



# ON TRACK FOR TOMORROW

CORPORATE RESPONSIBILITY REPORT 2024

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# CR Strategy

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## Foreword

Dear Readers,

2024 was a record year for Deutsche Telekom. We recorded growth in all business areas and achieved the highest operating result in the company's history.

This success provides tailwind for 2025, our anniversary year: 30 years ago, Deutsche Bundespost Telekom became Deutsche Telekom AG. The fact that we are where we are today, has a lot to do with the people who work for this company. Together we have gone through ups and downs. Have overcome crises. Storms endured. Successes celebrated. Have grown. Over the past three decades this perseverance has made us the most valuable brand in Europe and the most valuable TelCo brand in the world.

We show the same perseverance when it comes to sustainability. From the very beginning, we have been committed to operating sustainably – out of conviction, because it also makes economic sense.

That is why we continue to pursue our ambitious climate targets. By 2040, we aim to achieve net-zero emissions along our entire value chain. Our climate transition plan outlines the planned measures to achieve this. We continue to follow this path and to adhere to our maxim of doing the things we say.

The foundation of our success is that, as a global company, we evaluate and discuss things before we implement them. In the digital world, it is increasingly difficult to assess facts. The spread of disinformation on the internet plays a part in this. At Deutsche Telekom, we are working with many partners and non-profit organizations to strengthen the competent use of digital media. For the fifth year in a row, we are committed with our initiative “No Hate Speech” to conscious use of media and against exclusion or “hate speech”.

Also, economic success makes an important contribution to the further development of sustainability. Always in the interplay of economy, ecology and society. Our mission is to run Deutsche Telekom as a successful, sustainable company. Economically and socially, we are established as a brand and as a company. However, for us success is not an end in itself. It is based on a culture that takes ambition, curiosity, variety, respect and integrity seriously. This culture and our value system are our guardrails.

I'm proud that Deutsche Telekom has again and again managed to work out a position of strength, also in difficult times. We want to continue to use and expand this position. As a company that has its roots in Europe, we pay particular attention to developments on our continent. “Made in Europe” is under pressure. In Europe, we must focus on our own strengths.

To achieve this, Europe's digital future urgently needs reforms and a regulation that is implemented with a sense of proportion. Sovereignty, independence and trust in our own European strengths make us an interesting partner. Investing in own Cloud and AI capabilities is essential to combat strategic weaknesses. Because Artificial Intelligence is here to stay. For Europe it is important to seize the opportunities of this intelligence successfully and at the same time responsibly. That's why we developed our “principles for Green AI” in 2024: a strong signal that AI and sustainability are no opposites for us.

Who wants to shape the future is not afraid of change. Therein lies the power of a company that, after 30 years, says: The best is yet to come. At 30 it really starts!

True to our brand promise “Connecting Your World”, we won't stop until everyone is connected.

Yours

Tim Höttges,  
CEO Deutsche Telekom AG

## About this report: why a CR report despite a sustainability statement?

CR reporting has been common practice at Deutsche Telekom for over 25 years. In addition to our CR report, we have been publishing a non-financial statement in our annual report annually since the 2017 reporting year, thus meeting the requirements of Sections 289c to 289e of the German Commercial Code (HGB), Sections 315c in conjunction with 289c to 289e of the German Commercial Code (HGB) and the EU Taxonomy Regulation. In the reporting year, we prepared the non-financial statement for the first time as a [Sustainability Statement](#) in full application of the European Sustainability Reporting Standards (ESRS).

In this context, we conducted a double materiality analysis for the first time in the reporting year in accordance with the requirements of the Corporate Sustainability Reporting Directive (CSRD) in order to identify impacts on society and the environment as well as risks and opportunities for our business activities in connection with sustainability issues. Further information on the materiality process and its results can be found in our [Sustainability Statement](#).

In addition to the key impacts, risks and opportunities addressed in the Sustainability Statement, there are other sustainability aspects that concern our stakeholders. The aim of this CR report is to provide them with additional relevant sustainability information from Deutsche Telekom in the areas of environmental, social and governance (ESG). In addition, we summarize essential results once again in a clear and easy-to-understand way for every reader. We link to our other publications in numerous places in the CR Report, such as our Sustainability Statement in the Annual Report and the [HR Factbook](#). Our reporting is also supplemented by the CR-related reporting of the national companies as well as up-to-date information in the area of responsibility on our [website](#) and in other publications (see below).

The CR report 2024 is a publication of Deutsche Telekom AG and is also available in English. In case of doubt, the German version is authoritative.

## Structure of the online report

For the CR report 2024, we have extensively revised the layout and structure of the previous report. In doing so, we focused on providing an even more understandable and clear holistic presentation of ESG activities in the Deutsche Telekom Group.

- The [home page](#) provides an overview of the highlights from the reporting period and the most important key figures. From there, you can access the four central areas of our CR report: [CR Strategy](#), [Environmental](#), [Social](#) and [Governance](#). There we provide information on our sustainability strategy as well as topic-related goals and progress made in the reporting year – from the perspective of our Group and our four operating segments Germany, the United States, Europe and Systems Solutions.
- Our four central areas are supplemented by an interactive key figure tool. There, users can view the most important sustainability-related key figures individually. The key figures are presented at both segment and unit level with a 4-year trend.
- In addition to the report, there is the [CR Facts](#). There, individual Deutsche Telekom departments provide direct information about their sustainability-related projects and measures. The CR Facts can be opened at any time via the footer of the report and is also updated during the year.
- In the footer of the report, there are also links to the download center and the glossary, as well as to dialog functions and other relevant websites.

## Scope, reporting period and target groups

The CR report 2024 and the interactive key performance indicator tool refer to the Deutsche Telekom Group with its 292 fully consolidated companies and thus to the segments and national companies; Deviations are marked accordingly.

Like the Annual Report, this CR report covers the period from January 1 to December 31, 2024. CR reporting is carried out annually. The CR report 2024 thus follows on from the 2023 report. The release date is May 27, 2025.

With this CR report, we are specifically addressing the following stakeholders of Deutsche Telekom:

- Analysts and investors
- CR ranking and rating agencies
- Business partner
- Employees
- Representatives of the media

We gender personal designations in the report with neutral designations or with the gender star. We do not use gendering in terms of companies – for example, in the words “suppliers” or business partners – because they do not address natural persons.

## Implementation of international reporting standards

This CR report and the key performance indicator tool have been prepared in accordance with various standards. For example, the CR report 2024 complies with the internationally recognized guidelines of the [Global Reporting Initiative \(GRI Standards\)](#). For this purpose, we chose the option “with reference to”.

It also includes an index that we use to identify content that contributes to the criteria of the [Sustainability Accounting Standards Board \(SASB\)](#). In addition, in the 2024 CR report, we disclose [principal adverse impacts \(PAIs\)](#) as required by the Sustainable Finance Disclosure Regulation (SFDR). The [GSM Association \(GSMA\)](#) sustainability standard indicators for the telecommunications industry were also covered. On a separate page of the report, we also illustrate our contribution to achieving the Sustainable Development Goals (SDG) of the United Nations (UN).

The CR report 2024 also serves as a [Communication on Progress \(CoP\) report](#) for the UN Global Compact.

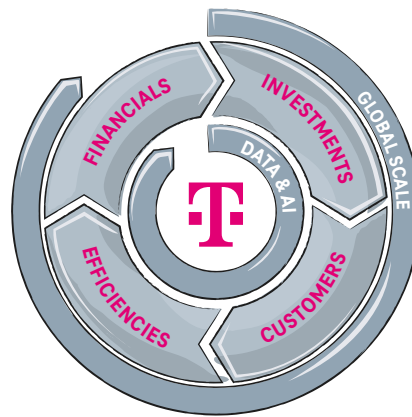
## CR Strategy: determined to achieve even more sustainability

Sustainability and social responsibility have been part of our business activities for almost three decades. We have anchored our self-image as a responsible company in our Group strategy and in our Corporate Responsibility (CR) strategy. In this way, we are committed to acting sustainably along our value chain throughout the Group – and to contributing to solving ecological, economic and social challenges. We record our ambitions and progress in the area of ESG (Environment, Social, Governance) in our sustainability reporting. In doing so, we want to meet the regulatory requirements and, beyond that, provide updates on our ambitions to meet the expectations of stakeholders such as B2B customers and the capital market. That is why we are publishing this CR report in addition to our sustainability statement in our annual report – for a holistic and more understandable overview of our ESG activities. For more information on the background to this CR report, see [About this report](#).

### Our Group and CR strategy

Our Group strategy is based on continuous improvement and value creation, as shown in the flywheel model shown (see graphic). The model starts with responsible investments in infrastructure and technology to best meet the needs of our customers. Efficiency improvements reduce our costs and increase the quality of our services. This leads to a solid financial basis that enables renewed investment and growth. At the heart of the model is data and artificial intelligence (AI), which serve as drivers of innovation and efficiency. Through our global growth, we are exploiting synergies and strengthening our competitiveness on an international level.

#### Our strategy: momentum for the future



Continuous improvement and sustainability provide important momentum for the success of our Group-wide strategy. Our values, ambitions and corporate responsibility are derived from it, as we have laid them down in our CR strategy. This is based on the three pillars of environment, social and governance (ESG) and bundles the key topics in which we want to provide significant impetus.

#### CR Strategy



In the environmental and social pillars, we focus on the following topics:

**Climate:**

- Our strict commitment to **climate-neutral business**: We want to play a pioneering role on the path to a climate-neutral future and empower our customers and society to join us on this path by 2040. To this end, we want to save at least 90 % of emissions; a maximum of 10 % may be offset.

**Circular economy**

- Our commitment to the **recyclability** of our products and services: By 2030, we want to make the entire value chain of our technologies and devices almost completely recyclable.

**Best team**

- Our promotion of **corporate culture and inclusion**, as well as our investments in the **upskilling** of our employees: We want to ensure a safe and supportive environment in which we promote equal opportunities for all people – in every dimension of diversity.

**Digital society**

- Our commitment to **help shape a digital society** based on basic democratic values and in which all people can participate safely, competently and confidently: We want to make the digital world a tolerant and safe space for all and enable society to overcome the digital divide.

With the aim of good corporate governance, we work on a number of very different but equally important topics:

- Data protection, cybersecurity and information security
- Convincing corporate compliance as well as risk and opportunity management system
- Implementing the basic principles of digital responsibility
- Respect for human rights and design of sustainable supply chains
- Investments according to ESG criteria
- Transparent communication about our activities in the field of environmental and social sustainability

We are constantly driving these topics forward and want to secure the company’s long-term value creation and competitiveness on its way to becoming the world’s leading sustainable telecommunications company.

**Measuring and managing sustainability: our CR controlling**

We measure and manage our performance in the areas of our CR strategy using non-financial performance indicators, our ESG KPIs (key performance indicators). The basis for their calculation is formed by ESG data and key figures, which are recorded and reported transparently and in a timely manner throughout the Group. We use key non-financial performance indicators such as “energy consumption” and “CO<sub>2</sub> emissions (Scope 1 and 2)” to measure Executive Board compensation. The ESG KPIs “Energy intensity”, “Scope 3 emissions” and “Take-Back of Fixed and Mobile Devices” are part of the Group-wide controlling process. In addition to ESG KPIs, we report other key figures and data to meet internal and external transparency requirements.

In 2021, we integrated our ESG data process into the Internal Control System (ICS) to ensure high data quality, adherence to deadlines and transparency. As part of the ICS, the process must meet specific principles and undergo even more sophisticated controls (“transaction level controls”) for the KPIs that are most important from a management perspective. The transaction level controls are audited internally and in some cases externally. You can find more information about our ICS in our [Sustainability Statement](#).

We are continuously developing our metric system to review progress and better manage and communicate our ESG performance. The ESG KPIs are broken down in the KPI tool according to the segments “Germany”, “USA”, “Europe”, “Systems Business”, “Group Headquarters & Group Services”, “Group Development” and “Technology and Innovation”.

**How we determine our ESG KPIs**

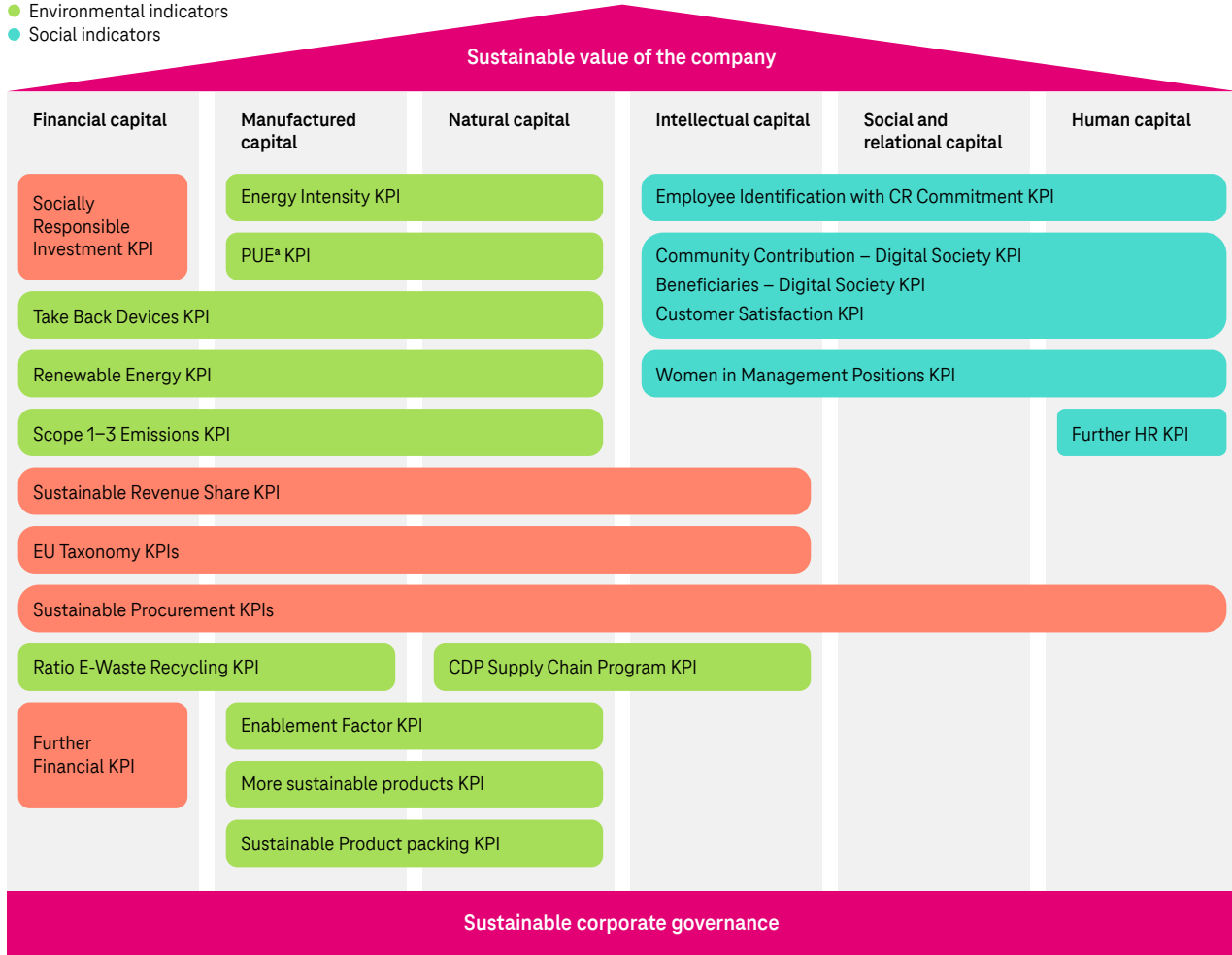
ESG KPIs are highly relevant for us. Depending on the main topic, we publish them in the Sustainability Statement of our Annual Report or here in the CR report.

