award [Global Teacher Prize Czech Republic](#). The prize recognizes teachers from primary and secondary schools in the Czech Republic. It monitors expertise, individual approach to students, use of creative and innovative teaching methods and the involvement of teachers in extracurricular activities and the professional community. We have established cooperation with and supported the organization [EDUin](#), which is the official promoter of the national branch of this award. For a long time, we have been active in young people's development and the state of Czech education. We understand that the necessary change and modernization of the whole system



also depends on the attitude and readiness of teachers. That is why people who innovate education deserve to be appreciated and supported.

We are aware of the risks and help solve them

We respond to current social issues and help solve them. We understand that what we do

and offer can carry certain risks. That is why we educate, inform and encourage the public, especially young people, children and their parents, in safe practices on the internet and meaningful use of mobile devices and modern communication technologies.

In 2019, we continued the general partnership of the project [E-Bezpečí](#), (E-Safety) which is implemented by the Faculty of Education of Palacký University Olomouc, specifically its Centre for Prevention of Virtual Communication Risks. Thanks to our support, E-Safety could focus on education, prevention and intervention in 2019. Also in the same year, an unprecedented research was carried out and revealed new corners of the internet and brought important findings of how and where exactly Czech children spend time in the virtual world.

The research Czech Children in the Cyber World highlights the activities of children in the online world, the risks and threats they face, the videos they are interested in, and also whether they have become victims of cyber fraud. A separate part of the research is devoted to the issue of mobile phone use by children in the school environment. Data was collected from 1 February 2019 to 1 May 2019. 27,177 respondents aged 7–17 from all regions of the Czech Republic took part in the research. Detailed results are presented in the [report](#), which can be downloaded from the O₂ Smart



School website along with all other information from the collaborative research project.

Research activities make it possible to monitor the prevalence of risk phenomena in the paediatric population (and adult population) and shed light on important information for follow-up preventive and intervention activities. Our research carried out in cooperation with the Faculty of Education of Palacký University provides relevant representative data, which has been put to work by government (ministries) and individual organizations (schools, NGOs, companies, etc.). The results of the research have been published in the Czech Republic and prestigious foreign journals.



which subsequently became the film event of 2020. We approached documentary filmmakers Vít Klusák and Barbora Chalupová to make a "viral video" which would present what the numbers from the research shockingly mean. But that was not enough, so a feature film was eventually produced and broke many records in the documentary world, shedding light on the hidden corners of our children's virtual lives. Our actions have spurred a debate across society on child abuse in the cyber world.

In 2019, we very successfully communicated messages related to risky behaviour online, supported by research findings. The publicity we attracted, number of articles and successes in improving safety for children on the Internet, which our activities contribute to, have brought us recognition internationally. We won the prestigious European Excellence Awards 2019 for first place in the Telecommunications category for our media communication project Czech Children in the Cyber World.

Collaborating on research activities in cyber security and digital literacy brings important findings in further directing educational activities and can even inspire large social events. The numbers from our research inspired the documentary [V síti](#) (Caught in the Net),

In Slovakia, we stand for the values of fairness and courage

O₂ in Slovakia is a company with the courage to express their opinion on issues in society that do not directly relate to its business. O₂ Slovakia sees corporate responsibility as an integral part of its operations and does not hesitate to stand up for the values of fairness and transparency and to promote them outside the scope of its business. It is these values that represent the basic pillars of the company; they are coded in the corporate culture, and the company builds on them in its social responsibility strategy.

Don't be a pirate

In April 2019, O₂ Slovakia launched the "Don't Be a Pirate" campaign to warn the general public about the dangers of using mobile phones while driving. Approximately 20 influencers joined the campaign, expressing their views on the subject and attempting to use their influence to show young people that using a telephone behind the wheel is one of the most common causes of accidents. Under the campaign, O₂ SK encourages drivers to drive responsibly and rewards them with data through the free O₂ Extra benefits application, which the operator has integrated with Sygic navigation. The application monitors speed limits and checks for touches on the phone display while driving. The campaign is part of the Surf Responsibly initiative, which aims to alert and inspire the public to use mobile phones and data responsibly.

