

Table 2: Earnings per share

| In EUR/as indicated | 2020 | 2019 |
|--|-------------|-------------|
| Basic earnings per share | 4.44 | 1.49 |
| Diluted earnings per share | 4.44 | 1.49 |
| Weighted average number of shares outstanding in thousands (basic) | 127,465 | 128,011 |

FINANCING ACTIVITIES

EARLY REPAYMENT OF THE BANK LOAN OF 610.0 MILLION EUROS AND EXTENSION OF THE REVOLVING CREDIT FACILITY TO FIVE YEARS

In November 2020, freenet AG repaid a bullet loan of 610.0 million euros with part of the proceeds from the sale of Sunrise shares. The revolving credit facility for a maximum of 300.0 million euros that forms part of the syndicated bank loan was extended by one year to five years and now runs until November 2025.

DEBT STRUCTURE OPTIMISED CONSIDERABLY AND PROMISSORY NOTE PORTFOLIO IMPROVED

The freenet Group successfully placed a promissory note loan with a total volume of 345.0 million euros during 2020. The bullet financing instrument consists of three tranches with maturities of 3.5 years, 5 years and 6 years. The 3.5-year tranche of 166.5 million euros bears interest at an initial margin of 1.50 per cent p.a., while the 5-year tranche of 168.5 million euros has an initial margin of 1.70 per cent p.a. The 6-year tranche of 10.0 million euros bears interest at an initial margin of 1.90 per cent p.a. The initial margin is expected to decline by 0.30 percentage points over time based on a step-down mechanism linked to leverage. The inflowing funds were directly offset against due or redeemable tranches. In 2020, an amount of 258.5 million euros from the existing promissory note loans was due for regular repayment; these tranches were repaid on time accordingly. In addition, freenet made voluntary repayments of 100.0 million euros in September 2020 and 128.0 million euros in November 2020. This reduced the outstanding nominal volume of the corresponding promissory note loan tranches due in March 2021 by 228.0 million euros for the next calendar year. This has eased the financial position and maturity profile of the freenet Group's debt financing in the long term.

SUSTAINABLE ACTION

For the Executive Board of the freenet Group, sustainable action involves more than just a narrow focus on its commercial and economic duties and how to exercise them. The freenet Group is aware of the external impact of its actions and the various roles associated with this, and focuses on the different requirements and interests of its stakeholders when addressing its corporate responsibilities. Responsible action is part of our company's culture and the key to the freenet Group's sustained success.

In order to live up to these standards, the Group maintains an ongoing long-term dialogue with all stakeholder groups based on a spirit of trust. It is this dialogue that enables us to identify new trends and changing requirements at an early stage and to incorporate this into our corporate governance. The frequency and nature of this dialogue with our stakeholders, who can be broadly divided into capital providers (e.g. banks, shareholders and analysts), partners (e.g. customers, employee, service providers and suppliers), public institutions and society as a whole, is based on their specific needs and expectations.

In particular, there has been steadily growing interest in non-financial issues (sustainability matters) among investors, analysts and employee in recent years – particularly during the pandemic in 2020. As a result, we dealt with these issues in greater depth as a company over the past financial year. The issue was addressed internally in June as part of an Executive Board dialogue between CEO Christoph Vilanek and members of the Group. This discussion resulted in the freenet sustainability ambassador initiative, which a number of employee have signed up for at almost all of our locations. The aim of this initiative is to make workplaces and day-to-day work within the freenet Group more sustainable, particularly in terms of social responsibility and ecological footprint. The sustainability ambassadors consider themselves to be idea generators, instructors, disseminators and points of contact for suggestions of how to improve sustainability. They discuss measures that make sense from a cost-benefit perspective at the company's various sites and work together to push these measures forward.

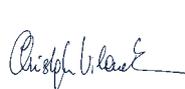
When it comes to the capital markets, the Investor Relations & ESG department maintains an active and ongoing dialogue with investors and ESG rating agencies and addresses their information interests by disclosing key non-financial issues in the non-financial statement. To ensure the comparability of published information, the freenet Group has been reporting its ESG information in accordance with the "Core" option of the Global Reporting Initiative (GRI) standards since 2019. Since 2018, the freenet Group has participated in the Carbon Disclosure Project (CDP) by disclosing its carbon emissions and reports its impact on the environment in a transparent way.

As economic success is the prerequisite for delivering reliable and measurable value for all of our stakeholders, our actions are primarily focused on economic principles. This enables us to deliver measurable value for our employee

by ensuring that they are appropriately remunerated based on performance and are involved in the company's success. Capital providers are kept continually and comprehensively informed about the freenet Group's current performance and participate in the company's success via interest and dividends. Reliability and continuity are particularly important to us in this respect. In turn, our tax payments make a direct monetary value contribution to society.

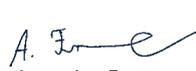
Expressed in figures, the value contributed by freenet is as follows: during the 2020 financial year, the freenet Group generated revenue of 2,576.2 million euros (2019: 2,932.5 million). Investments totalling 46.2 million euros (2019: 40.6 million euros) were made, payments of 229.6 million euros (2019: 236.5 million euros) were made to employee (personnel expenses) and taxes of 28.0 million euros (2019: 30.6 million euros) were paid. As a result of the impact of the coronavirus pandemic on the financial sector, which could not yet be foreseen in the spring, as well as upcoming refinancing, the dividend for the 2019 financial year was suspended on an exceptional basis and only a legally binding minimum dividend of 0.04 euros per eligible share was distributed to our shareholders (previous year: 1.65 euros per share). Interest payables of 47.3 million euros (2019: 48.0 million euros) were satisfied.

The Executive Board


Christoph Vilanek


Ingo Arnold


Stephan Esch


Antonius Fromme


Rickmann v. Platen

GROUP MANAGEMENT REPORT

NON-FINANCIAL STATEMENT *

ABOUT THIS REPORT

BUSINESS MODEL

The operating activities of freenet AG, which has been listed at the Frankfurt Stock Exchanges since 2007, and its subsidiaries are limited mainly to private customers and to the German market. The majority of the more than 2.5 billion euros in revenue is generated with mobile communications and mobile Internet services. Operating as a service provider without its own network infrastructure, the company sells mobile communications tariffs and options throughout Germany. This portfolio is also being expanded to encompass a diverse range of digital lifestyle products and services. In 2016, the Group developed another segment to complement its Mobile Communications business, TV and Media, by acquiring the Media Broadcast Group and a majority interest in EXARING AG. As Germany's largest service provider in the radio and media sector, the Media Broadcast Group designs, sets up and operates multimedia broadcasting platforms for TV and radio based on state-of-the-art digital transmitter technology.

An extensive description of the business model is set out in the section "Business model and organisation" on pages 40–43 of the Group management report.

MATERIALITY ANALYSIS

When preparing the initial non-financial statement in 2017, freenet initially identified potential sustainability issues based on a sector/peer review and on the basis of the materiality assessment of the Global e-Sustainability Initiative (GeSI) for the information and communication technology sector. The material issues were subsequently determined in a two-stage procedure comprising individual interviews and a materiality workshop. Key factors for the assessment were the relevance of

the issues for understanding the business performance, earnings and position as well as the impact of the activities on the aspects specified in the law.

Table 22: Material issues assigned to CSR RUG aspects and GRI standards

| Material issues | Aspect of the CSR-RUG | Corresponding GRI standards |
|------------------------------------|--|--|
| Employee | Employee matters | GRI-103, GRI-401, GRI-403, GRI-404 and GRI-405 |
| Digital responsibility | Social matters/ Respect for human rights | GRI-103 and GRI-418 |
| Customer matters | Social matters/ Environmental matters | GRI-103 and GRI-417 |
| Corporate environmental protection | Environmental matters | GRI-103, GRI-302, GRI-305 and GRI-307 |
| Anti-corruption | Anti-corruption and bribery matters | GRI-103 and GRI-205 |
| Supply chain | Respect for human rights/ environmental matters | GRI-103 and GRI-414 |

The review of the materiality analysis as part of the aforementioned process is planned for 2021. Irrespective of this, internal stakeholders are asked annually whether their assessment of materiality has changed fundamentally. In addition, the selection and internal assessment of material issues is regularly compared with the expectations of external stakeholders (including investors, sustainability/financial analysts or customers) in an active dialogue.

* indicates auditable and non-auditable information that is not normally part of the management report as well as information typically included in the management report, the statutory inclusion of which in the substantive audit is not required and which therefore is not audited.

NON-FINANCIAL RISKS

The risk analysis carried out in the context of the non-financial statement is based on the Group-wide risk management system (RMS) of the freenet Group. The risks recognised there were analysed to establish whether they match the issues and aspects of the non-financial statement. For risks from the RMS that relate to issues covered by the CSR-RUG, a risk assessment has been carried out in line with the assessment for the Group risk report (please refer to the Report on opportunities and risks). The analysis found that measured in terms of the legal materiality criteria¹ for reporting non-financial risks, and after the implementation of risk-mitigation measures, none of the identified risks is of a material nature as defined in the RMS established Group-wide and the CSR-RUG.

GENERAL INFORMATION

Doing business sustainably and responsibly is part of freenet's corporate culture as well as the driver of our success and the foundation for our future. Our day-to-day business puts economic principles first, because financial success is a fundamental requirement for making a reliable and measurable contribution to all freenet Group stakeholders. The identified issues reflect the current specific understanding of the freenet Group regarding sustainability. They are reported in accordance with the "Core" option of the Global Reporting Initiative (GRI) standards.

The disclosures included in the non-financial statement relate to the period from 1 January 2020 to 31 December 2020 and apply to both freenet AG and the Group. Unless otherwise noted, the statement covers all fully consolidated companies included in the consolidated financial statements. In view of the business-specific structure of the TV and Media segment and the Media Broadcast Group assigned to that segment, the presentation of material topics sometimes includes separate information on this company.

Responsibility for the content of the various sustainability aspects lies with the respective departments, with central coordination done by the Finance department of the Executive Board. The Supervisory Board of freenet AG has reviewed the content of the non-financial statement. The Supervisory Board was supported by Mazars GmbH & Co. KG Wirtschaftsprüfungsgesellschaft Steuerberatungsgesellschaft by way of a limited assurance engagement (for the audit report see the "Further information" section). This engagement was conducted based on the International Standard on Assurance Engagements ISAE 3000 (revised).