Our segments represent 99 % of Group sales. Accordingly, they play an important role in the collection of group-wide ESG KPIs by collecting ESG data themselves.

In terms of integrated financial and sustainability reporting, ESG KPIs represent all six types of capital (see chart).

**Types of capital**

- Economic indicators
- Environmental indicators
- Social indicators



<sup>a</sup> (PUE) Power Usage Effectiveness

In addition to our ESG KPI system, we have developed an [impact measurement](#) methodology to assess the environmental and social effectiveness of our products and measures along the value chain. It also supports us in managing our sustainability activities and communicating transparently.

**Corporate Digital Responsibility as a Business Principle**













Current challenges such as climate change, social inequality and rapid technological progress drive our actions and commitments. The rapid spread of digital solutions such as artificial intelligence (AI) is reinforcing a development that we cannot stop – and do not want to. Nevertheless, we should set a clear direction and binding framework conditions. We therefore focus on Corporate Digital Responsibility (CDR) and are committed to people- and value-oriented digitalization. We rely on a responsible approach to the opportunities and risks of digital transformation, want to avert negative effects and shape digitization positively. In the spirit of “human-centered technology”, it is important to always put people at the center of the design and use of technology. We are convinced that with this basic attitude, we are fulfilling an important prerequisite for our future business success.

↓


**You can find out more about CDR on our website.**

[Corporate Digital Responsibility | Deutsche Telekom](#)




## Where we come from


- 1995  Deutsche Telekom AG is founded.
- 1996  Deutsche Telekom reports on its sustainability activities for the first time.
- 2000  Deutsche Telekom is a founding member of the United Nations (UN) Global Compact.
- 2008  For the first time, we publish a CR report and adopt a CR strategy and a CR program.  
Deutsche Telekom is included in the Dow Jones Sustainability Index World for the first time.
- 2011  Full implementation of the first CR governance structure.
- 2012  The collection of ESG KPIs becomes mandatory for all national companies.
- 2014  We adopt our first Group-wide CR (Group Policy Corporate Responsibility) policy.
- 2017  We support the UN Sustainable Development Goals for the first time.
- 2018  First publication of the non-financial statement in accordance with the CSR Directive Implementation Act for the 2017 financial year.
- 2019  We anchor “living responsibly” in our corporate strategy.
- 2021  We integrate our climate targets into Executive Board compensation and source 100 % of our electricity from renewable energies.  
  
We are the top-ranked European ICT company in the S&P Global Corporate Sustainability Assessment for the first time.
- 2022  The Group's Corporate Responsibility Strategy is being updated. The entire Board of Management present it at the sustainability day “We Walk the Talk”.

## Where we stand in the reporting year







- 2024  We prepare our first sustainability statement in full application of the European Sustainability Reporting Standards (ESRS) for the 2024 financial year.

## Where we want to go

- 2025**  We are climate-neutral in terms of our own emissions (Scopes 1 and 2). To this end, we are reducing emissions from our own operations by up to 95 % worldwide (compared to 2017). We offset our remaining emissions through high-quality neutralization measures.
- 2027**  More than 80 million people will benefit cumulatively from our commitment to digital participation in the period from 2024 to 2027.
- 2030**  By the end of the decade, we will reduce CO<sub>2</sub> equivalent (CO<sub>2</sub>e) emissions across Scopes 1–3 by 55 % compared to 2020.

The entire IT/network technology used by Deutsche Telekom and a large proportion of the end devices put into circulation are recyclable.
- 2040**  In 15 years, we will achieve net-zero emissions along the entire value chain – across all three scopes. To this end, we want to save at least 90 % of emissions; only up to 10 % may be offset by high-quality CO<sub>2</sub> sequestration projects.

## Indexes

-  [GRI Index](#)
-  [Sustainability Accounting Standards Board \(SASB\)](#)
-  [Principal Adverse Impacts \(PAIs\)](#)
-  [GSM Association \(GSMA\) indicators](#)
-  [Sustainable Development Goals \(SDGs\)](#)
-  [UN Global Compact Progress Report](#)

## Further reports and publications

-  [HR Factbook](#)
-  [Remuneration Report](#)
-  [Transparency Report](#)
-  [Sustainability Statement Deutsche Telekom](#)
-  [Sustainability Statement Hrvatski Telekom](#)
-  [Sustainability Statement OTE Group](#)
-  [Sustainability Statement Magyar Telekom](#)
-  [Corporate Responsibility Reporting Hub of T-Mobile US](#)

## Deep Dive for experts

### Management & Frameworks

- Responsibility for CR lies with the entire Executive Board: it discusses and decides on the key strategic guidelines and goals. The Supervisory Board advises and supervises him in this task. The Group Corporate Responsibility (GCR) division develops Group-wide guidelines and guidelines with the aim of continuously developing the corporate culture with regard to sustainable innovation, ecological management and social responsibility. Since 2022, responsibility for GCR has been in the area of the CEO. With this and the inclusion of ESG targets in Executive Board compensation in 2021, the Supervisory Board and the Executive Board once again underlined the high relevance of CR for our Group for successful sustainable business. The CR Controlling team and Deutsche Telekom Services Europe (DTSE) provide support in consolidating ESG data and key figures across the board and integrating them centrally into the financial and management systems. The Group Performance Report informs the Management Board on a quarterly basis about the status of the most important sustainability indicators. GCR also provides the Supervisory Board with regular information on the sustainability strategy and the progress of its implementation. The Group's business units and segments are responsible for implementing the CR strategy. They design the key levers and measures in accordance with segment-specific requirements, products and services. The internal governance on sustainability issues described above is governed by the Group Corporate Responsibility Policy (CR Policy).
- Technological development must be based on values. We see it as our responsibility to implement ethics in technologies and make them available to everyone. In 2022, we published our framework "[Corporate Digital Responsibility@Deutsche Telekom](#)". In it, we have summarized what we mean by digital responsibility. At the core of the framework is our "House of Digital Responsibility", which is all about human-centered technology.

### Relevant standards

- **Global Reporting Initiative (GRI)**
- GRI 2-17 (Governance)
- GRI 2-22 (Strategy, policies and practices)

### Awards

- Awards from 2024 for our sustainability management and reporting
- **Building Public Trust Award:** Deutsche Telekom has received the "Building Public Trust Award" for excellent and consistent sustainability reporting for the fourth time, this time for the best CSRD reporting on "Company Workforce" in the DAX 40.
- **Awarded as a "Circular Transformer":** Indeed Innovation, a consulting firm specializing in the circular economy, has named Deutsche Telekom a "Circular Transformer" among DAX 40 companies – among other things for its ambitious goal in the circular economy and transparent reporting.
- **Global Transition Award:** Handelsblatt honored Deutsche Telekom with the Global Transition Award in the reporting year. This is awarded to companies that contribute to limiting global warming to 1.5°C and thus set a good example in the German economy.
- **Human rights training honored:** The human rights training for Deutsche Telekom employees received the GreenUp Award, which honors outstanding adult education media with a focus on sustainability.
- **Golden Planet Award:** Deutsche Telekom was honored with the Golden Planet Award for the diverse implementation of the topic of sustainability in practice and commitment to climate protection, as well as campaigns such as "Against hate speech" or "ShareWithCare".
- **Corporate citizenship honored:** As part of a study, the consulting firm Wider Sense has awarded Deutsche Telekom the top award for integrated approaches for the first time as part of a study – for the successful integration of corporate citizenship into its core business.
- **JUST Companies Rankings:** Due to its continued progress and commitment to promoting responsible business practices and its positive impact on the environment and society, JUST Capital ranked T-Mobile US 48th in the 2025 America's Most JUST Companies ranking.
- **America's Climate Leaders 2024:** Among the 700 companies on USA Today's ranking of leading American companies in climate action, T-Mobile US ranked second in recognition of its efforts to reduce its environmental footprint.
- Awards from 2024 for sustainable products and services
- **German Award for Sustainability Projects:** T-Systems was honored with the German Award for Sustainability Projects in the category "Service – Funding/Networking" for the innovation program for sustainable solutions "X-Creation: Sustainability meets Digitalization".
- Awards from 2024 for sustainable finance
- **CDP award:** The non-governmental organization CDP regularly evaluates the climate protection activities of listed companies worldwide on behalf of investors and forms an index of the leading companies, the Climate "A-List". Deutsche Telekom was included in this list for the eighth time in a row for 2024 and was also once again recognized as a Supplier Engagement Leader.

- **Outstanding ESG performance:** Deutsche Telekom was the only company in the DAX 40 to receive the top rating of “very good” from the Scope Group for its sustainability performance. We achieved 81 out of 100 possible points in the overall ranking. Deutsche Telekom also achieved excellent results in the management of risk factors, securing first place here as well with 80 out of 100 points.
- Awards for our commitment to digital inclusion and digital values
- **Recognition for campaigns and commitment:** The campaigns “Against hate speech” and “ShareWithCare” have once again received several awards for their creativity and success in the field of social commitment. For the second time, the initiative “Against hate speech” received the German Media Award in the category “Best Media Strategy of the Year” in the category “National”; “ShareWithCare” received the award in the category “Best Media Idea of the Year” in the category “Digital & Social Media”. In addition, both campaigns were awarded by the Spotlight Festival in the “Social Impact” category. The Festival of Media awarded the Bravery Award to the video “The power of a comment” from our campaign “Against hate speech” and the video “Licht an!” from the campaign with the award “Best Campaign for an Awareness or Observance Day, Week or Month”. The MMA Smarties Germany DACH Awards honored the “ShareWithCare” and “Against hate speech” campaigns in the categories “Purpose Driven Marketing – Brand Purpose/Activism” and “Purpose Driven Marketing – Social Impact Marketing” respectively. The Effie Award went to our “ShareWithCare” campaign in the “Doing Good” category.
- **Comenius EduMedia Award:** The media literacy initiatives “Teachtoday” and “SCROLLER” have been awarded the Comenius EduMedia Award for their didactic and media quality in the category “Didactic designed Digital Media” and “Digital Media with Educational Potential” for the third time.
- Awards from 2024 for our networks
- **“connect” fixed-network test:** Deutsche Telekom once again won the fixed-network test conducted by the trade magazine “connect”: With a total of 920 out of 1,000 possible points, we again reached the top and once again performed significantly better than in the previous year. This is the ninth time that Deutsche Telekom has won the gold medal in the annual nationwide comparison and achieved the overall grade of “very good”.
- **“connect” mobile network test:** We emerged as the overall winner from the “Mobile Network Test 2024” of the magazine “connect” with the rating “outstanding”. This is the 14th time in a row that Deutsche Telekom has won the connect test.
- **“CHIP” mobile network test:** For the 15th time in a row, we won the “Mobile Network Test” of the trade magazine “CHIP” and were awarded the grade 1.2. The 5G network received a grade of 1.1.
- You can find more awards in our [annual report](#).

## GRI Index

Deutsche Telekom's 2024 CR report was created in line with the Global Reporting Initiative (GRI) guidelines and in agreement with the option "with reference to GRI". So our high demands on transparency are maintained. The reported information relates to the period from January 1 to December 31, 2024.

In the GRI Index, we refer to content on general and specific standard disclosures within the CR report and other Deutsche Telekom publications. Where necessary, we explain these directly in the index.

### General Disclosures

#### GRI 2: General Disclosures

##### The organization and its reporting practices

GRI Standard	Disclosure	Reference	Omission/Additional Information
2-1	Organization profile	<a href="#">ESRS 2 SBM-1 – Strategy, business model, and value chain</a> <a href="#">Group profile</a> <a href="#">Imprint</a> <a href="#">Worldwide</a>	
2-2	Entities considered in the organization's sustainability reporting	<a href="#">About this report</a> <a href="#">Worldwide</a>	
2-3	Reporting period, reporting frequency and contact point	<a href="#">About this report</a>	
2-4	Correction or restatement of information	<a href="#">About this report</a>	In the reporting year, there was no reason to present new information from previous reporting periods.

##### Activities and workers

GRI Standard	Disclosure	Reference	Omission/Additional Information
2-6	Activities, value chain and other business relationships	<a href="#">ESRS 2 SBM-1 – Strategy, business model, and value chain</a>	
2-7	Employees	<a href="#">ESRS S1-6 – Characteristics of the undertaking's employees</a> <a href="#">Corporate culture and inclusion: Valuing diversity and respecting needs</a>	

##### Governance

GRI Standard	Disclosure	Reference	Omission/Additional Information
2-9	Governance structure and composition	<a href="#">ESRS 2 SBM-1 – Strategy, business model, and value chain</a> <a href="#">Annual Report 2024</a> <a href="#">ESRS 2 GOV-1 – The role of administrative, management and supervisory bodies</a> <a href="#">Corporate Governance Declaration pursuant to Sections 289f, 315d of the German Commercial Code (HGB)</a>	
2-10	Nomination and selection of the highest governance body	<a href="#">Corporate Governance Declaration pursuant to Sections 289f, 315d of the German Commercial Code (HGB)</a> <a href="#">ESRS 2 GOV-1 – The role of administrative, management and supervisory bodies</a>	In the selection process, all competencies that are necessary and useful for the exercise of the position are taken into account. The requirements for a position are defined on the basis of a skill list.  The selection process takes place in the Supervisory Board, in which the interests of the stakeholders (including shareholders) are represented.
2-11	Chair of the highest supervisory body	<a href="#">Annual Report 2024</a> <a href="#">Corporate Governance Declaration pursuant to Sections 289f, 315d of the German Commercial Code (HGB)</a>	

GRI Standard	Disclosure	Reference	Omission/Additional Information
2-12	Role of the highest governance body in overseeing the management of impacts	<a href="#">ESRS 2 GOV-1 – The role of administrative, management and supervisory bodies</a> <a href="#">ESRS 2 IRO-1 – Description of the process to identify and assess material impacts, risks, and opportunities</a>	The Supervisory Board of Deutsche Telekom AG oversees the Group's due diligence obligations and processes that serve to identify and manage impacts on the economy, the environment and people. To this end, the Supervisory Board works with stakeholders and regularly conducts investor meetings specific to the Supervisory Board. The ESG officer of the Supervisory Board is also available for regular discussions with stakeholders. The findings from these discussions will be incorporated into the work of the Supervisory Board.
2-13	Delegation of responsibility for managing impacts	<a href="#">ESRS 2 SBM-1 – Strategy, business model, and value chain</a> <a href="#">ESRS 2 GOV-1 – The role of administrative, management and supervisory bodies</a>	
2-14	Role of the highest governance body in sustainability reporting	<a href="#">About this report</a> <a href="#">ESRS 2 IRO-1 – Description of the process to identify and assess material impacts, risks, and opportunities</a>	
2-15	Conflicts of interest	<a href="#">ESRS 2 GOV-1 – The role of administrative, management and supervisory bodies</a> <a href="#">Corporate Governance Declaration pursuant to Sections 289f, 315d of the German Commercial Code (HGB)</a> <a href="#">Annual Report 2024</a>	
2-16	Communication of critical concerns	<a href="#">ESRS G1-3 – Prevention and detection of corruption and bribery</a> <a href="#">Corporate Governance Declaration pursuant to Sections 289f, 315d of the German Commercial Code (HGB)</a>	
2-17	Accumulated knowledge of the highest control body	<a href="#">CR strategy: determind to achieve even more sustainability</a> <a href="#">ESRS 2 GOV-1 – The role of administrative, management and supervisory bodies</a>	
2-18	Evaluation of the performance of the highest governance body	<a href="#">Corporate Governance Declaration pursuant to Sections 289f, 315d of the German Commercial Code (HGB)</a>	The Supervisory Board of Deutsche Telekom AG complies with Recommendation D.12. of the German Corporate Governance Code (DCGK). In order to regularly assess the effectiveness of the performance of its tasks, the Supervisory Board and the Audit Committee conduct an efficiency review every two years. The results provide new impetus for the work of the Supervisory Board.
2-19	Remuneration policies	<a href="#">Remuneration Report 2024</a> <a href="#">ESRS 2 GOV-3 – Integration of sustainability-related performance in incentive schemes</a>	
2-20	Process to determine remuneration	<a href="#">Remuneration Report 2024</a>	
2-21	Annual total compensation ratio	<a href="#">Remuneration Report 2024</a>	Not applicable  The Shareholders' Rights Directive, which was transposed into German law by ARUG II, aims to increase the transparency of companies' remuneration policies and to expand the mandatory disclosures relating to management board remuneration. In Telekom's compensation report, we compare the percentage change in the compensation of average employees with the change in the compensation of the members of the Board of Management, as requested. In doing so, we comply with our disclosure obligations, which enable shareholders and other stakeholders to assess our compensation policy and to check whether it is in line with the interests of our shareholders and employees. The EU does not require any further publication of multiples.