Our Freedom Is (Still) Not Granted

O₂ Slovakia also commemorated the 30th anniversary of the Velvet Revolution. With the help of influencers, the subsidiary implemented a special online campaign on social networks called "A country we do not want to return to", which was Czechoslovakia before 1989. The target group was mainly young people, for whom it is most important to emphasize the true meaning of freedom and democracy since they do not have a first-hand experience of life before the Velvet Revolution.

In 2019, O₂ Slovakia dedicated a special comic book edition of its Sódka magazine to the Velvet

Revolution, distributing copies to readers on trains, buses and also at various institutions. It also supported the creation of a series of four comic books called Gentle Comics. The series presents the events of November 89 in an original way. The series "Fetish of the Gentle Revolution" also sums up the period in an engaging way in a five-part series.

Biela vrana

Last year, O₂ Slovakia continued as the partner to Biela vrana (White Crow), an award for courageous individuals who are committed to a positive change in their community. In this way, we also support fairness and heroism in everyday life in Slovakia.

O₂ Matej Tóth Sports Academy

The lack of exercise in children, or the hours they spend on mobile phones, which is a modern phenomenon, not only concerns many parents but also us, which is why for several years we have been bringing the Matej Tóth Sports Academy to Slovak schools.

In the school year 2019/2020, the Academy, which aims to build a positive relationship and motivate children to play sports through general physical training, came to 40 more primary schools throughout Slovakia. Schools competed to host the Academy on the platform dobravec.o2.sk, where 239 signed up and more than 160,000 people voted.

In the three years since its establishment, more than 2,500 children have been playing sports at the Academy in over a hundred schools throughout Slovakia. The Academy's success and quality also lies in the fact that this year it won the partnership of the Slovak Olympic and Sports Committee. This year's Academy also brings other innovations, for example cooperation with the "Taste to Live" project, which focuses on prevention, assistance and education in treating disorder that often manifest at a very young age.

Display Tamers

In Slovakia, we also deal with the issue of digital inexperience in children. In this context, we supported the publication of the book "Display Tamers", which examines the challenges of the world of digital technologies for today's parents. It gives parents practical advice on how to teach children about the

digital world so that technology does not take away from them more than they receive. In the book, the author also points out that physical exercise in children is one of the most important factors in educating on the responsible use of technology.

We care about education and the future of the Czech Republic and Slovakia

O₂ Foundation

Our corporate foundation is committed to the development of children and young people. It brings the benefits of communications technology in various forms even to people who would otherwise not be able to access it (e.g. the Line for the Deaf and Blind, Line for the Elderly, Safety Line). It also gives our employees the opportunity to participate in a wide range of volunteer activities.

Together with our foundation, we see the hope and future of Czech society in young people. That is why the O₂ Foundation has always pursued the same goal since was established – to support children and young people in the Czech Republic in their development and consider their current needs. It contributes to the development of the society as a whole and helps it prepare for the future. The future lies not only in technology but especially in how the new generation can use it. Digital literacy is thus becoming one of the basic skills that today's children need to master. With that in mind, we have set ourselves the goal of presenting a comprehensive programme aimed at improving the digital literacy of the Czech population. This will generally impact and encourage contribution to systemic change.

O₂ Smart School

Following O₂'s long-term activities in educating on cyber safety and according to public debate on the need for change in the Czech education system, we focused the O₂ Foundation's main programme direction in supporting digital literacy in Czech society, especially children.

In 2019 after the pilot phase, which we implemented in 2018 at selected schools in various regions of the Czech Republic, we



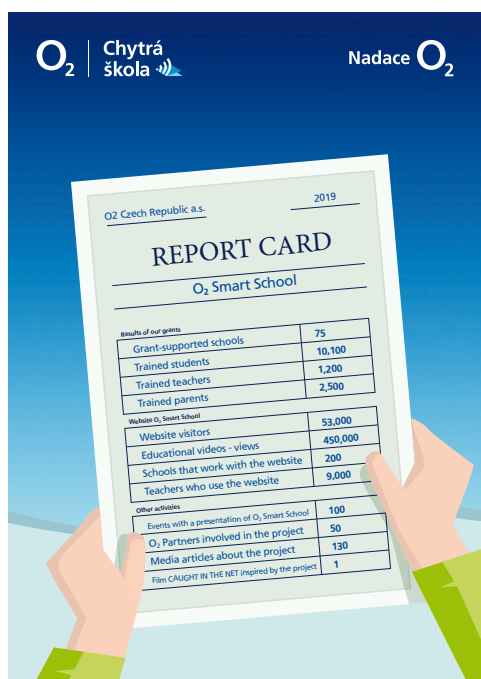
started the O₂ Smart School programme. The programme includes the comprehensive reference website www.o2chytraskola.cz. All teachers and parents can draw on quality information and guidance how to develop children's digital literacy and give them a positive experience with modern technology. The website is free.