MATERIAL ISSUES

EMPLOYEE

The success of the freenet Group, which operates in the fast-paced and highly competitive mobile communications and digital lifestyle market, depends largely on the performance and commitment of our employee who effectively put their expertise and skills to use for the company's benefit. The company has launched a number of different measures and programmes in support of these efforts, and additionally prioritises occupational health and safety. The aim is to achieve a harmonious, secure, healthy and performance-oriented working environment that reflects the diversity of our society and avoids all types of discrimination.

Group Human Resources, whose managers report directly to the CEO, is responsible for designing and implementing these measures. The human resources development and recruiting department is an in-house centre of excellence in the freenet Group for Group-wide issues and questions of strategy involving personnel recruitment and development. The freenet Group's human resources strategy has four main areas of focus: (1) organisational development, (2) appeal as an employer, (3) leadership and (4) the new world of work. Strategy is reviewed quarterly in strategy workshops, and the results are communicated directly to the CEO or the applicable Executive Board division.

Organizational development involves preparing plans for organizational change that actively support managers in implementing them, addressing topics relating to the promotion of diversity, and creating the environment for modern working models. We will further improve our appeal as an employer by focusing on attracting employee in a challenging market that favours applicants. Employee retention

* The following distinction is made in the freenet Group regarding probability of occurrence: low (< 50 per cent), medium (50 – 75 per cent) and high (> 75 per cent). The categories "very probable" or "very high" are not distinguished; the category "high" has therefore been used for the purposes of non-financial risk reporting.

is another key focus. The most important fields of action in this context are continuing professional development (CPD) and learning. Good leadership is an essential prerequisite for pursuing goals and, in particular, achieving them. Since 2015, we have therefore continually offered and expanded management training courses in a programme called “We Take the Lead” (“Wir gehen in Führung”). New senior managers are chosen based on their capabilities and receive support from a multi-stage onboarding process. By focusing on the new world of work, we aim to analyse and address digital transformation issues and new working practices.

Diversity

The diversity of its workforce reflects the history and success of the freenet Group. The workforce currently comprises employee of 60 different nationalities, who speak a variety of languages, come from a range of cultural backgrounds, and all treat each other with respect. Diversity is anchored as a key value underlying cooperation and leadership in the Group (“We leverage our diversity”). Diversity comes alive in our company even in our hiring process and then is reflected in our daily work through various programmes, management tools/courses and training events.

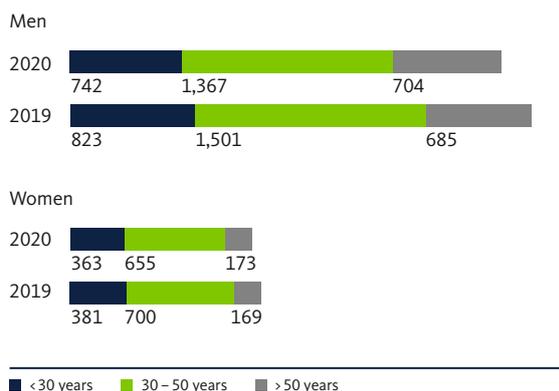
Executives setting examples in their conduct, generally applicable principles of conduct and attentive cooperation – supported by Human Resources – further serve to ensure that there is no discrimination, especially when it comes to hiring, promoting, paying and training staff. Explicit attention is paid to possible grounds for discrimination under Article 3 of the German Constitution, such as age, disability, ethnic origin, marital status, race, religion, gender, sexual orientation, social origin and other personal characteristics. As in the previous years, there were no cases of discrimination in the Group to be addressed in 2020.

Gender diversity is a focus topic because the freenet Group is subject to the German Act on Equal Participation of Women and Men in Executive Positions (Gesetz für die gleichberechtigte Teilhabe von Frauen und Männern an Führungspositionen). In accordance with this law, the freenet Group has set targets of ensuring that 30 per cent of first-level and extended senior managers are women by 31 December 2021 (for more details please refer to “Corporate Governance Statement”).² Of the Group’s salaried employee, 29.3 per cent are women, which is roughly level with the previous year (2019: 29.8 per cent; 2018: 28.9 per cent).

² Disclosures on the diversity plan for the Supervisory Board and Executive Board are provided in the Corporate Governance Statement.

³ Number of employee (salaried employee) who leave the organisation voluntarily or due to dismissal, retirement, or death (exits) as compared to the average number of employee $[(\text{Exits} * 100) / \text{Ø Number of employee}]$.

Figure 16: Employee by gender and age



Employee attraction and retention

Attracting and retaining staff and increasing its attractiveness as an employer is a central pillar of freenet’s human resources strategy. Employee turnover³ and external recruitment are key indicators for measuring employer attractiveness. A total of 444 employee (2019: 595; 2018: 632) were hired and recruited in 2020. In 2020, employee turnover in the Group again was down year-on-year, standing at 10.6 per cent (2019: 11.9 per cent; 2018: 13.7 per cent). Employee turnover at the mobilcom-debitel stores and GRAVIS stores also decreased compared to the previous year to 25.4 per cent (2019: 30.8 per cent; 2018: 30.0 per cent). The reduction in staff turnover is driven by a general COVID-19 effect on the world of work, but at the same time also continues the positive trend of recent years that the freenet Group has been aiming for.

Table 23: New hires and employee turnover⁴

| Number | 2020 | | | 2019 | | | 2018 |
|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | Total | Men | Women | Total | Men | Women | Total |
| New hires at the freenet Group (without Shops/Stores) | 232 | 145 | 87 | 281 | 162 | 119 | 264 |
| thereof <30 years | 78 | 43 | 35 | 92 | 49 | 43 | n.a. |
| thereof 30–50 years | 138 | 91 | 47 | 171 | 101 | 70 | n.a. |
| thereof >50 years | 16 | 11 | 5 | 18 | 12 | 6 | n.a. |
| New hires at Shops/Stores | 212 | 178 | 34 | 314 | 248 | 66 | 368 |
| thereof <30 years | 153 | 124 | 29 | 220 | 169 | 51 | n.a. |
| thereof 30–50 years | 57 | 52 | 5 | 91 | 76 | 15 | n.a. |
| thereof >50 years | 2 | 2 | 0 | 3 | 3 | 0 | n.a. |
| Employee turnover at the freenet Group (without Shops / Stores) in % | 10.6 | 11.1 | 9.4 | 11.9 | 12.0 | 11.9 | 13.7 |
| thereof <30 years | 20.1 | 21.7 | 18.0 | 21.6 | 23.2 | 19.5 | n.a. |
| thereof 30–50 years | 11.0 | 12.8 | 7.7 | 11.0 | 11.0 | 11.0 | n.a. |
| thereof >50 years | 6.4 | 6.1 | 7.7 | 10.1 | 10.5 | 8.5 | n.a. |
| Employee turnover at Shops/Stores in % | 25.4 | 26.6 | 22.1 | 30.8 | 31.0 | 30.2 | 30.0 |
| thereof <30 years | 36.5 | 37.5 | 33.3 | 45.9 | 44.5 | 49.6 | n.a. |
| thereof 30–50 years | 19.3 | 20.5 | 15.9 | 20.8 | 21.8 | 17.8 | n.a. |
| thereof >50 years | 7.0 | 7.1 | 7.1 | 10.8 | 15.2 | 0.0 | n.a. |

We continually evaluate relevant employer rating platforms to determine actions we can take to increase our attractiveness as an employer. In addition, a Group-wide exit survey of employee (not including Media Broadcast) has been conducted since 2019 along with a target group-specific selective survey at GRAVIS Vertriebsgesellschaft mbH and mobilcom-debitel Shop GmbH. The results are analysed quarterly so that we can take appropriate measures to counter undesirable developments.

In the interest of viewing the coronavirus pandemic as an opportunity, the Executive Board, senior management and the HR department have held in-depth discussions to define our attractiveness as an employer more precisely than before in terms of the flexibility with which we deal with various employee needs going forward. As a result we issued a statement in August 2020 in recognition of the way all of our lives are changing that transparently outlined existing and new principles for the work environment in the freenet Group.

The focus here is on collaborating with each other in a spirit of trust and partnership at all levels of the Group. We intend to more heavily factor in the life circumstances of each employee and avoid issuing blanket rules so that we can provide a better balance between work and life in the interests of both the company and our employee. Last, but not least, flexible working time models promote work-life balance. Possibilities include flexible shift models in our shops and logistics operations, working from home for field sales staff and mobile working in many locations for back office staff. Media Broadcast has innovated the work week: employee there have been working a four-day week since 2019, a schedule that has met with general satisfaction. On the whole, the commitment to addressing the changing world of work contributes to increasing awareness of responsibility and discipline on the part of both the company and employee.

⁴ This key figure has only been collected since the 2018 financial year.

Other projects aimed at positioning the Group as an attractive employer both inside and outside the company in 2020 were as follows:

- We expanded a scheme whereby mothers and fathers employed by the freenet Group who are on parental leave are regularly provided with information about their team and the company by one of their team colleagues, who also invites them to important meetings. This successful programme in place for several years now was expanded in 2020 and will be implemented as a digital process in early 2021.
- We stepped up the use of successful communications channels and platforms for collaboration already in place: “Ask Christoph” (“Frag Christoph”), a forum where any employee can ask the CEO questions anonymously and have them answered promptly and personally on the intranet, and town halls, in which the CEO gives an update on current issues in the freenet Group in a 45-minute live video once a quarter and employee can also ask questions and have them answered on the spot. Moreover, two 60-minute Executive Board dialogues were held in 2020 with selected employee on the topics of sustainability and culture. These involved employee and the CEO discussing these issues in the context of freenet and its business activities, and developing possible new ideas and suggestions for improvement.
- The short-form “Information in 30 Minutes” (“Wissen in 30 Minuten”) channel continued regular coverage of relevant issues in the departments by employee for employee in 2020.