**Strategy, policies and practices**

GRI Standard	Disclosure	Reference	Omission/Additional Information
2-22	Statement on sustainable development strategy	<a href="#">Foreword</a> <a href="#">CR Strategy: determined to achieve even more sustainability</a>	
2-23	Policy commitments	<a href="#">ESRS G1-1 – Business conduct policies and corporate culture</a> <a href="#">ESRS 2 GOV-5 – Risk Management and internal controls over sustainability reporting</a> <a href="#">ESRS S1-1 – Policies related to own workforce</a> <a href="#">Deutsche Telekom Code of Human Rights</a>	
2-24	Embedding policy commitments	<a href="#">Deutsche Telekom Code of Human Rights</a>	
2-25	Processes to remediate negative impacts	<a href="#">ESRS G1-3 – Prevention and detection of corruption and bribery</a> <a href="#">ESRS S1-3 – Processes to remediate negative impacts and channels for own workforce to raise concerns</a> <a href="#">ESRS S2-3 – Processes to remediate negative impacts and channels for value chain workers to raise concerns</a>	
2-26	Mechanisms for seeking advice and raising concerns	<a href="#">ESRS G1-3 – Prevention and detection of corruption and bribery</a>	
2-27	Compliance with laws and regulations	<a href="#">Telekom website</a> <a href="#">ESRS G1-3 – Prevention and detection of corruption and bribery</a> <a href="#">Annual Report 2024</a>	Information on relevant legal proceedings and outcomes can be found in the chapter "Risk and Opportunity Management" in the combined management report.
2-28	Membership associations	<a href="#">Political advocacy</a> <a href="#">ESRS G1-1 – Business conduct policies and corporate culture</a> <a href="#">Code of Conduct</a>	In the political representation of interests as well as for participation in committees and associations, the provisions of our Code of Conduct apply.

**Stakeholder engagement**

GRI Standard	Disclosure	Reference	Omission/Additional Information
2-29	Approach to stakeholder engagement	<a href="#">ESRS 2 SBM-2 – Interests and views of stakeholders</a> <a href="#">Overview memberships and cooperations</a>	
2-30	Collective bargaining agreements	<a href="#">ESRS S1-8 – Collective bargaining coverage and social dialogue</a>	As of December 31, 2024, 45.8 % of our employees were covered by collective bargaining agreements. The coverage rate in Germany was 75.6 %.  The collective agreements concluded with the trade unions do not apply to our employees who are not covered by collective bargaining agreements. The terms and conditions of employment for our employees who are not covered by collective bargaining agreements are set out in the Group Works Agreement AT for employees not covered by collective bargaining agreements. In addition, a small number of our employees are subject to the collective agreements of other industries.

**GRI 3: Material topics**

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-1	Process to determine material topics	<a href="#">ESRS 2 IRO-1 – Description of the process to identify and assess material impacts, risks, and opportunities</a>	
3-2	List of material topics	<a href="#">ESRS 2 IRO-2 – Disclosure requirements in ESRS covered by the undertaking's sustainability statement</a>	

## Economic standards

### GRI 205: Anti-corruption

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	<a href="#">ESRS G1 – Governance</a>	
205-1	Operations assessed for risks related to corruption		<p>One of the foundations of our compliance management system is the Compliance Risk Assessments (CRA), which we use to identify and evaluate compliance risks and initiate appropriate preventive measures. To this end, Deutsche Telekom has set up a process that must be run regularly. The selection of companies participating in the CRA is risk-based according to a maturity-based model.</p> <p>The Group Compliance department provides central support for local implementation and provides a uniform methodology. This methodology provides for risks to be evaluated with regard to probabilities of occurrence and possible damage (original risk), to take existing preventive measures into account in risk management (actual risk) and to derive new compliance measures and clearly assign responsibilities for them.</p> <p>In the year under review, the CRA was carried out at Deutsche Telekom AG and 101 other subsidiaries in Germany and abroad.</p> <p>As a U.S.-listed company, T-Mobile US conducts a risk assessment according to its own methodology, on which it regularly reports to the relevant committees, on which representatives of Deutsche Telekom AG are also represented.</p>
205-2	Communication and training about anti-corruption policies and procedures	<a href="#">ESRS G1-3 – Prevention and detection of corruption and bribery</a> <a href="#">Telekom website</a>	
205-3	Confirmed incidents of corruption and actions taken	<a href="#">Telekom website</a> <a href="#">Annual Report 2024</a>	<p>Deutsche Telekom has set up a compliance management system to prevent corruption. Uncovered misconduct is sanctioned appropriately – up to and including the extraordinary termination of an employment relationship. This may also apply to contracts with business partners that can be terminated or not renewed in connection with uncovered misconduct (in particular in connection with bribery and corruption). Incidents in which employees were convicted of corruption or contracts with business partners were terminated or not renewed due to violations related to corruption are not known for the year 2024. Proceedings against us or our business partners regarding allegations of corruption have not been initiated or made known to us. You can find more information on this on the Telekom website. Information on relevant legal proceedings and outcomes can be found in the chapter "Risk and Opportunity Management" in the combined management report.</p>

## Environmental standards

### GRI 301: Materials

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	<a href="#">Circular economy: holistic approach along the entire value chain</a> <a href="#">ESRS E5-1 – Policies related to resource use and circular economy</a>	
301-1	Materials used by weight or volume	<a href="#">ESRS E5-4 Resource Inflows</a>	The main resource inflows for network expansion include mobile phone antennas and fiber optics.
301-2	Recycled input materials used	<a href="#">ESRS E5-4 Resource Inflows</a>	The recycled content is estimated to be 15 % of the total weight. This corresponds to approx. 1,177 tonnes. The degree of accuracy of the estimate is to be classified as low, as there is no presentation of the data and the estimate is based on assumptions based on empirical values of previous years.
301-3	Reclaimed products and their packaging materials	<a href="#">Circular economy: holistic approach along the entire value chain</a> <a href="#">ESRS E5-4 Resource Inflows</a>	

### GRI 302: Energy

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	<a href="#">ESRS E1-3 – Actions and resources in relation to climate change policies</a> <a href="#">ESRS E1-4 – Targets related to climate change mitigation and adaptation</a> <a href="#">Energy: optimising consumption and increasing efficiency</a>	
302-1	Energy consumption within the organization	<a href="#">ESG KPI “Renewable Energies”</a> <a href="#">Energy: optimising consumption and increasing efficiency</a>	
302-2	Energy consumption outside the organization	<a href="#">ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions</a>	
302-3	Energy Intensity	<a href="#">ESG KPI “Renewable Energies”</a> <a href="#">Energy: optimising consumption and increasing efficiency</a>	
302-4	Reduction of energy consumption	<a href="#">ESG KPI “Renewable Energies”</a>	Information not available/incomplete  We do not present the concrete breakdown of the data, as the effort required to collect the key figure is not proportionate to the additional benefits gained from it. A breakdown of the reduction in energy consumption compared to the previous year can be found in the Sustainability Statement.
302-5	Reduction of energy requirements for products and services		Information not available/incomplete  We do not present the concrete breakdown of the data, as the effort required to collect the key figure is not proportionate to the additional benefits gained from it.

## GRI 305: Emissions

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	<a href="#">ESRS E1-1 – Transition plan for climate change mitigation</a> <a href="#">ESRS E1-3 – Actions and resources in relation to climate change policies</a> <a href="#">ESRS E1-4 – Targets related to climate change mitigation and adaptation</a> <a href="#">Climate protection: our path to achieving net-zero by 2040</a>	
305-1	Direct (Scope 1) GHG emissions	<a href="#">ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions</a> <a href="#">Climate protection: our path to achieving net-zero by 2040</a>	
305-2	Energy indirect (Scope 2) GHG emissions	<a href="#">ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions</a> <a href="#">Climate protection: our path to achieving net-zero by 2040</a>	
305-3	Other indirect (Scope 3) GHG emissions	<a href="#">ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions</a>	
305-4	GHG emissions intensity	<a href="#">ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions</a>	
305-5	Reduction of GHG emissions	<a href="#">ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions</a> <a href="#">Climate protection: our path to achieving net-zero by 2040</a>	The climate targets were developed according to the methodology of the Science Based Targets Initiative (SBTi).

## GRI 306: Waste

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	<a href="#">ESRS E5-2 – Actions and resources in relation to resource use and circular economy</a> <a href="#">ESRS E5-3 – Targets related to resource use and circular economy</a> <a href="#">Circular economy: holistic approach along the entire value chain</a>	
306-1	Waste generated and significant waste-related impacts	<a href="#">ESRS E5-5 – Resource outflows</a> <a href="#">Circular economy: holistic approach along the entire value chain</a>	
306-2	Management of significant waste-related impacts	<a href="#">ESRS E5-5 – Resource outflows</a> <a href="#">Circular economy: holistic approach along the entire value chain</a>	
306-3	Waste generated	<a href="#">ESRS E5-5 – Resource outflows</a> <a href="#">Circular economy: holistic approach along the entire value chain</a>	
306-4	Waste diverted from disposal	<a href="#">ESRS E5-5 – Resource outflows</a> <a href="#">Circular economy: holistic approach along the entire value chain</a>	
306-5	Waste directed to disposal	<a href="#">ESRS E5-5 – Resource outflows</a> <a href="#">Circular economy: holistic approach along the entire value chain</a>	

## Social standards

### GRI 403: Occupational health and safety

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	<a href="#">ESRS S1-1 – Policies related to own workforce</a>	
403-1	Occupational health and safety management system	<a href="#">ESRS S1-1 – Policies related to own workforce</a> <a href="#">ESRS S1-14 – Health and safety metrics</a>	
403-2	Hazard identification, risk assessment, and incident investigation	<a href="#">ESRS S1-4 – Taking action on material impacts on own workforce, and approaches to managing material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions</a>	
403-3	Occupational health services	<a href="#">ESRS S1-4 – Taking action on material impacts on own workforce, and approaches to managing material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions</a>	
403-4	Worker participation, consultation, and communication on occupational health and safety	<a href="#">ESRS S1-1 – Policies related to own workforce</a> <a href="#">ESRS S1-2 – Processes for engaging with own workforce and workers’ representatives about impacts</a>	
403-5	Worker training on occupational health and safety	<a href="#">ESRS S1-4 – Taking action on material impacts on own workforce, and approaches to managing material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions</a>	
403-6	Promotion of worker health	<a href="#">ESRS S1-4 – Taking action on material impacts on own workforce, and approaches to managing material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions</a> <a href="#">Employees: promoting co-determination and strengthening employer attractiveness</a>	
403-7	Prevention and mitigation of occupational health and safety impacts directly related to business relationships	<a href="#">ESRS S2-4 – Taking action on material impacts on value chain workers, and approaches to managing material risks and pursuing material opportunities related to value chain workers, and effectiveness of those actions</a>	
403-8	Workers covered by an occupational health and safety management system	<a href="#">ESRS S1-14 – Health and safety metrics</a>	
403-9	Work-related injuries	<a href="#">ESRS S1-14 – Health and safety metrics</a>	
403-10	Work-related ill health	<a href="#">ESRS S1-14 – Health and safety metrics</a>	

### GRI 405: Diversity and equal opportunity

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	<a href="#">ESRS S1-1 – Policies related to own workforce</a>	
405-1	Diversity of governance bodies and employees	<a href="#">ESRS S1-6 – Characteristics of the undertaking's employees</a> <a href="#">ESRS S1-9 – Diversity metrics</a>	Table on age distribution in the Supervisory Board and Board of Management of Deutsche Telekom AG
405-2	Ratio of basic salary and remuneration of women to men	<a href="#">ESRS S1-16 – Remuneration metrics (pay gap and total remuneration)</a>	

### GRI 406: Non-discrimination

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	<a href="#">ESRS S1-1 – Policies related to own workforce</a>	
406-1	Incidents of discrimination and corrective actions taken	<a href="#">ESRS S1-17 – Incidents, complaints, and severe human rights impacts</a>	

### GRI 407: Freedom of association and collective bargaining

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	<a href="#">ESRS S1-1 – Policies related to own workforce</a> <a href="#">ESRS S2-1 – Policies related to value chain workers</a>	
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	<a href="#">LkSG Annual Report for the 2024 Financial Year</a> <a href="#">Human rights and supply chain: living responsibility</a>	

### GRI 415: Political influence

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	<a href="#">Political advocacy</a>	
415-1	Political contributions	<a href="#">Political advocacy</a>	

# SASB

## Sustainability Accounting Standards Board (SASB)

In order to meet the growing interest of our stakeholders in comparable sustainability information, we have also published an index on the sustainability standards of the [Sustainability Accounting Standards Board \(SASB\)](#) in our CR report since 2021 – with an industry-specific focus on the information and communication technology sector.

In the SASB Index, we explain how we meet the industry-specific SASB criteria; or link to places in our sustainability communication that explain how we meet them. We also show the SASB criteria in the relevant places in this report.

We welcome the growing attention to sustainability issues and naturally meet increasing transparency requirements. At the same time, we are monitoring the announced consolidation efforts of various standards and frameworks.