In the spring of 2019, we announced the first year of a comprehensive grant programme for primary schools in the Czech Republic. 155 schools applied to the grant programme, and 69 schools were selected for funding. We distributed CZK 4,968,857 to selected schools, the average amount per school being CZK 72,012. The smallest supported school had 20 students, while the the largest had 1,200. See the website for an [overview](#) of all funded schools.

In its first year, the O₂ Smart School became one of the most important educational programmes

in the Czech Republic. This was achieved thanks to important partnerships established with key stakeholders – the Faculty of Education of Palacký University is an expert guarantor and also provides important methodological guidance for the website; we also received support and patronage from the Ministry of Education, Youth and Sports, established a closer working partnership with Masaryk University in Brno, EDUin and the organization People in Need.

In the first few months of the programme we achieved unprecedented results and figures, which we compiled into O₂ Smart School's "first report card".



Last year, the foundation also focused many of its other activities on digital literacy. Since we registered a lack of teaching materials in primary schools for digital literacy, in cooperation with One World in Schools, which is an educational programme by the organization People in Need, we have produced a translation of the animated series "In the Digital World". The series is aimed at 6 -12 year old students and introduces children to the environment and basic tools of the digital world. It also opens up problematic subjects such as hate speech

and risks in the online environment. Ten parts of the series are available on the multimedia educational website www.jsns.cz, where teachers and parents can find teaching content and information about each episode.

Employees love to help, too

O₂ employees also show great enthusiasm and willingness to help. More than 200 employees worked 1,372 hours for a good cause as part of their team building. Employees also actively participate in the largest foundation programme: 50 colleagues became O₂ Smart School Partners to help develop digital literacy in Czech schools. In 2019, 122 employees took part in the annual event "Donate blood with the O₂ Foundation", and donated 78 litres of blood. In employee fundraisers, our people contributed over CZK 5,836,12 to a good cause. On top of that, they raised CZK 197,850 to benefit four people with severe disabilities in the project S rukou na srdci (Hand on Heart). Under this project, the foundation also supported non-profit organizations where employees are active and which they nominated themselves. In total, we distributed 1 million crowns to 25 such organizations.

For detailed information about the foundation's activities, please read the [Annual Report](#) on the O₂ Foundation's [website](#).

Fair O₂ Foundation

Fair O₂ Foundation commenced in 2014 with the mission to help projects designed to make Slovakia a better place for people: better educated, more innovative and more open. The foundation supports projects in the following areas:

- Educating young people and developing critical thinking
- Helping young people start a career
- Promoting innovation, creative ideas and young entrepreneurship
- Promoting human rights and the values of freedom, democracy, humanity, fairness, transparency and critical thinking



In 2019, the foundation opened the special grant Programme "Our Freedom Is (Still) Not Granted". The programme supported projects aimed at encouraging the values of November 89, of freedom and democracy in the young generation on the occasion of the 30th anniversary of the Velvet Revolution. The foundation supported 13 creative projects with EUR 40,000. These were different projects in education and media, civic activism, literature, theatre and film production, computer games and virtual reality. Among them were, for

example, the "Ask Your 89'ers" documentary, Velvet Revolution virtual reality, Vivat Sloboda computer game, Slovak National Gallery online project, Denník N educational magazines, zmdri.sk online course, and event hosted by the Faculty of Arts, Charles University in Bratislava.

The foundation continues to support long-term projects such as the O₂ Daniel Hevier School of Joy, the Socrates Institute, iKids, the Fund for Investigative Journalism and the European Scientists' Night.

In the employee grant programme in 2019 the foundation supported 35 projects with a total amount of almost EUR 60,000.

Detailed information about the foundation's activities is available on its [website](#).