Above and beyond these efforts, the freenet Group allows employee to share in the company’s profits by way of variable remuneration. Besides the company pension plan with an employer contribution, employee of the freenet Group have also been offered the opportunity to obtain disability insurance requiring a less extensive medical examination since 2016. Site-specific benefits are also provided (e.g. discounts on wellness services, massages and meal subsidies). For the most part, no distinction is made between full-time and part-time employment when granting benefits. Depending on the service level, they are pro-rated based on employment status, or based on the part-time wage or full-time salary amount.

In 2020, the freenet Group again received several awards for its employer brand:

- Focus Money’s “TOP Karrierechancen” (“TOP Career Opportunities”) title: A total of 22,500 major corporations headquartered in Germany were surveyed for this award.
- “LEADING EMPLOYER Deutschland 2020” seal: This designation is awarded only to the top 1 per cent of all employers in a country and is the most comprehensive assessment of employer qualities of its type. The title is awarded based on an independently conducted analysis of several million pieces of meta data. On the whole, the report analysed more than 100,000 companies worldwide.
- “Faires Trainee-Programm” (“Fair Trainee Programme”) seal by Trendence for the Group’s specialist trainee programme.
- Media Broadcast was also voted among the ten most family-friendly employers in Germany’s telecommunications industry in a report by Freundin magazine and kununu.

Training and continuing professional development (CPD)

The pace of change in the telecommunications market and the increasing digitalisation of workflows and processes pose new challenges and place new demands on employee, and make reinforcing and advancing their skills essential. Developing and promoting the skills of the workforce in line with the company's requirements is a key ingredient for the freenet Group's progress and fitness for the future.

The company-wide competency model⁵ effectively develops employee skills and serves as a guide in selecting and designing measures to accomplish this goal. Based on the competency model, binding performance reviews are held annually by managers with their employee. In addition to evaluating the employee's competencies, another priority in the review is identifying individual areas of focus and development activities. In 2020, the participation rate stood at around 95.7 per cent (2019: 96.1 per cent; 2018: 90.6 per cent).

In 2020, the Weiterbildung@freenet online education portal launched in 2018 was expanded into a learning management system (LMS) with the goal of encouraging independent study by freenet employee. The system provides one-stop shopping for all training and CPD opportunities, whether in-person or online. In addition to the standard range of training programmes available to executives for employee development, the LMS also offers all employee access to their educational history, upcoming training sessions and especially a comprehensive catalogue of independent study and CPD options. A total of 1,234 employee have used the new LMS.

The introduction of the LMS tripled the number of online training opportunities available (2020: 114, 2019: 35), increased transparency regarding CPD opportunities and made accessing content much easier. The new platform also offers a large variety of formats for training to suit all types of learners and situations. The portfolio of online classes for employee covers a very broad range of subjects such as ethics, sustainability, learning from mistakes, design thinking, agile principles, business English, and even finding happiness at work and communicating with peers. Much of the content in the LMS is also presented by in-house experts. The aim here is to transfer expertise within the Group to other employee and therefore help build a general training culture that supports learning from others.

A separate communication channel called Weiterbildung@freenet was set up on the in-house communication platform Yammer to promote transparency in the flow of information to employee. It goes without saying that time spent on training during regular business hours is considered work time. After all, the company's overall business success depends on the training and professional development of individual employee. Alongside this culture-changing initiative, senior managers received personnel development training to in turn improve their skills in employee development. Training courses covering topics such as "Developing and Coaching Employee" and "CPD and Leadership – What Is Your Role?" were offered to all senior managers.

In total, employee throughout the Group⁶ completed 18,983 hours of training in 2020 (2019: 28,177 hours), 6,805 of which were online training hours (2019: 1,459 hours). In the year under review, this equalled an average of 6.7 hours of formal training per employee (2019: 9.8 hours), an average of 2.4 hours of which was training conducted online (2019: 0.5 hours per employee). The decline in training hours completed from the previous year and the shift toward the increased use of online training options was largely due to the effects of the coronavirus pandemic. Our declared goal is to continually increase the average formal training hours completed per employee.

A separate training unit is responsible for providing continuing education to employee of the mobilcom-debitel shops and GRAVIS stores due to their specific requirements and customer-facing business. This unit provides the shop and store employee with various training courses, e-learning options, programmes and individual coaching sessions. As early as 2018, a structured, four-level top consultant programme for sales representatives was successfully implemented at mobilcom-debitel Shop GmbH. In 2020, the mauiCAMPUS training platform was redesigned and the technology upgraded. All shop and store employee can now also use this platform as a mobile app (on iOS and Android phones). We improved not only existing processes such as participant management and the video channel, but also included new functions, including the coaching process and a podcast function. All told, more than 1,000 users have accessed the new mauiCAMPUS via the app.

In 2020, shop and store employee attended a total of 33,421 hours of specially tailored training and CPD sessions (2019: 36,165 hours), 13,475 hours of which were completed online

⁵ The competency model, which was established back in 2016, focuses on cooperation and collaboration, developing an effective persona, entrepreneurial thought and action, driving change, and authentic leadership. The latter only applies to senior managers.

⁶ Learning hours of employee in the mobilcom-debitel shops and GRAVIS stores are reported separately due to their highly specific nature.

(2019: 12,948 hours). This came to an average of 26.5 hours of training, or 1.1 training days, per shop/store employee (2019: 27.5 hours per employee), 10.7 hours per employee of which was conducted online (2019: 9.8 hours per employee). The variety of subjects covered by this training and CPD runs from product and sales events to topics such as fraud and occupational safety, which are delivered in various formats like video, podcasts, e-learning courses, and online and classroom training sessions.

In addition to continuing to develop employee, the freenet Group takes its responsibility to society and the younger generation seriously and has created multifaceted training options that serve as another important component in ensuring a sufficient supply of young talent. In the field of vocational training and studies combining theory and practise (“dual studies”), more than 100 training places are made available across Germany every year, which consist of a total of 20 training courses. The trainees receive support from focused onboarding, trainee camps and in-house courses. Successful college and university graduates can participate in the freenet Group’s companywide, one-year specialist trainee programme. In 2020, 10 participants successfully completed this programme (2019: 10 participants). The number of students participating in “dual studies” was 43 (2019: 32; 2018: 27), and a total of 328 employee were in training at more than 150 sites (2019: 336 employee; 2018: 325 employee).

Moreover, the following specific programmes and measures were carried out in 2020:

- An e-learning course outlining all of the freenet Group’s entities and companies was added to the existing onboarding programme used throughout the Group to increase knowledge of the company and promote a feeling of belonging. In addition, a job rotation option for all senior managers was integrated into the onboarding process with the objective of providing new managers with specific information on the company.⁷
- A total of 26 courses focused on developing senior management were run and 67 measures were implemented in 2020.⁷
- In this exceptional year, many planned in-person training courses were held online instead and additional products (e.g. digital work dates) were offered to support employee directly in the current climate.

- A repeat of the “freenet entrepreneur” programme to promote high-performing and high-potential employee with the aim of establishing employee as entrepreneurs within the company. A hackathon was again held as part of the programme. Nine participants worked on solutions to a problem assigned by the Executive Board using agile methods.
- We also implemented many different projects to establish new ways of working and introduced focused corporate culture initiatives presented as digital keynotes and workshops to improve cooperation and break down silos.

Table 24: Key figures on training and continuing professional development (CPD)

| Unit as specified | Unit | 2020 | 2019 | 2018 |
|---|--|--------|--------|------|
| Implementation of annual performance reviews | % | 95.7 | 96.1 | 90.6 |
| Qualification activities within the Group | Number of learning hours | 18,983 | 28,177 | n.a |
| thereof in a digital format | Number of learning hours | 6,805 | 1,459 | n.a |
| Formal learning time per employee in the Group | Avg. number of learning hours/employee | 6.7 | 9.8 | n.a |
| thereof in a digital format | Avg. number of learning hours/employee | 2.4 | 0.5 | n.a |
| Qualification activities at shops/stores | Number of learning hours | 33,421 | 36,165 | n.a |
| thereof in a digital format | Number of learning hours | 13,475 | 12,948 | n.a |
| Formal learning time per employee at shops/stores | Avg. number of learning hours/employee | 26.5 | 27.5 | n.a |
| thereof in a digital format | Avg. number of learning hours/employee | 10.7 | 9.8 | n.a |
| Vocational trainees | Number | 328 | 336 | 325 |
| thereof dual students | Number | 43 | 32 | 27 |

⁷ Due to different system requirements, this does not apply to Media Broadcast, EXARING and The Cloud.

Occupational health and safety

Occupational health and safety are mainly the responsibility of individual human resources departments at the sites. The goal of these activities is to create and guarantee a safe working environment for all employee. Occupational health and safety committees have been established across the Group companies as prescribed by law to ensure safety and security at work. The respective committee is made up of the employer or an employer representative, two Works Council members, the occupational health physician, a workplace safety specialist and a security officer. The members have a duty of care to employee based on legal requirements. They provide managers at every site with occupational safety training (e.g. what to do in an evacuation, use of portable devices). The occupational safety committees are supported by third-party healthcare and safety technology service providers. They meet four times a year, monitor and analyse measures implemented in relation to the physical and mental health and safety of the company's workforce, and develop concepts for continuous improvement in these fields. Among the courses held regularly are first-aid and fire safety training. Human resources development offers special training courses for managers on dealing with employee illness and absence and leading healthy teams. The latter aim to enable senior managers to ensure not only a safe, but also a healthy, workplace.

The coronavirus pandemic once again clearly highlighted our occupational health and safety responsibilities to each and every employee. The freenet Group reacted without delay to the new situation by putting in place the new SARS-CoV-2 occupational safety standard developed by Germany's Federal Ministry for Labour and Social Affairs. Very quickly, all employee were provided with VPN access so they could work from anywhere. Rolling A/B shifts and physical distancing and hygiene rules ensured a safe environment in cases where in-person work could not be avoided. At the same time, we considered it essential to quickly identify the fears and uncertainties experienced by our staff. Notices were issued and townhalls with the CEO were held at regular intervals to provide information and answer questions on the results of general and physical hazard assessments and the newly applicable rules of conduct at the various sites. Moreover, we distributed protective masks and equipped the sites with notice boards featuring hygiene and ventilation rules and, if necessary, safety barriers.