### Ecological footprint of the farm

SASB Code	Request	Reprimand
TC-TL-130a.1	(1) Total energy consumed, (2) Share of grid electricity, (3) Share of renewables	<a href="#">ESRS E1-5 – Energy consumption and mix</a> <a href="#">ESG KPI “PUE”</a>

### Privacy

SASB Code	Request	Reprimand
TC-TL-220a.1	Describe policies and practices for behavioral advertising and customer privacy.	<a href="#">ESRS S4-1 – Policies related to consumers and end-users</a> <a href="#">Telekom's data transparency</a>
TC-TL-220a.2	Number of customers whose information is used for ancillary purposes	<a href="#">ESRS S4-1 – Policies related to consumers and end-users</a> <a href="#">Transparency Report</a> <a href="#">Data protection Telekom</a>
TC-TL-220a.3	The total amount of financial losses resulting from legal proceedings related to the protection of customer data	All relevant legal proceedings and outcomes are reported in the Annual Report. <a href="#">Litigation and anti-trust proceedings</a>
TC-TL-220a.4	(1) Number of requests for customer data by law enforcement, (2) Number of customers whose data was requested, (3) Percentage of cases that resulted in disclosure	<a href="#">Transparency Report</a> , from where individual countries can also be accessed

### Data integrity

SASB Code	Request	Reprimand
TC-TL-230a.1	(1) Number of data breaches, (2) Percentage of cases involving personal data, (3) Number of customers affected	<a href="#">Protection of personal data</a>
TC-TL-230a.2	Describe the approach to detecting and remediating data security risks, including the use of third-party cybersecurity standards	<a href="#">ESRS S4-1 – Policies related to consumers and end-users</a> <a href="#">Cybersecurity and data protection: secure systems, protected privacy</a> <a href="#">Risks and opportunities from data protection and data security</a> <a href="#">Safety speedometer</a>

### Management of products at the end of their useful life

SASB Code	Request	Reprimand
TC-TL-440a.1	(1) Materials recovered through take-back programs, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled	<a href="#">ESRS E5-5 – Resource outflows</a> <a href="#">Circular economy: holistic approach along the entire value chain</a>

## Anti-competitive practices and the open Internet

SASB Code	Request	Reprimand
TC-TL-520a.1	Total amount of financial loss as a result of legal proceedings relating to competition law rules	All relevant legal proceedings and outcomes are reported in the Annual Report. <a href="#">Litigation and anti-trust proceedings</a>
TC-TL-520a.2	Average actual, sustained download speed of (1) owned and commercially affiliated content, and (2) unaffiliated content	In the service descriptions of the products, the minimum, normal and maximum download speed are specified. <a href="#">Example MagentaZuhause</a>
TC-TL-520a.3	Description of the risks and opportunities associated with net neutrality, paid peering, zero-rating and similar practices	<a href="#">Strategic risks and opportunities</a> <a href="#">Risks and opportunities from regulation</a>

## Dealing with systemic risks from technical malfunctions

SASB Code	Request	Reprimand
TC-TL-550a.1	(1) Average frequency of system outages, and (2) average duration of outages per customer	<a href="#">Network Reliability</a>
TC-TL-550a.2	Discussion of systems for providing unhindered service in the event of service interruptions	<a href="#">Renewal and stabilization of the network architecture</a> <a href="#">Operational risks and opportunities</a>

## PAIs

### Principle Adverse Impacts (PAIs)

The Sustainable Finance Disclosure Regulation (SFDR) is intended to make the extent to which financial products are sustainable more transparent. Therefore, we want to illustrate our investors and financial service providers with a table of the most important indicators according to the SFDR (so called “Principal Adverse Impacts”, PAIs). This includes environmental, social and employee concerns as well as respect for human rights and the fight against corruption and bribery. For the reporting year, we focused on the indicators that are mandatory for financial institutions in the disclosure of PAIs.

The English name of the indicators is decisive. Since no official German translation has been published, our German translation is only for the sake of comprehensibility.

### Climate and other mandatory environmental indicators

Sustainability indicator	Measurement variable	2024	Omission/Additional Information
Greenhouse gas emissions	GHG emissions Scope 1	<a href="#">ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions</a>	
	GHG emissions Scope 2 (market-based)	<a href="#">ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions</a>	
	GHG emissions Scope 3	<a href="#">ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions</a>	
	Total GHG emissions	<a href="#">ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions</a>	
	Carbon footprint	<a href="#">ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions</a>	
	GHG emission intensity (Scope 1 + 2 + 3) (by revenue)	<a href="#">ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions</a> <a href="#">ESRS E1-5 – Energy consumption and mix</a>	
	Exposure to fossil fuel companies	N/A	We are not in the fossil fuel industry.
	Share of the consumption and production of non-renewable energy by investee companies from non-renewable energy sources compared to renewable energy sources, expressed as a percentage of total energy sources	Share of non-renewable energies in consumption: 7.3 % Share of renewable energies in consumption: 92.7 % Share of renewable electricity: 100 %	
Energy consumption in MWh per million EUR turnover	<a href="#">ESRS E1-5 – Energy consumption and mix</a>		
Biodiversity	Share of investments in investee companies with locations/operations in or near biodiversity-sensitive areas when the activities of these investee companies have a negative impact on these areas	N/A	Due to limited data availability, we are currently unable to publish detailed information about headquarters or operating locations in the vicinity of such spaces. However, biodiversity considerations are always taken into account when investigating new sites.
Water	Tons of emissions caused in water	To our knowledge, our operations do not cause any significant emissions to water.	
Waste	Tons of hazardous and radioactive waste generated	<a href="#">ESRS E5-5 – Resource outflows</a>	

### Mandatory indicators in the fields of social affairs and employment and respect for human rights

Sustainability indicator	Measurement variable	2024	Omission/Additional Information
Social and employee matters	Violations of the principles of the United Nations Global Compact and the OECD Guidelines for Multinational Enterprises	<a href="#">Global Compact Progress Report</a>	We are not aware of any violations of the principles of the UN Global Compact in our activities.
	Companies with the UNGC Principles or the OECD Guidelines for Multinational Enterprises or complaint handling mechanisms to remedy breaches of the UNGC Principles or the OECD Guidelines for Multinational Enterprises	<a href="#">Global Compact Progress Report</a> <a href="#">ESRS G1 – Governance</a>	
	Average unadjusted gender pay gap	<a href="#">ESRS S1-16 – Remuneration metrics (pay gap and total remuneration)</a>	
	Ratio of women to men on management and control bodies, expressed as a percentage	<a href="#">ESRS S1-9 – Diversity metrics</a> <a href="#">HR Factbook 2024</a>	
	Share of investments in companies involved in the production or sale of controversial weapons	No involvement in controversial weapons.	

## GSMA

### GSM Association (GSMA) Indicators for Telecom Operators

The GSM Association (GSMA) indicators are intended to create a uniform sustainability standard for the telecommunications industry and ensure better comparability within it. To this end, ten of the most important industry KPIs were defined in the four categories of environment, digital participation, digital integrity and supply chain. The KPIs are based on standards such as [GRI](#) and [SASB](#), which have also been used by Deutsche Telekom for a long time. We welcome the fact that the GSMA is applying these sector-specific, established standards and disclose in the table below the extent to which we are already reporting in line with the indicators.

The English name of the indicators is decisive. Since no official German translation has been published, our German translation is only for the sake of comprehensibility.

Topic	KPI designation	GSMA code	Description GSMA code	Reference and Additional Information
Operational footprint		–	Total number of connections	286.6 Mio.
		–	Total network data traffic (Petabytes)	211,000

### Environment

Topic	KPI designation	GSMA code	Description GSMA code	Reference and Additional Information	
Emissions	Science Based Target	GSMA-ENV-01	Indicate whether the company has set or is committed to short-term, science-based goals.	<a href="#">ESRS E1-4 – Targets related to climate change mitigation and adaptation</a>	
			Disclose whether the company has set a corporate net zero target (covering Scopes 1, 2 and 3)		
	Scope 1, Scope 2 and Scope 3 emissions	GSMA-ENV-02	Scope 1 emissions (tonnes of CO <sub>2</sub> e)	<a href="#">ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions</a>	
			Scope 2 emissions, location-based (tonnes of CO <sub>2</sub> e)		
			Scope 2 emissions, market-based (tonnes of CO <sub>2</sub> e)		
			Percentage change in combined Scope 1 and Scope 2 emissions since the last reporting period		Scope 1 + 2 CO <sub>2</sub> e emissions (market-based): -1.9 % compared to 2023 Scope 1 + 2 CO <sub>2</sub> e emissions (location-based): -1.2 % compared to 2023
			Combined Scope 1 + 2 emissions per unit of total revenue (tonnes of CO <sub>2</sub> e per currency)		Combined Scope 1 + 2 emissions (market-based) per unit Total revenues: 2.2 (t CO <sub>2</sub> e/million €) Combined Scope 1 + 2 emissions (location-based) per unit Total revenues: 35.7 (t CO <sub>2</sub> e/million €)
			Total Scope 3 emissions (tonnes of CO <sub>2</sub> e)		<a href="#">ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions</a>
			Scope 3 emissions by category (tonnes of CO <sub>2</sub> e)		<a href="#">ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions</a>
			Energy		Energy consumption
Total electricity purchased (MWh)	Energy: Optimising consumption and increasing efficiency 11,033,156 MWh				
Purchased electricity from renewable energies (MWh)	Energy: Optimising consumption and increasing efficiency 11,033,156 MWh				
Electricity generation from renewable sources (MWh) consumed by the company	<a href="#">ESRS E1-5 – Energy consumption and mix</a>				
Total consumption of diesel in generators (litres)	We do not currently report these KPIs.				
Total energy consumption of the grid, including core, fixed and mobile networks (MWh)	We do not currently report these KPIs.				
Energy consumption of mobile networks (MWh)	We do not currently report these KPIs.				
Total grid energy consumed per data unit (MWh/PB) or connection (kWh per connection)	<a href="#">Energy: Optimising consumption and increasing efficiency</a>				
Percentage change in the energy intensity of the network (MWh/PB or kWh per connection) since the last reporting period	<a href="#">ESRS E1-5 – Energy consumption and mix</a> Reduction in energy intensity by 20 % compared to 2023.				
Circular economy	Circularity	GSMA-ENV-04	Percentage of network technology taken out of service during the reporting period that was repaired, reused or sold to another company (%).	We do not currently report these KPIs	
			Percentage of network technology installed in the reporting period that was reused or renewed in the	We do not currently report these KPIs	

Topic	KPI designation	GSMA code	Description GSMA code	Reference and Additional Information
			total network technology installed in the reporting period (%)	
			Share of used CPE collected by operators' take-back systems in the reporting period as a percentage of the CPE distributed to customers in the reporting period (%).	<a href="#">Circular economy: holistic approach along the entire value chain</a>
			Percentage of used electrical and electronic equipment collected in the reporting period under operators' take-back schemes that were repaired, reused or recycled, i.e. withdrawn from landfill or incineration (%).	<a href="#">Circular economy: holistic approach along the entire value chain</a>
			Share of refurbished, repaired or used CPEs sold to customers in the reporting period out of all CPEs sold to customers in the reporting period (%).	<a href="#">Circular economy: holistic approach along the entire value chain</a>
	Waste	GSMA-ENV-05	Total electronic waste generated (tonnes)	<a href="#">Circular economy: holistic approach along the entire value chain</a>
			Percentage of reused or recycled electronic waste, by weight (%)	<a href="#">Circular economy: holistic approach along the entire value chain</a>

### Digital inclusion

Topic	KPI designation	GSMA code	Description GSMA code	Reference and Additional Information
Network coverage	Population covered by mobile network	GSMA-INC-01	Percentage of the population covered by the operator's mobile network. Breakdown by: 3G, 4G, 5G	<a href="#">Network build-out</a>
Affordability	Affordability of devices and tariffs	GSMA-INC-02	Cost of the cheapest phone with data capabilities as a percentage of monthly GDP per capita	Due to our exposure to a variety of markets, we do not report this KPI. The focus of our activities to promote digital participation is to enable affordability where it is most urgently needed.  However, with our 5G smartphones T Phone 2 and T Phone 2 Pro, or in the USA the similar products from the REVVL series, we basically give consumers access to the latest technologies at an affordable price.
			Cost of 1 GB of data, as a percentage of monthly GDP per capita	Due to a regulated market that is affected by fluctuations, we do not report this KPI.
Digital skills	Digital skills training programs	GSMA-INC-03	Number of people (excluding employees) who have completed a training program for basic, intermediate or advanced digital skills, divided by total number of customers	Our ESG KPI "Beneficiaries – Digital Society" provides information on the number of trained people: <a href="#">ESRS S4 - Consumers and end-users</a> <a href="#">Social engagement: overview and measurement of success</a> <a href="#">Digital inclusion: overcoming the divide</a>  However, in the methodology presented here, we cannot show the KPI.

### Digital integrity

Topic	KPI designation	GSMA code	Description GSMA code	Reference and Additional Information
Privacy	Customer data incidents	GSMA-INT-01	Number of data breaches, per million customers	On our <a href="#">website</a> , we provide information about data protection-related processes and the measures we have taken to counter them.
			Percentage of data breaches involving personally identifiable information (PII)	On our <a href="#">website</a> , we provide information about data protection-related processes and the measures we have taken to counter them.
			Number of customers affected, per million customers	On our <a href="#">website</a> , we provide information about data protection-related processes and the measures we have taken to counter them.
			Number of regulatory actions taken as a result of data breaches (e.g., marketing-related complaints, data breaches, etc.), per million customers	We do not currently report these KPIs
Digital rights	Digital rights policy	GSMA-INT-02	Is there a specific policy for security and transparency in the area of digital rights, data protection, freedom of expression, government-mandated access blocking or restriction and/or government requests for data?	Yes: <a href="#">Code of Human Rights</a> <a href="#">Code of Conduct</a> <a href="#">AI Guidelines on Digital Ethics</a> <a href="#">Ethics</a> <a href="#">EU AI Act</a>

Topic	KPI designation	GSMA code	Description GSMA code	Reference and Additional Information
Online security	Online safety measures	GSMA-INT-03	Are there established controls or programs in place to improve the online safety of children and other vulnerable groups?	<p>With our measures to promote media literacy, we enable children and senior citizens in particular to use digital media safely and competently. This is not only about learning basic skills for safe use – but also about knowing how to protect your privacy or deal with hate and disinformation.</p> <p><a href="#">ESRS S4 - Consumers and end-users</a></p> <p><a href="#">Digital inclusion: overcoming the divide</a></p> <p><a href="#">Digital values: promoting democracy on the Internet</a></p>

## Supply chain

Topic	KPI designation	GSMA code	Description GSMA code	Reference and Additional Information
Sustainable supply chain	Sustainable procurement policy	GSMA-SUP-01	Is there an established policy for sustainable procurement?	Sustainability is an integral part of our purchasing policy and is integrated into our supplier contracts through our <a href="#">Supplier Code of Conduct</a> and enshrined in our <a href="#">Terms and Conditions of Purchasing</a> . In addition, CO <sub>2</sub> emissions play an important role in the selection of our suppliers.
			If so, how many of the following elements does it cover?	The Supplier Code of Conduct covers these elements.
			Corporate management: decision-making processes and structures	Yes
			Human rights	Yes
			Labour practices	Yes
			Environment	Yes
			Fair Operating Practices	Yes
			Consumer concerns	No
Supplier assessment	GSMA-SUP-02	Percentage of suppliers audited in the past two years as part of an assessment process defined and documented by the company in accordance with the Sustainable Procurement Directive	<p>We do not report on the percentage of our suppliers, but rather on the percentage of our purchasing volume from suppliers, as this better reflects the relevant parts of our supply chain.</p> <p><a href="#">Human rights and supply chain: living Responsibility</a></p>	
		Percentage of suppliers assessed in accordance with the Directive during site inspections in the last two years	<p>We do not report on the percentage of our suppliers, but on the percentage of our order volume, as this better reflects the relevant parts of our supply chain.</p> <p><a href="#">Human rights and supply chain: living Responsibility</a></p>	

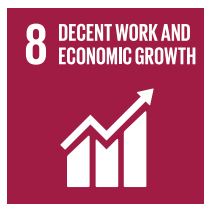
## SDGs

### Our contribution to the Sustainable Development Goals

We support the 17 Sustainable Development Goals (SDGs) of the United Nations (UN). The use of information and communication technology (ICT) can positively influence 103 SDG sub-goals (out of a total of 169). This is the conclusion of various studies – such as the study “ICT-centric economic growth, innovation and job creation” by the International Telecommunication Union from 2017 or the SMARTer2030 study by GeSI (Global e-Sustainability Initiative) from 2019.