Social Issues

O₂ and Society

O₂ Business Principles

We are aware that our market presence impacts the world around us. This is also why we release this Report. Our Business Principles is a fundamental document that summarizes the rules we follow in the course of our business. They form part of the work regulations, and all employees are familiar with the Business Principles as part of their in-service training. Our Business Principles are the foundation for the entire system of our internal policies.

Our Business Principles govern the company's relationship to customers, employees, shareholders, suppliers and the outside world. This Report follows the same structure. The Business Principles act as a practical guide to our daily work, and we are committed to respecting and following these rules. Every project and day-to-day activity at our Company must follow these principles. Most of these principles are established in law.

When our employees feel that they have witnessed conduct that may have conflicted with our Business Principles, need guidance for a difficult situation or feel vulnerable for any reason, we have an internal electronic application in place for reporting these concerns.

The full version of the document is public and can be found on our website (as of the date of this Report, it can be found [HERE](#)).

Even though some issues may seem “resolved” in our geographic and cultural domain, today's globalized world demonstrates that they can still affect all of us.

Respecting human rights

We are committed to upholding human rights associated with the use of conflict minerals such

as tin, tungsten, tantalum and gold in mobile phones and other electronics. These minerals often come from conflict zones in developing countries where mining is often a source of funds for ongoing war and makes use of forced and child labour.

We are not the direct producers of these minerals, and our suppliers do not directly process them. We are not exposed to the risks of human rights violations that we would be responsible for under international laws. Still, when we select our suppliers, we insist that they follow these standards.

Fighting corruption

O₂ is a responsible company and expects the same of its employees. As part of their mandatory training, employees are made aware of the importance of anti-corruption rules and the possible implications of illegal conduct. O₂ has established rules for receiving and offering gifts. If an employee accepts or offers a gift to someone in the course of business, they are required to register the gift for transparency purposes. In certain situations, internal policies expressly forbid accepting and donating gifts – especially if they could influence someone's decision or could be interpreted as doing such. We hold the rules governing conflict of interest as equally important. O₂ has an internal application that allows employees to report suspicions of misconduct or violations of our business principles, even anonymously under strict confidentiality. Of course, reports can be made using other means, even in person. O₂ places emphasis on internal rules to approve contracts, resolve potential conflicts of interest and check mechanisms. O₂ considers these as practical tools to prevent misconduct.

Protecting personal information and privacy

Delivering telecommunications services inevitably requires a lot of personal data on our customers to be processed. When we sign a contract, we rigorously establish the identity of a customer to eliminate the risk of fraud and identity theft. We want customers to see these procedures fundamentally as a way for us to protect them. The use of telecommunications services means collecting operating and location data. The mobile network needs to know where the customer is to connect calls or deliver messages. Operating data is also used to issue bills and check invoices. And finally, operating data is generated and stored routinely – by banks (the account we pay money into, where we receive money from), libraries (when we borrow and return books), gyms (which classes we signed up for) or garages (why we brought a car in, its mileage and condition).

The legislation which regulates processing of personal, operating and location data

is extensive, complex and often hard to understand. At O₂, we want our customers to understand why we process certain information, which items, and to know their rights.

O₂ has ISO-compliant processes and security measures in place to prevent privacy breaches. We take local – in the Czech Republic and Slovakia – and global attacks on privacy very seriously. We learn from the mistakes of others and constantly improve our security standards.

In 2019, we were targeted in any security incident resulting in a leak of personal information.

We impose the same stringent privacy protection requirements on our suppliers. Suppliers must control their processes and systems where personal data processing is done. Risk analysis and direct contact in handling security incidents are standard.

Conclusion

In compiling this report, we acted in accordance with the law and focused on areas important in the telecommunications sector. To determine significance, we used the Sustainable Accounting Standards Board (SASB) as a sector-based guide according to international standards. Our knowledge of the Czech market environment, our position in it and our long-term local presence have helped us determine the relevance of various issues in Czech society.

We will continue to monitor these areas and compare the development of these key non-

financial indicators over time in other reporting periods. If we find that they are no longer relevant, we will replace them with other suitable indicators.

This report is available on our website and supplements the Annual Report for the year 2019. It presents key non-financial performance indicators as required by Part Eight, Sections 32f–32i of Act No. 563/1991 Coll., on accounting, which substitutes the European Parliament and Council Directive 2014/95 / EU.

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