In order to promote the health of the workforce in general and maintain it in 2020, a year marked by a major health crisis, we held mainly online exercise classes under the banner of #wirbleibenaktivundgesund (#stayingactiveandhealthy). Employee were able to attend live exercise sessions from home or choose from a wide variety of recorded classes in video libraries. We were unable to hold our usual health days on-site this year, so an online version was tested at some of the sites. In the summer months, some events, such as the G37 eye exam, were held in-person. Employee showed great interest in our company's free flu vaccine programme this year. They could make appointments for the various health events using a new appointment app developed in cooperation with the IT department, which greatly simplified the process for all participants.

In addition, the members of the occupational safety committees conduct site walk-throughs to identify possible ways to improve working conditions. Persons responsible for the various locations can access a separate section of the intranet concerning health topics. A separate Yammer channel was launched this year named "aktiv & gesund" ("active & healthy"). Employee were able to use this to access exercise sessions and tips and tricks on general health topic and more specifically remaining healthy while working remotely. People responsible in this area meet at regular intervals across sites and organise issue-specific workshops when necessary. The absentee rate⁸, which is reported to the Executive Board monthly, was again low in 2020, standing at 4.6 per cent (2019: 4.6 per cent; 2018: 4.8 per cent).

Safety at work is particularly relevant at Media Broadcast due to its specific activities. Of the 613 employee (2019: 650; 2018: 673) 131 (2019: 142; 2018: 145) are involved with the maintenance and possible repair of transmission masts and antennas, some of which are very high. Accordingly, precautions have been taken to comply with the stringent safety requirements to protect workers in these particular areas: These employee are individually equipped with protective gear and safety equipment that always complies with the currently applicable occupational safety and accident prevention regulations and European standards (Regulation (EU) 2016/425, Directive 2014/34/EU, Directive 85/374/EEC). In addition, the employee are subject to regular check-ups carried out by occupational doctors and, once every year, take part in the prescribed climbing and rescue exercises. Every three years, they attend follow-up seminars concerning the subjects of fall protection and rescue measures.

⁸ Share of labour capacity lost because of health issues [(Sick days per calendar day * 100)/calendar days].

The further drop in the rate of accidents occurring at work and on the way to/from work⁹ in all areas of the company resulted from a combination of an unchanged high level of workplace safety, including the applicable training, and coronavirus-driven rules on remote working. In 2020 there were no deaths in the Group due to work-related injuries and no severe work-related injuries.

Table 25: Occupational injuries and commuting accidents

| Per 1,000 employee | 2020 | 2019 | 2018 |
|---|-------------|-------------|-------------|
| Group | 16.2 | 23.6 | 31.4 |
| thereof industrial accidents (accident reports/notes) | 10.4 | 15.2 | 19.5 |
| thereof commuting accidents | 5.9 | 8.4 | 11.9 |
| Media Broadcast | 10.4 | 14.8 | 41.3 |
| thereof industrial accidents (accident reports/notes) | 5.2 | 6.6 | 24.5 |
| thereof commuting accidents | 5.2 | 8.2 | 16.8 |

DIGITAL RESPONSIBILITY

The freenet Group is aware that consumers and companies in Germany are concerned about the increasing volume of reporting on cyberattacks and data abuse. A transparent and secure method of handling the sensitive personal data provided to the company in the context of its telecommunication services is becoming more and more important. Regulation and the high degree of digitalisation of business processes in the telecommunications sector brought this particular issue into focus in the past.

Led by the Chief Technical Officer (CTO), the freenet Group's IT department provides all of the IT services required for the Group's business operations. One of the five fundamental principles of the freenet Group's IT strategy is data protection and security. The freenet Group's IT department works according to well-established information security guidelines. A security organisation with defined roles and a dedicated security incident management process are based on these guidelines. Security incidents are initially visualised by a dashboard, then analysed by a core security team and finally coordinated by security incident managers. The key roles within the security organisation are assumed by the

Security Board as a decision-making body, the IT Security Coordinator, who centrally coordinates all security measures, and decentralised security officers in each individual IT department. The company's network traffic is technically analysed for security incidents so that countermeasures can be established at an early stage. Several initiatives to further improve data security were implemented in 2020.

External partners provide support for incident response (e.g. crisis management, communications, preservation of evidence) in the event of a cyberattack and conduct the necessary forensic analyses. Of course, the freenet Group IT department has a regularly updated crisis and emergency plan and a recovery plan for the company's IT infrastructure and software applications to keep potential failures or restrictions to a minimum.

Security patch management is part of normal IT operation in all IT functions. In this way, the freenet Group is able to respond quickly and in an appropriate manner to changes in threat scenarios. The entire IT system landscape as well as the security level in the Group's own data centre meet the legal requirements and correspond to the current state of the art. Cologne-based Media Broadcast Group, which is part of the freenet Group, has also been certified according to ISO 27001 since 2013. This certification therefore extends to freenet's own data centre in Düsseldorf.¹⁰ Both companies have implemented an Information Security Management System (ISMS) establishing procedures certified according to ISO 27001 to ensure information security in the case of outsourced data processing. This ensures the basis for contract design, monitoring and auditing for standard-compliant requirements for outsourced data processing.

To check the data security concepts which are applied, external security experts regularly carry out penetration tests of the exposed IT systems on behalf of the Internal Audit department. The reliability and security of the Group's infrastructure and processes are also regularly subjected to routine testing by regulators focusing on different areas. In 2019, the most recent spot test was conducted by the Federal Commissioner for Data Protection and Freedom of Information (BfDI) which did not result in any material objections.

IT Management and the management levels of the freenet Group consider data security a central task. The Executive

⁹ Frequency of accidents per 1,000 full-time employee $\left[\frac{\text{industrial accidents} + \text{commuting accidents}}{\text{Number of full time employee}} \times 1,000\right]$.

¹⁰ The certification is applicable for the entire value chain of the Media Broadcast Group and also for the data centre services "Housing and Hosting" for external business customers rendered by freenet Datenkommunikations GmbH.

Board and Supervisory Board or the latter's committees are regularly informed of the relevant developments and requirements in the field of data protection. The requirements of the EU General Data Protection Regulation (GDPR) that has been effective since May 2018 have been implemented across the Group and appropriate guidelines and processes have been defined and introduced. All issues and projects which are relevant for data protection purposes are agreed beforehand with the data protection officer of the Group. For all IT measures relating to employee data, the IT control committee of the works council is consulted.

The customers of the freenet Group should experience a high degree of transparency with regard to the processing of their personal data. The freenet Group guarantees this by providing comprehensive information on this topic on the "Data protection" section of its websites. Content is regularly evaluated for comprehensibility, taking account of customer enquiries from the Customer Care Center. In addition, every customer can request information regarding the data stored about them and can request them to be corrected or erased. This enables customers to decide what should happen with their data. Freenet's customer-facing website makes it also possible for all customers to inspect their own stored data and consent granted as well as change them as necessary.

All employees are required to comply with both data protection requirements and the freenet Group's regularly updated confidentiality instructions. They can also access a comprehensive wiki and online training on data protection and data security at any time for their own training. All major company departments maintain a list of all data processing activities that is regularly reviewed to ensure that it is up to date. In addition, for the processing of customer data, regular analysis of the level of protection are carried out to identify appropriate measures. When service providers are appointed by the freenet Group IT department, they are bound by both the Group's customers' data protection requirements when processing orders as well as statutory data security requirements. If customer data are used for analysis purposes or for product design purposes, an approval process ensures in each case that such data are adequately pseudonymised or anonymised. In view of the company's approximately 8.5 million customers with fixed-term contracts and more than 4,000 employees, freenet received only a very small number of data protection complaints in 2020. Most of these were queries regarding the fulfilment of data subjects' right of access under Art. 15 of the GDPR.

Beyond its own operational IT security processes, Media Broadcast is very much and continuously involved with KRITIS – a joint initiative of the Federal Office of Civil Protection and Disaster Assistance (Bundesamt für Bevölkerungsschutz und Katastrophenhilfe – BBK) and also of the Federal Office for Information Security (Bundesamt für Sicherheit in der Informationstechnik – BSI) to protect critical infrastructure: Media Broadcast takes its mission of keeping broadcast systems crisis-proof very seriously, given that this has implications for the whole of society, and in 2019 assumed the chairmanship of the "Media and Culture" industry working group.

In 2020 Media Broadcast became one of the first companies in Germany to be named an operator of critical media and culture infrastructure as part of the National Strategy for Critical Infrastructure Protection (CIP Strategy). As a CIP company, Media Broadcast was a standout in fulfilling its mission to safeguard media and culture infrastructure during the pandemic. To this end, core processes and mission-critical tasks comprising our pandemic and crisis management systems were analysed, refined and implemented in the company in preparation for the CIP Strategy.

CUSTOMER MATTERS

In a saturated mobile communications market such as in Germany, the maintenance and quality of relationships with customers play an increasingly important role. The freenet Group therefore places customers at the centre of all of our activities and orients the strategy and organisation of the company toward meeting their individual needs. The Chief Customer Experience Officer (CCE) is responsible for all activities from attracting new customers through maintaining relationships with existing customers to winning back former customers as well as reinforcing a customer-focused corporate culture. To implement these plans, a central organisational unit was set up to deal primarily with the topic of "customer experience".

The aim is to consistently align the brands and products with the respective needs and expectations of customers in order to strengthen customer acquisition and loyalty and also to remain economically successful in the long term. This also includes treating customer data as confidential and complying with data protection regulations (see "Digital responsibility" section), and strict implementation of consumer protection legislation. Customers therefore enjoy wide-ranging transparency regarding our prices and services in accordance with the applicable laws.