Our network infrastructure forms the technological basis: Our network creates connections and enables solutions to social or ecological challenges. It helps to achieve many SDGs. We see our greatest opportunities for influence in SDG 9: “Build resilient infrastructure, promote inclusive and sustainable industrialization, and support innovation.”

The following overview shows how we contribute to the implementation of the SDGs in detail. It also shows how we measure our contribution and also refers to specific examples in this CR report.



### Sustainable Development Goal 8 Decent work and economic growth

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

#### Our contribution

Our network and our products enable innovative business models. We are committed to **sustainable growth**, provide **good working conditions** for our current and future employees, and are continuously working to make our **supply chain more sustainable**.

#### Our commitment

- [ESRS S1 – Own workforce](#)
- [ESRS S2 – Workers in the value chain](#)
- [Employees: promoting co-determination and strengthening employer attractiveness](#)
- [Human rights and supply chain: living responsibility](#)
- [Impact measurement: understanding and improving our contribution](#)



## Sustainable Development Goal 9 Industry, innovation and infrastructure

Build resilient infrastructure, promote inclusive and sustainable industrialization, and support innovation

### Our contribution

Our claim is that all people can be there. To this end, we are investing billions in a stable and secure network infrastructure and increasing the **share of innovative, sustainable products** in the overall portfolio. In this way, we create the necessary basis for economic performance and social participation.

### Our commitment

- [ESRS S4 – Consumers and end users](#)
- [Digital inclusion: overcoming the divide](#)
- [Sustainable finance: decisions for the future](#)
- [Environmentally friendly products and services: an overview of the entire life cycle](#)
- [Investment](#)
- [Internet of Things](#)



## Sustainable Development Goal 3 Good health and well-being

Ensuring healthy lives and promoting well-being for all people of all ages

### Our contribution

We promote people's health both internally and externally with numerous measures for our employees: Through our e-health solutions, we contribute to improving medical care.

### Our commitment

- [ESRS S1 – Own workforce](#)
- [Employees: promoting co-determination and strengthening employer attractiveness](#)
- [Impact measurement: understanding and improving our contribution](#)
- [Employee development: promoting digital skills and showing future prospects](#)
- [Circular economy: holistic approach along the entire value chain](#)
- [Consumer protection: ensuring safety and transparency](#)
- [HR Factbook 2024](#)



## Sustainable Development Goal 4

### Quality education

Ensure inclusive, equitable and quality education and promote lifelong learning opportunities for all

#### Our contribution

We invest a lot in the **training and development** of our employees. We also promote the development of **media and democracy literacy in society**. The Deutsche Telekom Foundation supports numerous projects in the **STEM field**.

#### Our commitment

- [Employee development: promoting digital skills and showing future prospects](#)
- [Digital inclusion: overcoming division](#)
- [Activities to promote the digital society](#)
- [Digital Values: promoting democracy on the internet](#)
- [Voluntary and financial commitment: commitment to the common good](#)
- [HR Factbook 2024](#)
- [Telekom Foundation](#)



## Sustainable Development Goal 5

### Gender equality

Achieving gender equality and empowering all women and girls

#### Our contribution

We are specifically committed to the **promotion of women** in management positions. We support our employees with a wide range of offers, for example to help them achieve a better work-life balance. We are also committed to promoting women in STEM professions.

We explicitly require our **suppliers** to prohibit gender discrimination.

#### Our commitment

- [ESRS 2 GOV-1 – The role of administrative, management, and supervisory bodies](#)
- [ESRS S1 – Own workforce](#)
- [Corporate culture and inclusion: Valuing diversity and respecting needs](#)
- [Activities to promote the digital society](#)
- [Human rights and supply chain: living responsibility](#)
- [HR Factbook 2024](#)



## Sustainable Development Goal 7 Affordable and clean energy

Ensuring access to affordable, reliable, sustainable and modern energy for all

### Our contribution

With our integrated climate strategy, we are fully committed to electricity from renewable energies. To this end, we are increasingly concluding long-term purchase agreements in order to give producers planning security for the expansion of renewable energy generation. In this way, we promote a sustainable energy industry. We reduce our energy consumption through energy-efficient technology.

### Our commitment

- [ESRS E1 – Climate Change](#)
- [ESRS E5 – Resource use and circular economy](#)
- [Climate protection: our path to achieving net zero by 2040](#)
- [Energy: optimising consumption and increasing efficiency](#)
- [Impact measurement: understanding and improving our contribution](#)



## Sustainable Development Goal 11 Sustainable cities and communities

Making cities and human settlements inclusive, safe, resilient and sustainable

### Our contribution

With innovative solutions and our network infrastructure expansion, we are helping to shape the transformation of cities (smart cities) into intelligent urban spaces.

### Our commitment

- [Analysis of the sustainability benefits of our products continued](#)
- [Impact measurement: understanding and improving our contribution](#)
- [Operational resource conservation: environmentally conscious in everyday work](#)



## Sustainable Development Goal 12 Responsible consumption and production

Ensuring sustainable consumption and production patterns

### Our contribution

We are continuously working to offer **more sustainable product solutions** and promote **more sustainable production patterns** in the supply chain. At the same time, we focus on **avoiding waste and recycling valuable raw materials**. In this way, we are working to reduce the amount of waste both for us and for our customers.

### Our commitment

- [ESRS E5 – Resource use and circular economy](#)
- [Analysis of the sustainability benefits of our products continued](#)
- [Human rights and supply chain: living responsibility](#)
- [Circular economy: holistic approach along the entire value chain](#)
- [Impact measurement: understanding and improving our contribution](#)
- [Environmentally friendly products and services: an overview of the entire life cycle](#)



### Sustainable Development Goal 13 Climate action

Take immediate action to combat climate change and its impacts

### Our contribution

As part of our integrated climate strategy, we contribute to climate protection both with **measures within our Group** (energy efficiency and the use of renewable energies) and with our **sustainable products and services**.

### Our commitment

- [ESRS E1 – Climate change](#)
- [Climate protection: our path to achieving net zero by 2040](#)
- [Energy: optimising consumption and increasing efficiency](#)
- [Environmentally friendly products and services: an overview of the entire life cycle](#)
- [Operational resource conservation: environmentally conscious in everyday work](#)
- [Alignment with the TCFD recommendations](#)



### Sustainable Development Goal 15 Life on land

Protecting, restoring and promoting the sustainable use of terrestrial ecosystems

### Our contribution

With our efficient ICT solutions in agriculture (smart farming), crop yields can be increased while fewer resources such as seeds, fertilizers and energy are needed. In addition, we carry out **projects to protect biodiversity**. We demand that our **suppliers** protect the environment and use resources responsibly.

### Our commitment

- [Impact measurement: understanding and improving our contribution](#)
- [Operational resource conservation: environmentally conscious in everyday work](#)
- [Working together for a more sustainable future: our employee initiatives for the environment and climate](#)
- [Smart Farming](#)



## Sustainable Development Goal 1

### No poverty

End poverty in all its forms and everywhere

#### Our contribution

By **expanding our networks**, we create the conditions for economic and social participation and thus facilitate access to education, for example – an important prerequisite for combating poverty. We expect our suppliers to pay minimum wages in accordance with the ILO Convention. We have explicitly formulated this requirement in our Code of Conduct for Suppliers. In addition, we offer social and subsidised tariffs throughout the Group and enable eligible users to make free or discounted calls or surf the web.

#### Our commitment

- [ESRS S4 – Consumers and end users](#)
- [ESRS S2 – Workers in the value chain](#)
- [Digital inclusion: overcoming the divide](#)
- [Human rights and supply chain: living responsibility](#)



## Sustainable Development Goal 2

### Zero hunger

End hunger, achieve food security and better nutrition, and promote sustainable agriculture

#### Our contribution

With efficient ICT solutions in agriculture (smart farming), crop yields can be increased while fewer resources such as seeds, water, fertilizers and energy are needed.

#### Our commitment

- [Smart Farming](#)



## Sustainable Development Goal 6

### Clean water and sanitation

Ensuring the availability and sustainable management of water and sanitation for all

#### Our contribution

Efficient ICT solutions in agriculture (smart agriculture) can reduce water and fertilizer consumption. In addition, smart measuring systems can be used to precisely control and control water consumption.

#### Our commitment

- [Working together for a more sustainable future: our employee initiatives for the environment and climate](#)



## Sustainable Development Goal 10 Reduced inequalities

Reducing inequality within and between countries

### Our contribution

We are clearly committed to diversity and support our employees regardless of age, nationality and ethnic origin, gender and gender identity, physical and mental abilities, religion and ideology, sexual orientation or social background. We expect our suppliers to pay minimum wages in accordance with the ILO Convention. We have explicitly formulated this requirement in our Code of Conduct for Suppliers.

### Our commitment

- [ESRS S1 – Own workforce](#)
- [ESRS S2 – Workers in the value chain](#)
- [Corporate culture and inclusion: valuing diversity and respecting needs](#)
- [Human rights and supply chain: living responsibility](#)



## Sustainable Development Goal 14 Life below water

Conserving and sustainably using oceans, seas and marine resources for sustainable development

### Our contribution

By using ICT, we contribute to saving water as a resource, and we also take measures to reduce our water consumption.

### Our commitment

- [Operational resource conservation: environmentally conscious in everyday work](#)



## Sustainable Development Goal 16 Peace, justice and strong institutions

Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

### Our contribution

We are clearly committed to ethical principles and applicable legal norms. We have anchored this in our Guiding Principles and the **Code of Conduct**. As a founding member of the UN Global Compact, we have been committed to implementing its ten principles for over 20 years. We also operate a comprehensive **compliance management system**. All activities are in accordance with the legal regulations and the Group Data Protection Policy. In addition, we make a significant contribution to security with our commitment and our products in the area of data protection.

### Our commitment

- [ESRS G1 – Governance](#)
- [ESRS S4 – Consumers and end users](#)
- [Cybersecurity and data protection: secure systems, protected privacy](#)
- [Compliance: acting lawfully and fairly](#)
- [“TellMe” whistleblower portal](#)
- [Transparency Report](#)



### Sustainable Development Goal 17 Partnerships for the goals

Strengthen the means of implementation and breathe new life into the global partnership for sustainable development

### Our contribution

To achieve the sustainability goals, we cooperate with **associations, institutions and companies** at national and international level and also promote global cooperation within the Group in various committees.

### Our commitment











- [ESRS 2 – General disclosures](#)
- [Sustainable finance: decisions for the future](#)
- [Political advocacy](#)
- [Memberships and cooperations](#)

## UN Global Compact

### Global Compact Progress Report

Deutsche Telekom was a founding member of the UN Global Compact more than 20 years ago. Since then, we have communicated our efforts to implement its ten principles in the annual Communication on Progress (CoP) report. Our current progress report as well as the reports of the past years are available [here](#).

### Further reports

 <b>Deutsche Telekom</b> <a href="#">Annual Report 2024</a>	 <b>Hrvatski Telekom</b> <a href="#">Annual Report 2024</a>	 <b>Magyar Telekom</b> <a href="#">Annual Report 2024</a>
 <b>OTE Group</b> <a href="#">Annual Report 2024</a>	 <b>T-Mobile US</b> <a href="#">CR Reporting Hub</a>	 <b>Hrvatski Telekom</b> <a href="#">Sustainability Report 2024</a>
 <b>Magyar Telekom</b> <a href="#">Sustainability Report 2023</a>	 <b>OTE Group</b> <a href="#">SSI 2024</a>	 <b>T Mobile Polska</b> <a href="#">ESG Report 2024</a>
 <b>T-Mobile Czech Republic</b> <a href="#">Sustainability Report 2023</a>	 <b>Deutsche Telekom</b> <a href="#">HR Factbook 2024</a>	

# Environment

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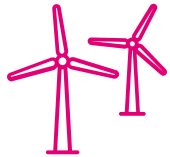
**88 Employee initiatives**

## Climate protection: our path to achieving net zero by 2040

We have set ourselves the goal of becoming one of the leading sustainable telecommunications companies. That is why we are pursuing ambitious, science-based climate targets, which have been confirmed by the Science Based Targets initiative (SBTi). By 2040, we aim for net-zero emissions along our entire value chain. A climate transition plan sets out the path for this and describes the measures we intend to take to achieve this. Our Group-wide climate strategy provides the framework for this.

You can find more detailed information on climate protection in our [Sustainability Statement 2024](#).

### Our climate targets



**2021:** We achieved our goal of sourcing 100 % electricity from renewable sources across the Group (Scope 2, market-based method).



**By the end of 2025:** We will become climate-neutral in terms of our own emissions (Scopes 1 and 2). To this end, we are reducing emissions from our own operations worldwide by at least 90 % and ideally up to 95 % (compared to 2017). We want to offset the remaining emissions of our CO<sub>2</sub>e footprint through high-quality neutralization measures. These activities bind CO<sub>2</sub>e from the atmosphere, e.g. through reforestation.



**By 2030:** By the end of the decade, we aim to reduce CO<sub>2</sub>e emissions across Scopes 1–3 by 55 % in absolute terms compared to 2020. To achieve this, we are in close dialogue with our suppliers. The aim is to reduce emissions in production and the manufactured products consume less energy in the use phase. This is our interim goal on the way to climate neutrality (net zero) along the entire value chain.



**“Net zero” by 2040:** In around 15 years, we aim to achieve net-zero emissions along the entire value chain – across all three scopes. To achieve this, it is necessary to reduce emissions by at least 90 % compared to 2020. Only up to 10 % may be neutralized via high-quality CO<sub>2</sub>e sequestration projects.

