

Number of employee absences by type	2018		2019		2020	
	No.	Coverage	No.	Coverage	No.	Coverage
Illness	1,595,509	92.3%	1,542,706	94%	1,993,978	91.8%
Injury	262,774	92.3%	249,216	94%	257,747	91.8%
Stress	0	92.3%	0	94%	0	91.8%
Other (specify) Hospitalisation/ Convalescence	0	92.3%	0	94%	0	91.8%
Absenteeism rate*	4.89	92.3%	4.60	94%	6.00	91.8%

* No. of days of absence due to illness and injury/working days * 100. The rate is calculated for permanent personnel only and does not include executives (source: Annual Report 2020).