The strategy of putting customers first is based on improving customer satisfaction and follows three main principles:

Figure 17: Customer satisfaction guiding principles



Customer satisfaction by way of service quality

Service quality is considered to be a strategic asset in the freenet Group with its almost 8.6 million subscribers, because meeting customer expectations improves loyalty and enables us to unlock cross-selling and up-selling potential. The freenet Group's service approach includes customer service by phone, a comprehensive range of digital contact opportunities for customers and the integration of the shops. Implementation of a virtual communication system for shops in 2020 expanded the ability of shops to take phone calls from all customers and interested parties during the coronavirus pandemic. This effort intended to permanently ensure that customers are able to contact shops and receive consultations, particularly during lockdowns, but also as a general rule.

A key element required for a customer-centric approach is analysing the main drivers for contact with customer service. The results of the analysis will be used both to proactively avoid potential uncertainty during the customer experience as well as to systematically improve service quality. The following firmly established measures support these efforts:

- Systematic contact analysis across all service touchpoints
- Incorporation of various third-party market research studies
- Carrying out regular customer satisfaction analyses (CSAs)

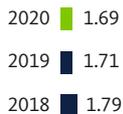
Our customer satisfaction analysis generates information about satisfaction, expectations and potential for improving the customer experience. This enables us to specifically measure perceived service quality over the entire customer life cycle at all service touchpoints. In addition to continually updating the customer experience, achieving long-term customer loyalty (churn reduction) is a key aspect of the CSA. The CSA builds on an established KPI and target system for this purpose and therefore enables us to make clear and reliable determinations about service quality.

This is measured in three different categories:

1. Customer satisfaction triad: Measurement of overall satisfaction (percentage = how many customers are satisfied (score 2) or very satisfied (score 1)) along with the intent-to-repurchase and net promoter score.
2. Agent score: Measurement of overall satisfaction with the employee and the technical, social and methodological skills of the customer service agent.
3. First-contact resolution (FCR): Measurement of whether customer queries could be resolved during the first contact.

Figure 18: Results of the CSA as of 31 December

in % / as indicated

Triad – Overall satisfaction**Triad – Return ratio****Triad – Referral ratio****Agent score*****FCR**

* Numerical rating scale from 1 (very good) to 5 (poor).

In the interest of remaining viable and competitive in the future with regard to offering phone-based customer service in particular, the freenet Group outsourced customer service to an external company – namely Capita Customer Services (Germany) GmbH. The Customer Service Management (CSM) department secures collaboration with this partner. A comprehensive management structure and ongoing analysis of customer contacts guarantee that agreed performance indicators are met and service quality is continually improved based on the factors mentioned before.

This service approach also transfers to the TV and Media segment. Media Broadcast's entire value chain is certified in accordance with the ISO 9001 quality management standard. This certification is the basis for and the central element of our consistently high service quality and resulting customer satisfaction. EXARING AG under its waipu.tv brand received the German Fairness Award in 2020. This consumer survey reflecting the population awarded high marks to the IPTV product in three areas: value for money, reliability and transparency.

Customer satisfaction by enhancing digital dialogue

Since 2018, the freenet Group has focused on strategically enhancing its digital dialogue with customers to further boost customer satisfaction. A positive side effect is the removal of barriers to provide equal access to the freenet Group's services to people with disabilities. In 2020, we updated the "mein mobilcom-debitel.de" and "mein klarmobil.de" customer service portals and expanded the functionality of the "mein md" and "klarmobil.de" smartphone apps. In addition, customers were given the opportunity to use the self-service portals to easily cancel certain options or services themselves, block third-party providers and initiate termination of their entire mobile communications contracts.

Moreover, WhatsApp was introduced as an additional communication channel in 2019. The messaging technology has since become one of the most important ways for many customers to contact us, thanks to its facilitation of direct, personal, one-to-one conversations. Due to this high degree of acceptance, we plan to continue migrating customer service from conventional, analogue communication channels to the WhatsApp messaging service in 2021. The expanded use of bot technologies (natural language processing) is a key driver here and has allowed us to already process a large percentage of incoming customer queries automatically.

Sustainable and inclusive product solutions

The freenet Group is continually enhancing its portfolio of customer-focused mobile tariffs and telecommunication-related services based on systematic market and customer analyses. Close relationships with the three German network operators enable the freenet Group to structure a product portfolio ranging from the discount to the premium market. This diversified brand and portfolio approach enables the company to serve many customer segments and meet a wide variety of customer needs. The company also offers an attractive tariff portfolio for mobile communications and TV for low-income customers and enables customers with poorer creditworthiness to participate in digital life via a special deposit model¹¹.

We also continue to offer a separate smartphone solution in cooperation with Fairphone B.V. In conjunction with Fairphone, the freenet Group has been meeting the rising demand for an environmentally friendly and economical alternative to popular smartphone brands for several years now. With regard to sales in Germany, mobilcom-debitel remains one of the largest Fairphone partners with a share of approximately 19 per cent in overall sales volume (2019: 19 per cent; 2018: 15 per cent). The shift toward environmentally friendly product alternatives is also evident in the further diversification of the product portfolio. For instance, the freenet Group concentrated on marketing used smartphones in the past financial year. Marketing refurbished products entails reconditioning devices both in terms of their appearance and their technical functionality. The aim is to provide customers with a fully reconditioned, cleaned and tested product with an extended life cycle.

This range also includes products which meet the market trend and customer requirements derived from these trends for product solutions covering aspects such as environmental protection, data protection and protection of minors. In terms of protecting data and devices, these include a comprehensive range of security software (e.g. Kaspersky Internet Security, Kaspersky Password Manager and Kaspersky Safe Kids) and participation in initiatives such as “trustedDialog” and “E-Mail Made in Germany”. The latter association of German e-mail providers guarantees our freenet.de e-mail customers a high level of security and data protection for their daily e-mail communications. In terms of protecting minors, the Group is an active member of the respective “Code of Conduct of German Mobile Communications Providers” and JusProg e.V., a non-profit association that aims to better protect minors on the Internet.

¹¹ The deposit model is for customers who failed the credit assessment for subscription-based offerings. The deposit is staggered in 50/100/200/400 euros. Paying the deposit enables the respective customer to use mobile services within their selected tariff. Moreover, the customer benefits from the bundle with a subsidised handset.

Regarding choice and development, there is no explicit focus on sustainability criteria, which means that a concept in the narrower sense of the term is not available at present.

CORPORATE ENVIRONMENTAL PROTECTION

The freenet Group’s business activities generate carbon emissions and influence the availability of resources. In the area of mobile communications, energy and resource consumption is limited mainly to the administrative sites, the vehicle fleet and the more than 560 shops and stores due to the service provider model. The Group’s largest user of energy is the Media Broadcast Group as an operator of digital TV and radio infrastructure. For supplying its broadcasting and transmission technology, it consumes energy at approximately 932 transmitter sites and radio towers, thus accounting for 82 per cent of the freenet Group’s total electricity consumption.

For a medium-sized company, the optimum use of resources and efficient utilisation of energy are important for economic success in a competitive environment dominated by large corporations. This is why the freenet Group explicitly supports political and societal expectations and initiatives in the area of climate protection. Since 2018, the freenet Group has supported the Carbon Disclosure Project (CDP) and each year discloses climate data, especially carbon emissions, thereby ensuring transparency of information regarding the impact of the Group’s business on the environment.

From the freenet Group’s perspective, reducing the fuel consumption of the company’s vehicle fleet and the electricity used for network infrastructure in TV and Media are significant ways to lower carbon emissions that can be influenced directly. The goal is to either reduce absolute consumption further or to increase intensity in relation to total revenue. After weighing costs and benefits, the company applies energy efficiency improvement recommendations arising from regular statutory energy audits (at least once every 4 years) conducted as per Sections 8 to 8d of the Act on Energy Services and Other Energy Efficiency Measures (Gesetz über Energiedienstleistungen und andere Energieeffizienzmaßnahmen – EDL-G) in accordance with DIN EN 16247-1. The most recent statutory energy audit took place in December 2019 and covered all Group companies with the exception of Media Broadcast, where separate energy audits are carried out for historical reasons. For 2021, Media Broadcast also plans to conduct an energy audit required by

law and to use this opportunity to set new, suitable targets for energy purchasing and use, among others. The Group has not yet developed a specific companywide carbon strategy aligned with quantitative parameters due to a general lack of relevance to the Group's activities.

The Group Facility department, which is part of Human Resources, is responsible for managing energy. The Media Broadcast Group additionally maintains an energy management system aligned with the requirements of DIN EN ISO 50001 and has an energy management representative due to the company's significant energy consumption. Energy management is part of an integrated management system used to manage and monitor quality, occupational safety, security and data protection as well as environmental protection. A DIN EN ISO 14001-certified environmental management system (EMS) was introduced to manage the latter. This highlights the particular importance of protecting the environment for Media Broadcast's business model with respect to contracting partners, service providers and customers. The backbone of the EMS is the environmental protection and energy policy, which defines its importance, goals, activities and their implementation, and audits. Furthermore, internal regulations stipulate that only certified suppliers and waste disposal companies may be hired, e.g. to demolish or dismantle transmission systems, so as to provide employee and customers with maximum safety and security. In addition, activities such as transmission system and antenna servicing involve hazardous materials to some extent, which entails a particular duty to provide information and notify employee of this issue. Media Broadcast is required to instruct all employee on this topic annually and provide evidence it has done so.

A legal register is maintained to regularly evaluate the Media Broadcast Group's compliance with environmental standards. This is used to document the results of internal and external audits and systematically monitor the implementation of their recommendations. To date, no monetary fines or non-monetary sanctions have been issued to the company for non-compliance with environmental protection laws or regulations.

Energy consumption and carbon emissions

The strategic decision to change over to the new HD standard DVB-T2 in the TV business also continues to contribute toward the greater energy efficiency that is our goal. Replacing the analogue FM radio¹² with the more energy-efficient digital DAB+ transmission standard again decreased the Media Broadcast Group's electricity usage year-on-year

(-4.3 per cent). Compared with the 2015 benchmark, the overall electricity consumption of the Media Broadcast Group has declined by approximately 48.9 per cent, and the associated carbon emissions have declined by approximately 61.1 per cent. There are technological and regulatory limitations to implementing energy savings in the field of broadcasting and transmission technology, however. For example, contracting and using frequencies is subject to a regulatory framework governing infrastructure design and expansion, which Media Broadcast must comply with.