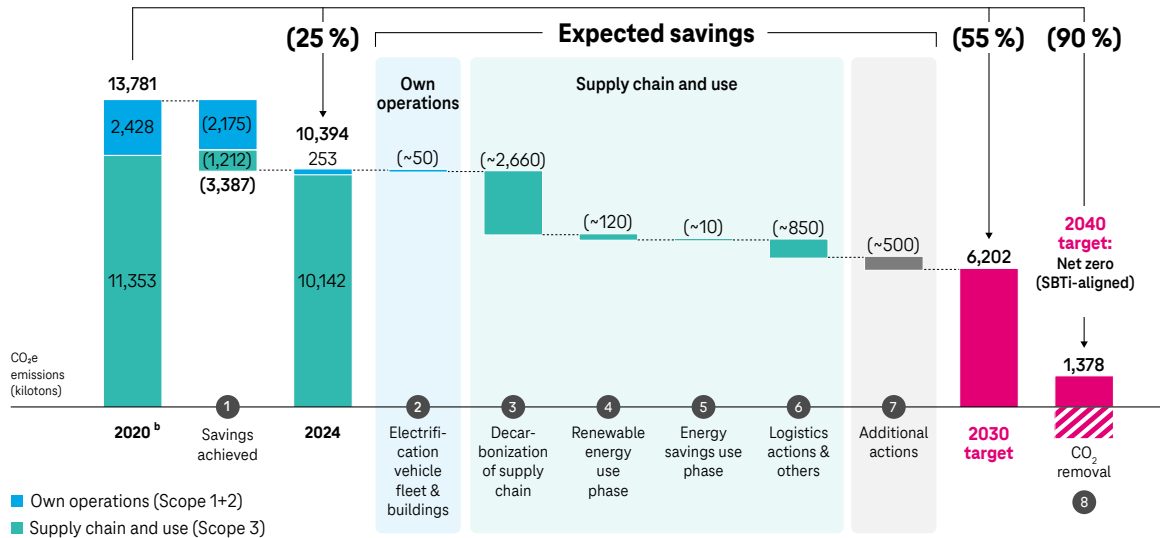
### Climate transition plan – our path to net zero

Our climate transition plan helps us to steer the measures with which we want to achieve our SBTi-validated climate targets by 2030 and 2040 respectively. The basis for this is the calculations of greenhouse gas (GHG) emissions in recent years as well as our short-, medium- and long-term climate targets. The climate transition plan was confirmed at the highest level – by the Board of Management and the Supervisory Board of Deutsche Telekom AG. The chart below illustrates our milestones and levers.

↓

You can find more information about the climate transition plan, climate protection measures and efforts to reduce emissions in our [Sustainability Statement in the Annual Report 2024](#)

### Climate transition plan for net zero emissions <sup>a</sup>



- 1 Savings achieved and expected savings:** Savings achieved between 2020 and 2024 were 8.2 % for Scope 1 emissions and 99.3 % for Scope 2 emissions. Scope 1 emission savings are expected at approximately 50 kilotons of CO<sub>2</sub>e emissions by 2030. Savings achieved for Scope 3 emissions were approximately 10.7 % between the base year and 2024. We expect general savings of approximately 4,190 kilotons of CO<sub>2</sub>e emissions by 2030.
- 2 Electrification of vehicle fleet & buildings:** Electrification and reduction of the vehicle fleet and modernization of buildings and reduction of floor space are key actions for lowering Scope 1 emissions. Using 100 % green energy and increasing the number of electric vehicles helps to reduce emissions. The number of electric vehicles rose by 1,185 in the reporting year. Scope 1 emissions were reduced by 1.4 % year-on-year in the reporting year.
- 3 Decarbonization of the supply chain:** In line with our sustainable procurement strategy, a Group-wide task force is leading an initiative to reduce GHG emissions at both the supplier and product level. Our efforts in this regard are guided by our own ambitious climate targets.
- 4 Renewable energy use phase:** We expect the share of renewable energy in the countries' electricity mix to increase, which will lead to emissions savings in the use phase.
- 5 Energy savings use phase:** In addition to increasing the efficiency of our suppliers' end products, we are also investing in our own product development. Increasing the efficiency of products and solutions in the use phase and hence reducing emissions in the downstream value chain will be key leverage here.
- 6 Logistics actions & others:** Optimizing logistics solutions for deliveries to our retail and business customers and extending product life cycles, e.g., by reusing refurbished devices, reduces our Scope 3 emissions. In addition, considering criteria for sustainable sourcing supports the concept of a circular economy, e.g., through reparability.
- 7 Additional actions:** Based on the assumptions made in the reporting year, we still have a gap of 4 percentage points to close in order to achieve our 2030 climate target. In addition to the actions already taken, we will need to implement further measures in the coming financial years.
- 8 CO<sub>2</sub> removal:** To achieve our goal of climate neutrality by 2040 (net zero), we will offset up to a maximum of 10 % of our remaining total emissions using high-quality carbon offsets. We use internationally recognized standards (Oxford categories IV/V) for quality assurance.

<sup>a</sup> The figures are based in part on estimates, assumptions, and projections.

<sup>b</sup> The figures for 2020 were adjusted retrospectively in the reporting year due to adjustments to methods and structures applied. Since 2023, CO<sub>2</sub> emissions (Scopes 1 and 2) have also included fugitive emissions from refrigerants and fire suppressants.

The climate transition plan sets out important next steps to continuously reduce our emissions across the entire value chain. On this basis, we can derive necessary measures. This also includes the planning of any investments and budgets that may be required, and we also include target values in other technical and financial planning parameters of the company. The consistent implementation of the necessary measures in the coming years is a common challenge that we must face with all departments involved and in close cooperation with our suppliers.

## Looking ahead

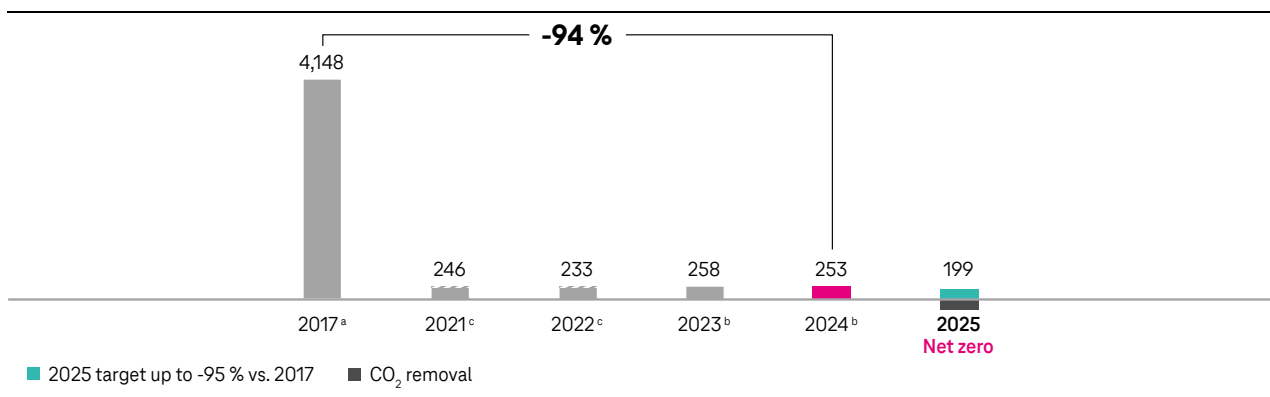
We are approaching the deadline for our next climate target: by the end of 2025, we want to become climate-neutral in our own emissions (Scopes 1 and 2) and reduce our GHG emissions worldwide by at least 90 % compared to 2017, but ideally up to 95 %. We want to offset the remaining emissions of our CO<sub>2</sub>e footprint through high-quality carbon offsets. By the end of 2024, we had already reduced our Scope 1 and 2 emissions by 94 % and thus met our target requirement ahead of schedule. This is mainly due to the global purchase of electricity from renewable energies, significantly improved energy efficiency in our grids, and measures in the building and mobility sectors.

Since 2024, we have also been recording so-called fugitive emissions, e.g. from coolant losses and fire retardant gases, which we had not yet taken into account in 2017 and which lead to an increase in our balance sheet. According to the current state of the projection, we will clearly achieve our target of at least 90 %, even if fugitive emissions are included.

We will provide information on the final status of target achievement as well as on the scope and nature of our neutralization projects as part of our ESG reporting 2025.

### Scope 1 and 2 emissions

in kt CO<sub>2</sub>e



<sup>a</sup> Base year 2017 adjusted for the companies that have since been sold and newly added. Due to the relevance of 2017 as the base year, the value was adjusted retrospectively due to methodological changes (cf. b)

<sup>b</sup> The values also include so-called 'fugitive emissions' from refrigerants and fire suppressants. The figure for 2023 was adjusted retrospectively in the reporting year due to adjustments to methods and structures applied. Excluding these fugitive emissions, CO<sub>2</sub> emissions in 2024 would have amounted to 206 kt CO<sub>2</sub>e in 2024 (2023: 217 kt CO<sub>2</sub>e).

<sup>c</sup> Retrospective adjustment of values including fugitive emissions only relevant for the base year 2017, not for the years 2021 and 2022. The ruled bars illustrate the proportion of fugitive emissions in these years.

## Deep Dive for experts

### Relevant standards

- **Global Reporting Initiative (GRI)**
  - GRI 305 3–3 (Emissions)
  - GRI 305–1 (Emissions)
  - GRI 305–2 (Emissions)
  - GRI 305–5 (Emissions)

### Scope 1 and 2 emissions

Our Scope 1 emissions are mainly caused by the combustion of fossil fuels, such as fleet fuels, natural gas, and district heating and cooling. In the table below, we go into detail about our Group-wide Scope 2 emissions from our electricity consumption. We differentiate according to the methods “market-based” and “location-based” and thus follow the “GHG Protocol Scope 2 Guidance”. Emissions are reported in CO<sub>2</sub> equivalents (CO<sub>2</sub>e).

	2024	2023	2022	2021
<b>Scope 1 and Scope 2 (“market-based”) <sup>a</sup></b>				
Total in million	0.3	0.3	0.2	0.2
t CO <sub>2</sub> e emissions Scope 1	236,355	239,602	212,044	218,971
t CO <sub>2</sub> e emissions Scope 2 (“market-based”) <sup>b</sup>	16,212	17,957	21,019	27,290
t CO <sub>2</sub> e emission reduction through additional purchase of electricity from renewable energies (PPA, GOO, RECS)	3,921,533	3,961,608	4,211,894	4,607,367

<sup>a</sup> The figures for 2023 were adjusted retrospectively in the reporting year due to changes in methods and structures applied. Since 2023, CO<sub>2</sub> emissions (Scopes 1 and 2) have also included fugitive emissions from refrigerants and fire suppressants. Excluding these fugitive emissions, CO<sub>2</sub> emissions would have amounted to 206 kt CO<sub>2</sub>e in 2024 (2023: 217 kt CO<sub>2</sub>e).

<sup>b</sup> If no provider factors are available for the market-based method, the country-related residual factor is used (based on the RE-DISS project of the European Commission, which assessed the national share of renewables). If there is no residual factor available either, the IEA factor is used (same as with the location-based method). As a rule, the value of the emission factor in the residual mix is higher than the IEA’s country mix factor. Renewable energy certificates are included in all cases. Data is partly based on estimates, assumptions and projections. Includes offsets from purchased certificates.

	2024	2023	2022	2021
<b>Scope 2 (“location-based”)</b>				
t CO <sub>2</sub> e emissions (Scope 2, “location-based”)	4,002,218	3,979,565	4,232,913	4,634,657

### CO<sub>2</sub> certificates

To avoid greenhouse gas emissions, we rely on renewable energies, among other things, and reduce our energy consumption, e.g. through more energy-efficient technologies. However, we cannot avoid all GHG emissions in this way. That is why we offset some emissions – including from events in Germany – by investing in certified climate protection projects. The process for offsetting emissions at events is set out in our Event Policy.

The total amount of CO<sub>2</sub> allowances outside our value chain that were verified according to recognized quality standards and cancelled in the reporting period is 35,167 metric tons of CO<sub>2</sub>e. Further information on CO<sub>2</sub> certificates can also be found in our [Sustainability Statement](#).

In t CO <sub>2</sub> e	2024	2023
Removal projects	2,167	2,400
Reduction projects	33,000	15,000
<b>Total</b>	<b>35,167</b>	<b>17,400</b>

In order to achieve our goal of climate neutrality in our own emissions (Scope 1 and 2) by the end of 2025, we are investing in measures to bind CO<sub>2</sub>e emissions. We only consider projects that have a long-term or long-term commitment character and meet at least the quality standards of Oxford categories IV and V. For this purpose, we have carried out a detailed market analysis. We rely on a combination of 'nature-based removals' (nature-based solutions such as reforestation) and 'tech-based removals' (technological approaches to carbon removal, such as biochar). Our goal is to gradually increase the technology-oriented share as the market evolves and new, innovative solutions emerge.

### **Alignment with TCFD recommendations**

In 2015, the Task Force on Climate-related Financial Disclosures (TCFD) was established at the Paris Climate Change Conference. Its goal is to develop voluntary and uniform climate-related financial disclosures. In 2017, the TCFD published concrete recommendations for implementation. Companies can use these as a guide to inform investors, lenders, insurers and other stakeholders about the risks of climate change for their business model. In parallel with the recommendations in the area of climate, the final standard of the Taskforce on Nature-related Financial Disclosures (TNFD) was published in 2023. This deals with nature-related opportunities and risks. Details on Deutsche Telekom's commitment to biodiversity can be found here in the CR report under [Operational resource protection](#).

We welcome the goals behind the TCFD and are steadily advancing our TCFD-compliant reporting. The physical risks posed by climate change include extreme weather conditions, which are already becoming increasingly evident today. Transitory risks such as the development of the CO<sub>2</sub> price are also increasingly determining the political discourse. This has a direct impact on our work and our stakeholders. The risks to the continuation of our operations are analyzed by our risk management and operationally managed in the business units. In addition, we are internally evaluating how reporting on climate-related financial risks and opportunities can be aligned with the TCFD's recommendations. This is to be done on the basis of the existing approaches to strategy, controlling and risk management.

## Governance

### Disclosures

a) Describe the board’s oversight of climate-related opportunities and risks

### Input

- Since sustainability and climate change are important topics for Deutsche Telekom, they are managed from the top of the Group: together with the rest of the Board of Management of Deutsche Telekom, our CEO is responsible for climate-related issues for the entire Group. This includes, among other things, our climate strategy, the climate targets and climate-related opportunities and risks.
- The Board of Management of Deutsche Telekom is informed annually about the current status of climate target achievement and company-relevant climate issues. In addition, the climate protection KPI “Energy Intensity” is part of the quarterly reporting to the Executive Board member. Since January 1, 2022, the CEO has been the responsible member of the Executive Board.
- Deutsche Telekom’s Risk Management department also reports quarterly to the Audit Committee of the Supervisory Board on ESG risks and opportunities. If unforeseen risks occur outside of regular reporting, they are reported on an ad hoc basis and reported to the Management Board and Supervisory Board. The main risks for the Deutsche Telekom Group are reported in our Annual Report.

For more information, please visit:

- [Risk and Opportunity Management System](#)
- [ESRS E1-3 – Measures and Means in Connection with Climate Strategies](#)

b) Describe the role of management in assessing and managing climate-related opportunities and risks.

- The Group Corporate Responsibility (GCR) department is responsible for managing CR and climate-related issues, supported by Group-wide risk management. This also includes the assessment of climate-related opportunities and risks. The Group’s business units and segments are responsible for implementing the climate strategy.