In the remainder of the Group, the data centre, managing and equipping the shops, stores and logistics sites, and the company vehicle fleet represent the main areas for reducing carbon emissions. Accordingly, the data centre of the Group in Düsseldorf is supplied exclusively by renewable energy and has therefore been carbon-neutral for several years (2020: 5.0 GWh; 2019: 5.4 GWh; 2018: 5.4 GWh).

High-quality lighting and sufficient heating and air conditioning in the shops and stores are something the customers and employee of the freenet Group expect as a matter of course. Nonetheless, these two factors affect our energy consumption and carbon emissions figures. In the interest of reducing energy consumption, all mobilcom-debitel shops and around 70 per cent of GRAVIS stores (target: 100 per cent by 2021) were equipped with energy-efficient and long-lasting LED lighting technology by the end of 2020. Likewise, around 75 per cent of the lighting at the logistics facility in Oberkrämer was replaced with LEDs (target: 100 per cent by 2022). We also installed smart heating control systems at the logistics facilities. These guarantee optimal ventilation of the space while at the same time interrupting the heat supply, which is particularly important during the pandemic. A comprehensive overhaul of the physical plant is planned in conjunction with the renovation of the office and administration building in Büdelsdorf in the next few years. We are also reviewing the option of including installation of a photovoltaic system in the construction project.

As in the previous year, the freenet Group focused on fuel efficiency and low emissions when selecting models for both company and employee vehicles for the company's fleet. The freenet Group continues to pursue the goal of increasing the number of electric vehicles in the Group and expanding the charging infrastructure for these vehicles. In 2020, the freenet Group therefore commissioned construction of another four charging columns at the Hamburg site, each capable of charging two vehicles. This increases the number of charging facilities in the Group to a total of 18. The addition

¹² Sale of Media Broadcast's analogue radio infrastructure in 2018.

of further selected sites in Germany is being reviewed. Moreover, the Group supplemented the fleet of employee vehicles with a purely electric car to enable all employee to opt for an electric vehicle for private and business use as part of the employee model. In addition, the first plug-in hybrid vehicles (PHEV) were included in the company vehicle model based on the Group-wide eCar Policy following the results of a driving profile analysis. The driving profile analysis is intended to ensure that the environmental and economic benefits of PHEV use are balanced. Additional incentive for selecting an electric vehicle is provided by the freenet Group's assumption of part of the costs of constructing a charging column at the residence of employee entitled to a company vehicle, if installation on-site is possible. The company additionally

intends to increase the share of electric vehicles in the vehicle fleet that can be used for business trips. Compared to the previous year, the number of electric vehicles registered in the Group more than tripled and, in the first quarter of 2021, will increase again when the purely electric vehicles currently in the ordering process are included.

Media Broadcast conducted a needs analysis of its service vehicles in 2020 based on operational necessity and continuous mileage checks, among other things. The analysis revealed that the vehicle fleet can be significantly reduced. Returning expiring leased vehicles will therefore reduce the number from 312 by the end of 2020 to 187 vehicles by the end of 2021. (2019: 312; 2018: 350).

Table 26: Energy consumption and carbon emissions

| Unit as specified | | 2020 | 2019 | 2018 | 2015 (base year) ¹³ |
|---|---|-----------------|-----------------|-----------------|-----------------------------------|
| Group | | | | | |
| Fuel consumption ¹⁴ | GWh | 21.2 | 27.3 | 31.9 | 32.6 |
| Fuel consumption | tCO ₂ eq ¹⁵ | 4,962.3 | 6,504.5 | 7,677.0 | 7,994.9 |
| thereof CO ₂ emissions (Scope 1) | tCO ₂ eq | 2,875.2 | 3,768.7 | 4,448.1 | 4,632.3 |
| thereof CO ₂ emissions (Scope 3, employee vehicle model) ¹⁶ | tCO ₂ eq | 2,087.1 | 2,735.7 | 3,228.9 | 3,362.6 |
| Electricity consumption ¹⁷ | GWh | 72.0 | 76.6 | 90.5 | 134.0 |
| thereof CO ₂ emissions (Scope 2, location-based) ¹⁸ | tCO ₂ eq | 28,875.5 | 36,292.1 | 42,897.9 | 70,638.2 |
| thereof share from renewable energies ¹⁹ | % | 45.99 | 42.14 | 41.53 | 34.88 |
| Energy consumption | GWh | 93.2 | 103.9 | 122.4 | 166.7 |
| thereof carbon emissions | tCO₂eq | 33,837.7 | 42,796.6 | 50,574.9 | 78,633.1 |
| This includes: Media Broadcast Group | | | | | |
| Fuel consumption | GWh | 3.0 | 4.0 | 5.5 | 7.2 |
| thereof CO ₂ emissions (Scope 1) | tCO ₂ eq | 722.6 | 988.4 | 1,365.8 | 1,755.5 |
| Electricity consumption | GWh | 59.4 | 62.1 | 76.3 | 116.2 |
| thereof CO ₂ emissions (Scope 2, location-based) | tCO ₂ eq | 23,825.8 | 29,413.8 | 36,176.8 | 61,216.1 |
| Energy consumption | GWh | 62.4 | 66.1 | 81.8 | 123.3 |
| thereof carbon emissions | tCO₂eq | 24,548.4 | 30,402.3 | 37,542.6 | 62,971.6 |
| CO₂ intensity | tCO₂eq/ million revenue | 13.1 | 14.6 | 17.5 | 25.2 |

¹³ The year 2015 was set as the base year, as this is the first year for which retrograde, consolidated reporting of energy consumption and carbon emissions has been carried out.

¹⁴ The fuel consumption comprises consumption in the form of diesel and petrol for the company car fleet. Other indirectly procured fuels have not been included because no valid consumption figures were available due to the billing cycle, e.g. of facility managers, and extensive estimates would have been necessary. The conversion factors of the British Ministry for the Environment, Food and Rural Affairs (DEFRA) have been used for converting fuel consumption in GWh and carbon emissions.

¹⁵ CO₂eq = CO₂, CH₄ and N₂O.

¹⁶ CO₂ emissions comprise diesel and petrol consumption for the fleet of employee vehicles (2020: 805). The employee vehicles are mainly used for private purposes (including for commuting to the workplace). In return, the employee pays a monthly amount to the company that is deducted from their gross salary. Emissions from fuel consumption were previously reported in Scope 1; due to the predominantly private use, it was decided in 2020 to report them separately as Scope 3. For simplification purposes, the previous year's figures are based on the share of carbon emissions employee vehicles in total fuel consumption in 2020 (42%).

¹⁷ Electricity consumption calculated on the basis of appropriate estimates and extrapolations.

¹⁸ The CO₂ emissions factor of the Federal Environmental Office (Umweltbundesamt) is used for converting electricity consumption into CO₂ emissions.

¹⁹ Calculated by basically taking into account the German electricity mix for electricity consumption plus an explicit green electricity contract.

Consumption of resources

The freenet Group concentrates primarily on digital communication among employee as well as in dialogue with customers and business partners. It thus makes a contribution towards reducing paper consumption and making efficient use of resources in administration. This starts with the digital networking of sales channels and extends right through to avoiding the printing and posting of millions of invoices every month. At the main mobile communications brand mobilcom-debitel, this improved the share of digitally delivered invoices by more than 10 per cent to 88.4 per cent in 2020 (2019: 77.7 per cent; 2018: 74.9 per cent). At the discount brands, the share remained stable at 95.5 per cent (2019: 95.5 per cent; 2018: 95.7 per cent). Overall therefore, 89.9 per cent of all invoices are transmitted digitally (2019: 81.4 per cent; 2018: 78.8 per cent).

Sustainability in logistics is becoming an increasingly important issue. As part of the efforts to uncouple continually growing online and mail-order sales from the freenet Group's environmental footprint, mobilcom-debitel's logistics department has launched various initiatives to improve the sustainability of packaging materials and optimise or reduce the in-house volume of shipments. In 2020, for instance, a tender was issued for filler and closure materials in which sustainability was weighted at 40 per cent alongside economic and safety factors. Next year, additional measures are planned, including a regular review of standardised box dimensions in relation to the various items sold. In compliance with applicable and necessary transport safety standards, external suppliers will also be asked to take greater responsibility and work with us to develop and implement improved packaging materials.

The "FLIP4NEW" programme conducted by the GRAVIS and mobilcom-debitel subsidiaries in partnership with external provider Flip4 GmbH represents another contribution by the freenet Group towards ensuring the conservation of resources and reducing electric waste. The aim is to purchase devices – in particular smartphones, tablets and CPUs – to extend the lifecycle of the devices by selling them on and by recovering spare parts. Some 99 per cent of used devices are refurbished and returned to the market by this service provider. Refurbishment involves wiping the data with software certified by the BSI so that the legacy data can no longer be accessed. The remaining devices that are no longer suitable for a circular economy and can no longer be resold are scrapped and the raw materials recycled by a

company certified in accordance with Section 56 of the Circular Economy Act (Kreislaufwirtschaftsgesetz) in conjunction with the Specialist Waste Management Company Directive (Entsorgungsfachbetriebsverordnung), ISO 9001:2015 and DIN ISO 50001:2018.

Table 27: Key figures on resource consumption

| in % | 2020 | 2019 | 2018 |
|--------------------------|------|------|------|
| Online invoice | 89.9 | 81.4 | 78.8 |
| thereof mobilcom-debitel | 88.4 | 77.7 | 74.9 |
| thereof klarmobil | 95.5 | 95.5 | 95.7 |

ANTI-CORRUPTION

The freenet Group is committed to the applicable laws and standards as well as the underlying ethical principles: It is also aware of the harmful effects of economic crimes and therefore strongly condemns corruption in particular and takes a strong stance against it. In accordance with German law, the freenet Group does not differentiate between corruption in commercial transactions or among public officials on the one hand and facilitation payments on the other. In the case of criminal offences, the company naturally pursues a zero tolerance policy. The Executive Board underlines the company's strict attitude towards combating corruption by way of a tone from the top, which is also communicated to all areas of the organisation by downstream managers. The works councils of the freenet Group also support all guidelines that serve to combat corruption. Compliance is a strong element of the corporate culture, and is expressed by the actions and support of all parts of the company.

As a typical economic crime, corruption occurs particularly where the briber can have an impact on large cash flows for their own benefit with comparatively small means. In the freenet Group, this risk therefore exists in the context of high-revenue contract partners, both on the customer and supplier side, for example. Based on our risk analysis, this risk is assessed to be low, because the companies in question are all entities heavily involved in compliance issues, i.e. mobile network operators doing business in Germany, suppliers of smartphones and prominent electronics retailers.

In order to be able to successfully address general compliance risks, the company has implemented a compliance management system (CMS) which has created uniform standards for compliance matters such as combating corruption throughout the Group. Compliance measures are the central responsibility of the Chief Compliance Officer (CCO) and are implemented and monitored continually for compliance in close and constructive collaboration with the Internal Audit, Human Resources and Legal departments. The CCO reports directly to the CFO and advises the CFO as the person responsible for compliance with the law and for monitoring compliance risks in the implementation of the relevant legal requirements. In addition, the CCO reports to the Supervisory Board's audit committee and informs the Supervisory Board immediately if risks arise that may endanger the continued existence of the freenet Group.

Figure 19: Compliance management structure



Management of corruption risks is based on several approaches, which are characterised by prevention, identification and reaction in each case. The Group's efforts in this area focus on specific employee information for prevention purposes. Customised training, one-on-one discussions and generally binding guidelines provide the company's employee with a stable framework with which they can align themselves. The corporate culture we embody promotes the continual exchange of information among employee and between employee and senior managers regarding the legal risks associated with their activities.

In this context, the gift, purchasing and signature guidelines have a vital role to play. While the gift guidelines are

designed to prevent the undue influence of both internal and external business dealings, the signature guidelines ensure that only selected individuals can enter into transactions and, in the case of important declarations of intent, authorised representatives from different departments and divisions are always required to act as co-signatories. In addition, the purchasing policy ensures that the best suppliers are objectively procured using clear procedural parameters and by requiring the specialist department undertaking the procurement to involve the Purchasing department as a neutral party in significant transactions. Payments from customers and to suppliers are normally not settled in cash. Only when dealing with end customers does the freenet Group accept cash at customary levels in order to keep the risk of money laundering to a minimum. In addition, the Compliance unit offers a hotline which enables it to always provide legal and content-specific advice in order to enable possible uncertainties in daily work to be resolved quickly.

A multiple-channel approach is also used for identifying any legal infringements. The gift guideline requires all employee to submit a report every quarter to the Compliance unit via their superiors with regard to all gifts worth more than 20 euros given and received, so that gifts, invitations and benefits can be checked in order to establish whether they are correct and legally proper. In the freenet Group, receiving and giving gifts is only permitted if the possibility that a business decision has been influenced can be unequivocally ruled out. Possible violations of regulations are followed up by the Internal Audit and Central Fraud Management departments in particular. Finally, all employee and franchisees can report suspicious incidents to the Compliance unit around the clock via a whistleblower system – including anonymously if desired. In addition to the intranet, email and telephone, there is also an interface on the point of sale system for this purpose. As whistleblowers can remain anonymous, it is ensured that their actions have no negative consequences for them. The whistleblower committee reviews incoming tip-offs and conducts additional investigations where appropriate. The composition and working practices of the committee are explained in more detail in the section "Corporate Governance Statement".

Since the long-standing CMS was established, no confirmed instance of corruption has become known in the freenet Group. The anti-corruption measures intended by the company's management have been implemented and are regularly reviewed to bring them into line with new forensic findings or changes to the law.

SUPPLY CHAIN

As a result of the supply chain's importance to the freenet Group's business model, we require our suppliers, service providers and other business partners to make a clear commitment to sustainable action. The entire procurement organisation is consolidated in the Partner Relationships Executive Board division. Our constantly developing base of suppliers for mobile communications services comprises around 1,500 suppliers from various countries. The following main suppliers account for more than 90 per cent of the purchasing volume in terms of value in this area:

- The three mobile network operators Deutsche Telekom, Vodafone and Telefónica Germany (costs of mobile communications services as well as mobile devices),
- Device/accessory manufacturers such as Apple, Huawei or Samsung (costs of purchasing mobile devices) as well as
- Service providers in (outsourced) customer support such as Capita.

Cooperation with the mobile network operators, device/accessory manufacturers and service providers in customer support are handled by purchasing units created specifically for that purpose. All other suppliers are handled centrally by a further purchasing unit (indirect purchasing). The Media Broadcast Group has its own separate purchasing department.

The freenet Group's ability to exert influence on the main suppliers listed above with regard to sustainability aspects is limited given the Group's share in the suppliers' total business volume and its positioning in the value chain. Nevertheless, the freenet Group is aware of its ecological responsibility and its responsibility for human rights. The objective is therefore to ask the cooperating manufacturers and network operators to use their influence on and position in the value chain, particularly to ensure fair working conditions and to exclude conflict minerals in the production of telecommunications hardware and accessories.

Since 2018, this has been done by way of the freenet Group's own Supplier Code of Conduct, which defines minimum standards in the areas of human rights, social standards, environmental protection, safety and security, health, and compliance and is publicly available on the freenet Group's website. The Code of Conduct is generally included in all new procurement agreements and processes. Alternatively, the freenet Group requires its strategic suppliers to declare that their standards at least correspond to those of the freenet Group. Suppliers are also committed to the Code of Conduct by default via freenet's General Terms and Conditions of Purchase.

In 2021, we plan to refine the Code of Conduct and incorporate into this document the values expressed by the Global Compact and the United Nations (UN) Guiding Principles as well as the Declaration on Fundamental Principles and Rights at Work of the International Labour Organisation (ILO). These values reflect our understanding of operating a sustainable business, so we intend these to also be followed by our business partners.

In the event of violations, the freenet Group reserves the right to suitably address the issue depending on the severity of the violation. This includes, but is not limited to, requesting immediate remediation of the violation, asserting claims for damages or terminating the respective contract. If suppliers or their employee wish to report a possible violation of applicable law or the freenet Group's standards, the Code of Conduct provides for direct contact for business partners to our Compliance department, which initiates investigations if required. This can also be done anonymously.

To date, we have not conducted a costly and time-intensive systematic review of all suppliers to ensure compliance with standards. Around 98.6 per cent of suppliers in indirect sales and even 100.0 per cent of merchandise suppliers commissioned in calendar year 2020 are domiciled in Germany, another EU member state or in the European Economic Area. At Media Broadcast, this figure is 99.4 per cent of the goods and services supplied based on the purchasing volume in euros. These suppliers are therefore subject to comparable legal (transparency) regulations as the freenet Group itself, which is why the risk of a significant, negative societal impact from these business relationships is considered low.

Sustainability aspects are incorporated into the freenet Group's purchasing policy as decision-making parameters to reinforce this self-imposed responsibility. As a Group-wide framework, the purchasing policy is intended to encourage the responsible employee to explicitly take sustainability criteria into account when making purchasing decisions. For this purpose, information about sustainability aspects, in particular environmental management, has been obtained and taken into account in advance for all tenders in addition to aspects relating to the financial situation since the second quarter of 2020. In this context, all suppliers and service providers will be required to agree to the Supplier Code of Conduct prior to submitting a quote. These aspects will be incorporated into a uniform and standardised analysis of tenders in the second quarter of 2021.

Media Broadcast's purchasing policy focuses to a greater extent on the aspects of environmental protection and particularly energy efficiency as Media Broadcast consumes a large amount of electricity. Accordingly, assuming that all other criteria are equivalent, the company prefers suppliers who consider these aspects more prominently. Media Broadcast's various General Purchasing Terms and Conditions contain standard clauses requiring new suppliers to conform to

social standards such as tolerance and equal opportunity as well as fundamentally oppose discrimination, harassment and coercion of any kind. These purchasing terms also stipulate an obligation to adhere to international, national and local legal regulations regarding corruption and bribery.

GROUP MANAGEMENT REPORT

CORPORATE GOVERNANCE

In this section, the Executive Board and Supervisory Board report on the Corporate Governance in the freenet Group. The chapter also contains the Corporate Governance Statement in accordance with sections 289f, 315d HGB as well as the information relating to sections 289a (1), 315a (1) HGB.

Freenet AG and its management and supervisory bodies are committed to the principles of good and responsible corporate governance; they identify with the objectives of the German Corporate Governance Code (GCGC) and with the principles of transparent, responsible management and control of the company aimed at enhancing its value. The Executive Board and the Supervisory Board, together with all managers and employee in the freenet Group, are committed to pursuing these goals.

In its meeting on 9 December 2020, the Supervisory Board considered the regulations of the GCGC as amended on 19 December 2019 and, together with Executive Board, issued the annual Declaration of Compliance with regard to the GCGC. The Declaration of Compliance dated 9 December 2020 is included in the following Corporate Governance Statement and has been made permanently accessible on the company's website under www.freenet-group.de/investor-relations/corporate-governance/index.html.