For more information, please visit:

- [Risk and Opportunity Management System](#)
- [ESRS E1-2 – Guidelines in Connection with Climate Change Mitigation and Adaptation](#)

## Strategy

### Disclosures

a) Describe the climate-related opportunities and risks that the organization has identified in the short, medium, and long term.

### Input

- A key climate-related risk is the possible failure of the grid infrastructure due to damaged secondary infrastructure (e.g. power outages) or failed cooling systems. Another risk is the possible damage or failure of the grid due to damage to the grid infrastructure itself, which can occur due to extreme weather events or changes in climatic conditions. These risks can cause short-, medium- and long-term damage and also increase insurance premiums. Climate-related physical hazards are expected to increase in the future.
- Financial risks can arise from rising emissions and the associated rising costs for CO<sub>2</sub> compensation, from increased energy consumption or from reputational damage in the event of target misses in the upstream value chain as well as in internal processes.
- The increasing demands of stakeholders, especially investors, NGOs and customers, can offer a strategic opportunity for more environmentally sustainable action. The increasing expectations and demands of these groups are driving us to make our business strategies and -practices more sustainable. It also serves as a motivation to develop innovative and environmentally friendly solutions, which creates financial opportunities. Competitive advantages can also be achieved by positioning itself as a responsible and future-oriented company.

For more information, please visit:

- [ESRS 2 SBM-3 E1 – Key impacts, risks and opportunities and their interaction with strategy and business model](#)

b) Describe the impact of climate-related opportunities and risks on the organization’s operations, strategy, and financial planning.

- Deutsche Telekom’s business activities are highly resilient to climate change. Nevertheless, climate-related opportunities and risks have impacted our business activities in many ways: energy efficiency is of great importance to Deutsche Telekom, as energy consumption in the network has a strong impact on operating costs, but also due to the strategic approach to climate protection and the increasing concerns and expectations of our stakeholders. In Germany and Europe, we have set ourselves the goal of keeping our energy consumption stable until 2027 by further increasing our energy efficiency – despite grid expansion and increasing data volumes. The reduction of energy consumption and Scope 1 and 2 emissions was declared to be a 50 % weighting in each case.

c) Describe the resilience of the organization’s strategy, taking into account various climate-related scenarios, including a scenario of 2°C or lower.

- Several programs have been launched to improve energy efficiency at our sites and operations. We examined our value chain for opportunities for greater resource efficiency and CO<sub>2</sub> reduction. In addition, we have identified key areas of action for future measures that should lead to a more sustainable company in general, such as labelling particularly sustainable products.

For more information, please visit:

- [Environmentally friendly products and services](#)
- [Energy](#)
- [Climate protection](#)

- In 2023, we analyzed selected Deutsche Telekom sites in Germany, Hungary, Greece and Croatia with regard to their physical climate risks. The analysis included all data centers as well as critical infrastructure in the fixed network and a sample in the mobile network. In 2024, we expanded this analysis to Austria, Poland, Slovakia, the Czech Republic, and the United States. The analysis thus includes our German and international units, which together accounted for 97 % of our sales in 2023. In this context, locations from the mobile, fixed-network and data center sectors were included, the functionality of which has a significant impact on our business activities: in total, we analyzed more than 8 thousand locations using the “Climate Change Edition” of Munich Re’s “Location Risk Intelligence” software, which is based on the climate scenarios of the Intergovernmental Panel on Climate Change (IPCC). The analysis included nine climate indices. We looked at the risk hazard for the respective sites in two climate scenarios of the IPCC: a business-as-usual scenario (RCP 4.5/SSP2–4.5), in which the global temperature increase will be above two degrees, and a four-degree scenario (RCP 8.5/SSP5–8.5). For transitory climate risks, we use the “Net Zero Emissions 2050 Scenario” (NZE), which takes into account a limitation of global warming by 1.5°C by 2050. In addition to the climate scenarios, we also examined the risk hazard in different periods: in the reporting year for the years 2030, 2040 and 2050.

For more information, please visit:

- [ESRS 2 SBM-3 E1 – Key impacts, risks and opportunities and their interaction with strategy and business model](#)
- [ESRS 2 IRO-1 E1 – Description of the process for identifying and assessing the material climate-related impacts, risks and opportunities](#)

## Risk management

### Disclosures

a) Describe the organization's processes for identifying and assessing climate-related risks.

b) Describe the organization's processes for dealing with climate-related risks.

c) Describe how the processes for identifying, assessing and managing climate-related risks are integrated into the organisation's risk management.

### Input

- When assessing climate risks, we assessed the probability of occurrence and the extent of the risk. We assessed both the physical climate risks and the transitory hazards, taking into account the geographical coordinates of key Deutsche Telekom sites. For the transitory risk assessment, we also analyzed the upstream and downstream value chain. Due to a prioritization of our own business activities, our upstream and downstream supply chain were not included in the physical climate risk analysis for the time being.

For more information, please visit:

- [ESRS 2 IRO-1 E1 – Description of the process for identifying and assessing the material climate-related impacts, risks and opportunities](#)

- Based on expert knowledge, risks and opportunities are assessed according to their financial impact (on an EBITDA-AL basis) and the probability of their occurrence. If it is not possible to quantify risks and opportunities, qualitative reporting is also possible. Once the risks and opportunities have been identified, they are analysed and assessed in more detail with regard to their probability of occurrence and their potential financial impact, for example with the help of a scenario analysis. We then decide which specific measures need to be taken, for example to reduce risks or seize opportunities. The respective risk owner then implements, monitors and evaluates the measures. If necessary, the steps are repeated and adapted to the latest developments and decisions.

For more information, please visit:

- [Risk and Opportunity Management System](#)

- Our processes for identifying and assessing climate-related risks are fully integrated with company-wide multidisciplinary risk identification-, -assessment and management processes. Risks and opportunities (EBITDA impact of more than EUR 100 million) are identified quarterly through a Group-wide risk management process (RMP), which is designed and managed by the Group Risk Governance department. The RMP provides methods and systems for identifying and assessing risks and opportunities. Responsibility for reporting on Group risks and opportunities is distributed among the respective business units, so GCR is responsible for climate risks. Further information on the risk process can be found in our Annual Report.

In addition, the risk department works closely with GCR to identify material climate-related opportunities and risks.

For more information, please visit:

[Risk and Opportunity Management System](#)

## Key figures and objectives

### Disclosures

a) Disclosure of the metrics used by the organization to assess climate-related opportunities and risks in accordance with its strategy and risk management process.

### Input

- The key metrics for measuring and managing climate-related opportunities and risks are:
  - Scope 1 to Scope 3 emissions
  - Share of renewable energies
  - Energy consumption
  - ESG KPI “Energy Intensity”
  - Enablement factor
  - Waste generation (incl. e-waste)
  - Waste Management & Recycling
  - Water consumption
  - Land
- In addition, we calculate the proportion of our sales related to sustainability and continuously analyze the sustainability benefits of our products.
- Historical key figures of Deutsche Telekom and the national companies are published in the key figures tool of the CR report.

For more information, please visit:

- [ESRS E1-5 – Energy consumption and energy mix](#)
- [ESRS E1-6 – Scope 1, 2 and 3 GHG gross emissions and total GHG emissions](#)
- [Circular economy](#)
- [Operational resource protection](#)
- [Environmentally friendly products and services](#)

b) Disclosure of greenhouse gas (GHG) emissions (Scope 1, Scope 2 and, if applicable, Scope 3) and associated risks

- Deutsche Telekom discloses Scope 1–3 emissions annually in its annual report.
- We calculate both Scope 1 and 2 emissions as well as Scope 3 emissions on the basis of the GHG Protocol.

For more information, please visit:

- [Key figures tool](#)

c) Describe the goals used by the organization to manage climate-related opportunities and risks and performance against the goals.

- The two non-financial performance indicators “energy consumption” and “CO<sub>2</sub> emissions” (Scope 1 and 2) have been part of the variable compensation of the Board of Management since 2021 and have also been relevant for our international managers (outside T-Mobile US) and all non-tariff employees of the Group in Germany since 2022. The achievement of responsibilities-related targets for selected relevant functions are part of the performance-based remuneration, as are targets based on the ESG KPI “Sustainable Investment (SRI)” and the target “Listing of the T-share in the sustainable indices/ratings”, which reflect the topics of climate change and the CR KPI “Energy Intensity” directly related to them.
- Deutsche Telekom AG’s climate targets are published in the [CR report](#) and the [Annual Report](#).
- Our energy efficiency targets are disclosed [here](#) in the CR report.
- We also publish targets for sustainable procurement [here](#) in the CR report.

## Energy: optimizing consumption and increasing efficiency








Artificial intelligence, cryptocurrencies, streaming services – technological development is proceeding at a rapid pace, and with it the energy demand of digital applications is increasing. We are pursuing the goal of keeping our energy consumption stable and increasing energy efficiency despite growing data volumes and grid expansion. In recent years, we have been able to continuously reduce energy intensity – i.e. our energy consumption in relation to the volume of data transmitted. The expansion of renewable energies also plays an important role in more climate-friendly grid operation

We deal in more detail with the topics of energy consumption, mix and efficiency as well as climate protection in our [Sustainability Statement 2024](#). You can also find more information on [climate protection](#) here in the CR report.




### Milestones achieved, ongoing projects and goals

Since 2021, we have been sourcing 100 % of our electricity from renewable energies throughout the Group. To increase energy efficiency and stable energy consumption, we are focusing on modernizing our grid infrastructure, energy-efficient grids and data centers, and purchasing renewable energy directly.


#### Where we come from


- 2012  For the first time, we report a key figure on our energy consumption in the annual report for 2011.
- 2017  We supplement the previous ESG KPI Energy Consumption with the ESG KPI Energy Intensity, which compares our energy consumption to the volume of data transmitted.
- 2018  We set ourselves the goal of covering 100 % of our electricity needs Group-wide from renewable energies by the end of 2021.
- 2020  We implement our Group-wide energy guideline. This provides information on how to optimise energy efficiency.
- 2021  We cover 100 % of our electricity needs Group-wide from renewable energies.
- 2021  We set ourselves the goal of doubling our energy efficiency for Germany and Europe by 2024 compared to 2020.
- 2022  Our subsidiary Power and Air Condition Solution Management GmbH (PASM) begins to build the first large-scale battery storage systems in Germany.

#### Where we stand in the reporting year

- 2024  We double our energy efficiency in Germany and Europe (compared to 2020) and thus achieve the goal we set three years earlier.
- 2024  We continue to purchase electricity from renewable energies, further expand our own generation and conclude further Power Purchase Agreements (PPAs).
- 2024  We commission the first large-scale battery storage systems in Germany, each with a capacity of 6 megawatt hours (MWh).

## Where we want to go

**2027**  In Germany and Europe, we keep our energy consumption stable by further increasing our energy efficiency – despite grid expansion and increasing data volumes.

**2040**  By 2040 at the latest, we want to be climate-neutral (“net zero”) along the entire value chain – across Scope 1–3.

## Grid infrastructure: innovations for energy efficiency



The operation of mobile and fixed network infrastructure in Europe and the USA accounts for the largest share of our energy needs. We want to avoid that the constantly increasing data consumption of users is accompanied by a corresponding increase in energy consumption. That is why we are working to make the use of electricity through our grids more efficient.

In Group-wide innovation projects, we are developing new approaches to our grid operation: for example, we are modernizing the grid infrastructure, focusing on operational energy-saving functions and more energy-efficient technologies. In Europe, for example, we used so-called power-saving features in mobile communications in the reporting year. They automatically switch off certain functions when the grid is under particularly low load, so that energy consumption decreases.

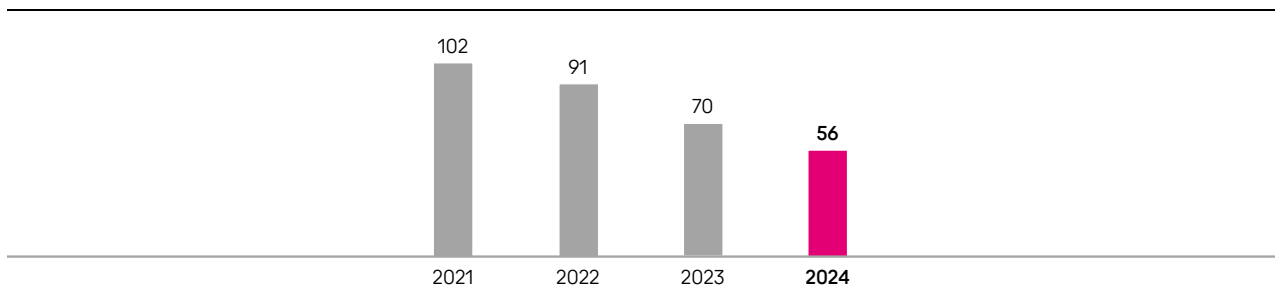
We describe further measures to stabilize energy consumption and increase energy efficiency in the “Deep Dive”. Closely linked to our approach to energy-efficient networks are also the topics of “[More Sustainable Buildings](#)” and “[Raising Awareness among Employees](#)” here in the CR report.

## ESG KPI "Energy Intensity"

We have been able to steadily reduce energy intensity (i.e. our energy consumption in relation to the volume of data transmitted) in recent years. In the reporting year, energy intensity fell by around 20 %. Investments in modern technology have made this possible – as has the shutdown of outdated network technologies. Detailed information on our ESG KPI Energy Intensity can be found in our [Sustainability Statement 2024](#). As an indicator of the increase in efficiency in our data centers, we use the so-called PUE value (Power Usage Effectiveness). Detailed information on this key figure can be found at the bottom of this page.

### Energy Intensity – Data volume

in kWh/Terabyte



## Expanding renewable energies: electricity supply contracts and large-scale battery storage systems



We are increasingly purchasing electricity directly from renewable sources, acquiring corresponding guarantees of origin or concluding electricity supply contracts with electricity producers, so-called Power Purchase Agreements (PPAs). These supply contracts provide us with long-term price stability. At the same time, we can use PPAs to help drive the expansion of renewable energies and increase their share in the electricity mix.

At the end of 2024, we had already purchased 36.4 % of our electricity Group-wide via PPAs. In Germany and Europe, the figure was 23.8 %. Group-wide, we intend to further increase the share of PPAs in our total electricity consumption in the coming years. We present how the PPA share has developed since 2022 in the “Deep Dive”.

In the reporting year, our subsidiary PASM commissioned the first large-scale battery storage systems at the Münster and Bamberg sites. They make it possible to temporarily store large amounts of electricity from renewable energies and use it flexibly. In this way, we can increase the self-consumption of our self-generated electricity and thus increase the share of renewable energies we use. In addition, it contributes to the stability of the power grid.

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### Emergency power reserve becomes battery storage

Our subsidiary PASM is currently testing the development of a Virtual Power Plant (VPP) in a pilot project. Here, decentralized battery storage systems on mobile phone masts – originally installed as an emergency power reserve in the event of power outages – are intelligently networked in order to bundle them as a virtual large-scale battery storage system.

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### USA: diversified energy portfolio

T-Mobile US is pursuing the ambitious goal of reducing energy consumption per petabyte of data by 95 % by 2030 compared to 2019. By the end of 2024, energy consumption had already been reduced by 73 %.