FURTHER INFORMATION

GRI INDEX AND MAIN MEMBERSHIPS

GRI INDEX

The non-financial statement of the freenet Group was reported in accordance with the “Core” option of the Global Reporting Initiative (GRI) standards. The following GRI Index provides a summary overview of the GRI disclosures – also beyond the non-financial explanation:

| GRI disclosure | GRI Standard | Reference and other sources/ notes/ disclosures | Page(s) |
|----------------------------------|--|--|----------------------|
| 1. Organisational profile | | | |
| 102-1 | Name of the organisation | Business model and organisation (Overview of the freenet Group) | 40 – 43 |
| 102-2 | Activities, brands, products and services | Business model and organisation; Notes (Note 3, Segment reporting) | 40 – 43 145 – 148 |
| 102-3 | Location of headquarters | Further information (Financial calendar, publishing information and contact) | 242f |
| 102-4 | Location of operations | Notes (Note 3, Segment reporting) | 145 – 148 |
| 102-5 | Ownership and legal form | The freenet share (changes in shareholder structure) | 31 – 36 |
| 102-6 | Markets served | Non-financial statement (supply chain); Notes (Note 3, Segment reporting) | 96f/ 145 – 148 |
| 102-7 | Scale of the organisation | Key financials (overview) | U1f |
| 102-8 | Information on employee and other workers | Non-financial statement (employee); further information on employment: Part time: 25.4% of women (2019: 25.4%) / 7.5% of men (2019: 6.9%); Fixed-term employment contracts: 18.4% of women (2019: 19,8%) / 19.0% of men (2019: 20,1%); | 80 – 87 |
| 102-9 | Supply chain | Non-financial statement (supply chain); | 96f |
| 102-10 | Significant changes to the organisation and its supply chain | Non-financial statement (supply chain); Business model and organisation (Overview of the freenet Group) | 96f/ 40 – 43 |
| 102-11 | Precautionary principle or approach | Reporting on opportunities and risks (risk management system) Non-financial statement (Non-financial risks) | 62 – 74 / 80 |
| 102-12 | External initiatives | Further information (GRI Index and main memberships) | 232ff |
| 102-13 | Membership of associations | Further information (GRI Index and main memberships) | 232ff |

| GRI disclosure | GRI Standard | Reference and other sources/ notes/ disclosures | Page(s) |
|----------------------------------|--|--|-----------------------|
| 2. Strategy | | | |
| 102-14 | Statement from senior decision-maker | To our shareholders (sustainable action) | 36f |
| 3. Ethics and integrity | | | |
| 102-16 | Values, principles, standards and norms of behaviour | Non-financial statement (employee: diversity); Non-financial statement (anti-corruption); Corporate Governance (Corporate Governance Statement) | 81 / 94ff/ 98ff |
| 4. Governance | | | |
| 102-18 | Governance structure | To our shareholders (Report of the Supervisory Board); Corporate Governance | 26ff/ 98ff |
| 5. Stakeholder engagement | | | |
| 102-40 | List of stakeholder groups | To our shareholders (sustainable action); Non-financial statement (materiality analysis) | 36f/ 79f |
| 102-41 | Collective bargaining agreements | Other disclosures: As of 31.12.2020, 14.9% (31.12.2019: 14.9%) of the salaried employee were paid in accordance with collective bargaining agreements. All of these are employee of Media Broadcast. | — |
| 102-42 | Identifying and selecting stakeholders | Non-financial statement (materiality analysis) | 79f |
| 102-43 | Approach to stakeholder engagement | Non-financial statement (materiality analysis, employee, customer matters) | 79f |
| 102-44 | Key topics and concerns raised | Non-financial statement (materiality analysis) | 79f |
| 6. Reporting practice | | | |
| 102-45 | Entities included in the consolidated financial statements | Notes (Note 36, disclosures in accordance with Section 315a HGB) | 211 – 213 |
| 102-46 | Defining report content and the topic boundaries | Non-financial statement (materiality analysis) | 79f |
| 102-47 | List of material topics | Non-financial statement (materiality analysis) | 79f |
| 102-48 | Restatements of information | New presentations are indicated at the respective places. | — |
| 102-49 | Changes in reporting | High-level materiality assessment as part of the preparation of the non-financial statement did not result in any changes. The scope of consolidation has been reduced by the sale of MOTION TM (2019) and freenet digital (2020). Where necessary, the effects on KPIs have been highlighted. | — |
| 102-50 | Reporting period | Non-financial statement (general information) | 80 |
| 102-51 | Date of most recent report | 31.12.2019 | — |
| 102-52 | Reporting cycle | 12 months | — |
| 102-53 | Contact point for questions regarding this report | To our shareholders (IR contact) | 38 |
| 102-54 | Claims of reporting in accordance with GRI Standards | Non-financial statement (general information) | 80 |
| 102-55 | GRI content index | Further information (GRI Index and main memberships) | 232ff |
| 102-56 | External assurance | Further information (Independent practitioner's report on a limited assurance engagement on non-financial group statement) | 229f |

| GRI disclosure | GRI Standard | Reference and other sources/ notes/ disclosures | Page(s) |
|----------------|---|--|-----------|
| GRI 200 | Economic Topics | | |
| GRI 201 | Economic Performance | | |
| 103-1/2/3 | Management approach | Corporate management | 45 – 51 |
| 201-1 | Direct economic value generated and distributed | To our shareholders (sustainable action) | 36f |
| 201-3 | Defined benefit plan obligations and other retirement plans | Notes (Note 2.11, Pension provisions) | 139 – 140 |
| GRI 205 | Anti-Corruption | | |
| 103-1/2/3 | Management approach | Non-financial statement (anti-corruption) | 94 – 96 |
| 205-3 | Confirmed incidents of corruption and actions taken | Non-financial statement (anti-corruption) | 94 – 96 |
| GRI 300 | Environmental Topics | | |
| GRI 302 | Energy | | |
| 103-1/2/3 | Management approach | Non-financial statement (corporate environmental protection) | 91 – 96 |
| 302-1 | Energy consumption within the organisation | Non-financial statement (corporate environmental protection) | 91 – 96 |
| GRI 305 | Emissions | | |
| 103-1/2/3 | Management approach | Non-financial statement (corporate environmental protection) | 91 – 96 |
| 305-1 | Direct (Scope 1) GHG emissions | Non-financial statement (corporate environmental protection) | 91 – 96 |
| 305-2 | Energy indirect (Scope 2) GHG emissions | Non-financial statement (corporate environmental protection) | 91 – 96 |
| 305-4 | GHG emissions intensity | Non-financial statement (corporate environmental protection) | 91 – 96 |
| GRI 307 | Environmental Compliance | | |
| 103-1/2/3 | Management approach | Non-financial statement (corporate environmental protection) | 91 – 96 |
| 307-1 | Non-compliance with environmental laws and regulations | Non-financial statement (corporate environmental protection) | 91 – 96 |
| GRI 400 | Social Topics | | |
| GRI 401 | Employment | | |
| 103-1/2/3 | Management approach | Non-financial statement (employee) | 80 – 87 |
| 401-1 | New employee hires and employee turnover | Non-financial statement (employee) | 80 – 87 |
| 401-2 | Benefits provided to employee | Non-financial statement (employee) | 80 – 87 |
| GRI 403 | Occupational Health and Safety | | |
| 103-1/2/3 | Management approach | Non-financial statement (employee) | 80 – 87 |
| 403-1 | Occupational health and safety management system | Non-financial statement (employee) | 80 – 87 |
| 403-3 | Occupational health services | Non-financial statement (employee) | 80 – 87 |
| 403-4 | Worker participation, consultation, and communication on occupational health and safety | Non-financial statement (employee) | 80 – 87 |
| 403-5 | Worker training on occupational health and safety | Non-financial statement (employee) | 80 – 87 |
| 403-9 | Work-related injuries | Non-financial statement (employee) | 80 – 87 |

| GRI disclosure | GRI Standard | Reference and other sources/ notes/ disclosures | Page(s) |
|--|--|--|----------------|
| GRI 404 Training and Education | | | |
| 103-1/2/3 | Management approach | Non-financial statement (employee) | 80 – 87 |
| 404-1 | Average hours of training per year per employee | Non-financial statement (employee) | 80 – 87 |
| 404-2 | Programs for upgrading employee skills and transition assistance programs | Non-financial statement (employee) | 80 – 87 |
| 404-3 | Percentage of employee receiving regular performance and career development reviews | Non-financial statement (employee) | 80 – 87 |
| GRI 405 Diversity and Equal Opportunity | | | |
| 103-1/2/3 | Management approach | Corporate Governance (Corporate Governance Statement); Non-financial statement (employee) | 98ff |
| 405-1 | Diversity of governance bodies and employee | Corporate Governance (Corporate Governance Statement); Non-financial statement (employee) | 98ff |
| GRI 414 Supplier Social Assessment | | | |
| 103-1/2/3 | Management approach | Non-financial statement (supply chain); | 96f |
| 414-1 | New suppliers that were screened using social criteria | Non-financial statement (supply chain); | 96f |
| GRI 417 Marketing and Labelling | | | |
| 103-1/2/3 | Management approach | Non-financial statement (customer matters) | |
| 417-1 | Requirements for product and service information and labelling | Non-financial statement (customer matters) | 88 – 91 |
| freenet-specific disclosure | Results of surveys to measure customer satisfaction | Non-financial statement (customer matters) | 88 – 91 |
| GRI 418 Customer Privacy | | | |
| 103-1/2/3 | Management approach | Non-financial statement (digital responsibility) | 87 – 88 |
| 418-1 | Substantiated complaints concerning breaches of customer privacy and losses of customer data | Non-financial statement (digital responsibility) | 87 – 88 |

MAIN MEMBERSHIPS

Memberships are intended to support the business activities of the freenet Group and provide a framework for the exchange of information on economic and industry-specific topics. The following is an excerpt of our main national and international memberships:

NATIONAL MEMBERSHIPS

- Verband der Anbieter von Telekommunikations- und Mehrwertdiensten e.V. (VATM)
- Der Bundesverband Informationswirtschaft, Telekommunikation und neue Medien e. V. (Bitkom)
- eco – Verband der Internetwirtschaft e.V.
- Vereinigung der Unternehmensverbände in Hamburg und Schleswig/Holstein e.V. (UV Nord)
- Gesellschaft für Datenschutz und Datensicherung e.V. (GDD)
- BMVI and BNetzA working groups
- Initiative of the Federal Office of Civil Protection and Disaster Assistance (Bundesamt für Bevölkerungsschutz und Katastrophenhilfe) and also of the Federal Office for Information Security (Bundesamt für Sicherheit in der Informationstechnik) to protect critical infrastructure
- Bundesverband Materialwirtschaft, Einkauf und Logistik (BME)
- Deutscher Investor Relations Verband e.V. (DIRK)
- Verband privater Medien e.V. (VAUNET)
- JusProg e.V.
- trusted Dialog

INTERNATIONAL MEMBERSHIPS

- MVNO Europe
- Internationale Fernmeldeunion – Funksektor (ITU-R)
- Konferenz der europäischen Post- und Fernmeldeverwaltungen (CEPT)
- WorldDAB Forum