In the U.S., we are diversifying our energy portfolio, which helps insulate the company from potential price fluctuations in the energy market and brings more renewable energy to the electric grid. This is possible through investments, e.g. in medium- to long-term virtual power purchase agreements (VPPAs) with wind and solar projects, long-term solar energy contracts or even shorter-term retail renewable agreements and unbundled RECs (renewable energy certificates).

**Diversified energy portfolio (T-Mobile US)**

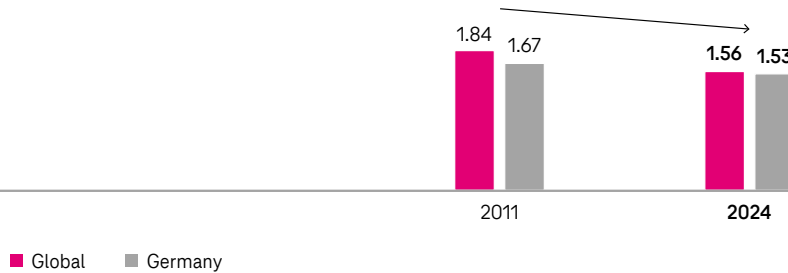


**T-Systems: strong performance, efficient performance**

T-Systems focuses on the operation of data centers and services for business customers, among other things. Since 2021, our data centers worldwide have been sourcing 100 % of their electricity from renewable energies – either directly, through the conclusion of PPAs, through their own energy generation or by purchasing guarantees of origin. We continuously improve the energy efficiency of our data centers and measure the increase in efficiency via the PUE value (more on the calculation in the Deep Dive). The average global PUE value of our T-Systems data centers was 1.56 in the reporting year. The PUE value for T-Systems’ data centers in Germany was 1.53.

**Energy efficiency of T-Systems data centers**

Data centers are becoming more energy-efficient (PUE factor)



For more energy-efficient operation, T-Systems pays attention to the use of energy-efficient server and storage hardware, optimized cooling during the operation of data centers, and automated software features, for example. In the medium and long term, we are pursuing the goal of further developing our cloud applications from an energy efficiency perspective (green coding). T-Systems has been participating in the “EU Code of Conduct on Data Centre Energy Efficiency” since 2014. This is a voluntary code of conduct with the aim of motivating operators and owners of data centers to reduce energy consumption and thus the negative effects on the environment, economy and energy security. At the end of 2024, T-Systems was operating a total of 16 FMO (Future Mode of Operation) twin-core data centers at seven locations in Europe, as well as four local, customer-specific data centers. Since 2024, all nine internal FMO twin-core data centers have been listed in the EU Code of Conduct. In addition, T-Systems joined the Climate Neutral Data Centre Pact (CNDPCP) in 2021. We have been a certified member since 2023.

## Looking ahead

In the coming years, we want to further stabilize our energy consumption by continuously increasing our energy efficiency – despite rapidly growing data volumes. An important focus is also on the expansion of renewable energies and large-scale storage solutions.

## Deep Dive for experts

### Management & Frameworks

- Deutsche Telekom's subsidiary PASM obtains the energy for the German Telekom Group companies. Its energy management system is certified according to the international standard ISO 50001.
- We have achieved our goal of sourcing 100 % of our electricity requirements from renewable energies throughout the Group by the end of 2021. To emphasize this commitment, we have joined the global RE100 initiative. Its goal is to promote the purchase of electricity from renewable sources.

### Relevant standards

- **Global Reporting Initiative (GRI)**
  - GRI 302 3–3 (Energy)
  - GRI 302–1 (Energy)
  - GRI 302–2 (Energy)
  - GRI 302–4 (Energy)
  - GRI 305 3–3 (Emissions)
- **Task Force on Climate-related Financial Disclosures (TCFD)**
  - The most important key figures for measuring and managing climate-related opportunities and risks
- **GSM Association (GSMA) Indicators for Telecom Providers**
  - GSMA-ENV-03 (Energy consumption)

### Further measures to stabilise energy consumption and increase energy efficiency

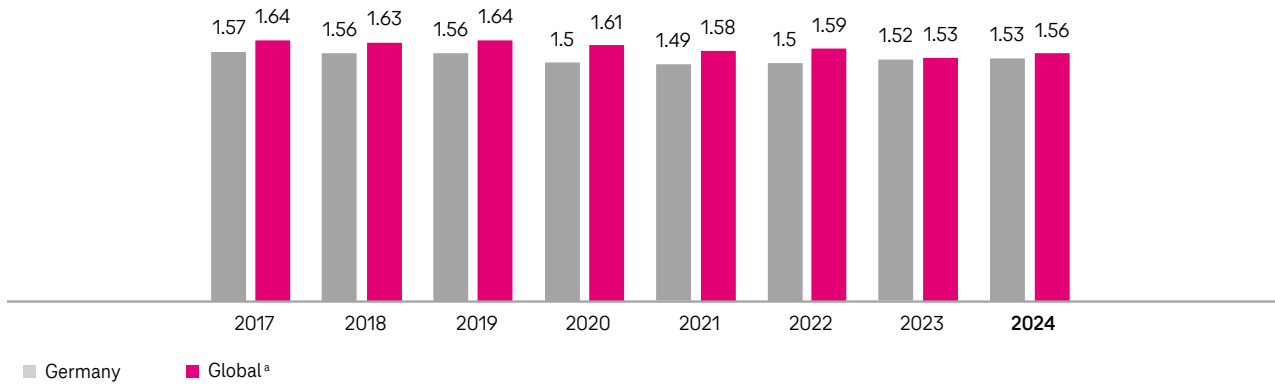
- We have already firmly anchored the topic of energy efficiency in the selection of new technologies in the architecture and design phase through specifications and specifications. This applies, for example, to the lighting, monitoring and, above all, cooling of our systems.
- We are consistently pushing ahead with the expansion of photovoltaics at our sites. To achieve more sustainable and efficient energy generation at our sites, we cooperate with various suppliers in the field of renewable energies. At the same time, there is a focus on the use of electricity storage systems and the implementation of intelligent load management. Another example of sustainable innovations is the [use of waste heat from our ICT network nodes](#) (information and telecommunications technology). The thermal energy is used specifically to heat a building complex, which both reduces energy consumption and improves the CO<sub>2</sub> balance.

### ESG KPI “PUE”

We are continuously improving the energy efficiency in our data centers <sup>a</sup> with various measures. One indicator of the increase in efficiency of our data centers is the “Power Usage Effectiveness (PUE)” value, which we determine according to the method of the data center standard EN 50600. The PUE value results from the ratio between the total electrical energy consumed by the data center and the electrical energy consumption of the IT.

<sup>a</sup> Operation and use as multi-customer and multi-platform data centers.

**Data Center PUE**



<sup>b</sup> International + DT Group in Germany

**ESG KPI “Renewable Energies”**

■ We use the “Renewable Energies” ESG KPI to measure our progress. In addition, we have developed Group-wide parameters that we use to evaluate electricity purchases in all national companies with regard to sustainability aspects.

	2024			2023			2022			2021		
	D <sup>a</sup>	EU <sup>b</sup>	Group	D <sup>a</sup>	EU <sup>b</sup>	Group	D <sup>a</sup>	EU <sup>b</sup>	Group	D <sup>a</sup>	EU <sup>b</sup>	Group
Electricity from renewable energy (in GWh)	1,882	1,564	11,053	1,911	1,540	11,316	2,265	1,576	12,252	2,510	1,845	12,270
Total electricity consumption (in GWh)	1,882	1,564	11,053	1,911	1,540	11,316	2,265	1,576	12,252	2,506	1,845	12,270
Renewable Energy (ESG KPI)	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %
Certificates	70 %	66 %	44 %	74 %	68 % <sup>e</sup>	46 %	53 %	63 %	50 %	36 %	82 %	53 %
Power Purchase Agreements <sup>c</sup>	30 %	17 %	36 %	26 %	5 % <sup>e</sup>	32 %	23 %	0 %	28 %	5 %	0 %	23 %
Direct purchase <sup>d</sup>	0 %	17 %	19 %	0 %	26 % <sup>e</sup>	21 %	23 %	22 %	23 %	59 %	18 %	24 %
Self-generation <sup>c</sup>	–	–	–	0.18 %	0 % <sup>e</sup>	0.05 %	0.1 %	0 %	0.04 %	0.1 %	0 %	0.04 %

<sup>a</sup> Until 2022: D = DT Group in Germany, since 2023 Germany segment is depicted.

<sup>b</sup> Until 2022: EU = National companies in Europe excluding Germany and T-Systems, since 2023 Europe segment is depicted.

<sup>c</sup> From 2024, the share of self-generation is no longer shown separately. Instead, it is included in the share of power purchase agreements.

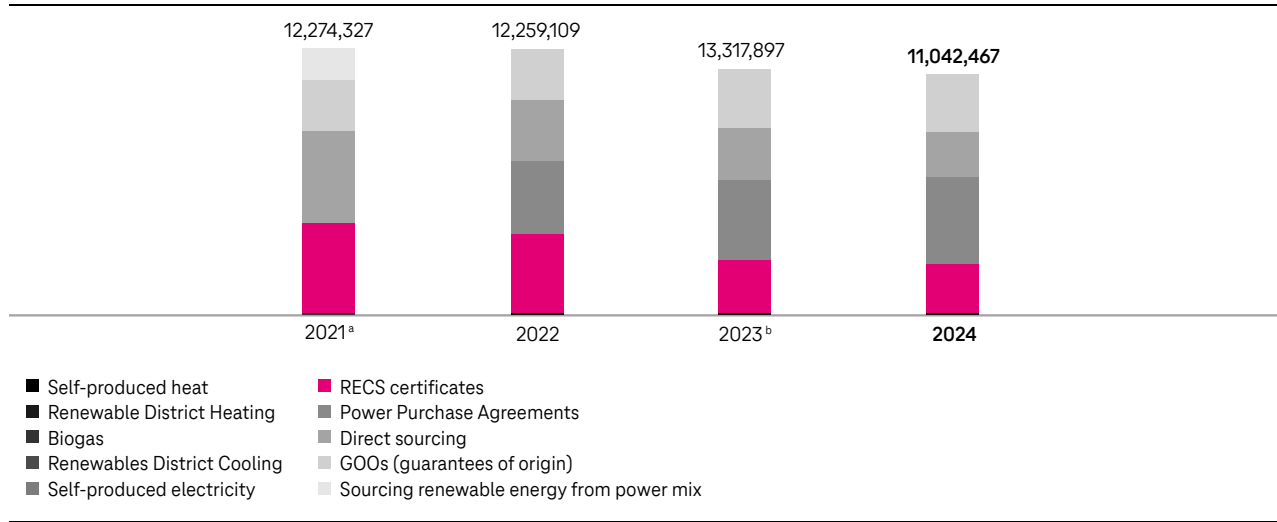
<sup>d</sup> After the transition to 100 % electricity from renewables, no remaining country mix is shown, as a complete transition to electricity from renewables has taken place.

<sup>e</sup> Value has been corrected compared to the publication in the previous year.

■ Even though we prefer to cover our electricity consumption through PPAs, our own energy generation and direct purchases, we still have to resort to guarantees of origin due to limited capacities.

## Renewable Energy in the Group

in MWh



<sup>a</sup> Until 2021, the sourcing of renewable energy from power mix was used. For 2021, the “residual mix” is only relevant for the Deutsche Telekom in Germany. Here, the EEG surcharge paid was taken into account when calculating the share of renewable energy.  
<sup>b</sup> Starting from 2023, including consumption in the fleet area.

## Circular economy: holistic approach along the entire value chain

62 million tons of e-waste were produced worldwide in 2022 across all industries <sup>a</sup> – enough to fill 1.55 million 40-ton trucks. This shows that we are too wasteful with our planet’s raw materials. That is why we at Deutsche Telekom have set ourselves an ambitious goal in Europe by 2030: We want to ensure that all IT/network technology used by Deutsche Telekom and a large proportion of the end devices put into circulation are recyclable. To achieve this goal, we look at the entire life cycle from product development to disposal.

We also deal with the topic of circular economy in detail in our [Sustainability Statement 2024](#).

### Milestones achieved, ongoing projects and goals

For more than 20 years, we have been dealing with the question of how we can recover the valuable resources from end devices and network technology and avoid electronic waste. Today, we take a holistic approach to the circular economy along our entire value chain.

#### Where we come from

- 2003** ✓ Together with Deutsche Umwelthilfe, we are launching a mobile phone take-back system to support environmental and nature conservation projects.
- 2007** ✓ For the first time, 100,000 mobile phones are taken back in a single year.
- 2010** ✓ ESG KPI Take-Back Mobile Devices is established.
- 2013** ✓ We adopt an “[International Waste Management Framework](#)” that sets out Group-wide principles for waste management (excluding T-Mobile US).
- 2016** ✓ We introduce a Group-wide guideline with requirements for the recycling of copper cables.
- 2017** ✓ We commission packaging machines that can provide just the right size of packaging for a product to avoid oversized packaging.
- 2021** ✓ With the ESG KPI “Sustainable Product Packaging”, we are showing the proportion of sustainable packaging in Telekom-branded products for the first time.
- 2022** ✓ We are achieving our Europe-wide “Zero Waste to Landfill” goal. This means that we dispose of or recycle 100 % of electrical waste properly, preventing it from ending up in landfill.
- 2022** ✓ All new Telekom products (with T-Brand) in Europe are sustainably packaged in accordance with the requirements of our Packaging Directive.

<sup>a</sup> “E-Waste Monitor 2024” of the United Nations.

## Where we stand in the reporting year

- 💡
**2024** In order to further increase the collection rate of old mobile devices, we are setting up new, specially designed mobile phone collection boxes in all T-Shops throughout Europe.
- 💡
**2024** Together with suppliers and other partners, we work to develop sustainable packaging solutions for network technology.
- 💡
**2024** We launch a digital marketplace for used network technology to extend the useful life.

## Where we want to go





- 🚩
**2025** From 2025, we will gradually introduce the Telekom Circularity Score (TCS). With this holistic KPI set, we want to measure and manage our progress.
- 🚩
**2030** The entire IT/network technology used by Deutsche Telekom and a large proportion of the end devices put into circulation are recyclable.

## Our approach: measuring circular economy performance holistically

By 2030, the entire IT/network technology we use and a large proportion of the end devices in circulation are to be recyclable. This includes the entire network technology, a large part of our own products (with T-Brand) and a large part of the mobile devices we sell.

To this end, we are implementing comprehensive measures along our entire value chain. We divide these into four dimensions: “avoidance”, “preparation for reuse”, “collection and recycling” and “disposal”.

## Our most important levers

<div style="text-align: center; margin-bottom: 10px;"></div> <p><b>Avoidance:</b> even during product design, we pay attention to the selection of materials, recyclability, packaging and shipping options in order to conserve resources.</p>	<div style="text-align: center; margin-bottom: 10px;"></div> <p><b>Preparation for reuse:</b> we refurbish used end devices and network technology to enable them to be used again.</p>	<div style="text-align: center; margin-bottom: 10px;"></div> <p><b>Collection and recycling:</b> we collect devices that are no longer in use and recycle them professionally. Net technology is also recycled.</p>	<div style="text-align: center; margin-bottom: 10px;"></div> <p><b>Disposal:</b> we operate a systematic waste management system to avoid waste and recycle waste wherever possible.</p>
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## Making progress measurable: the Telekom Circularity Score

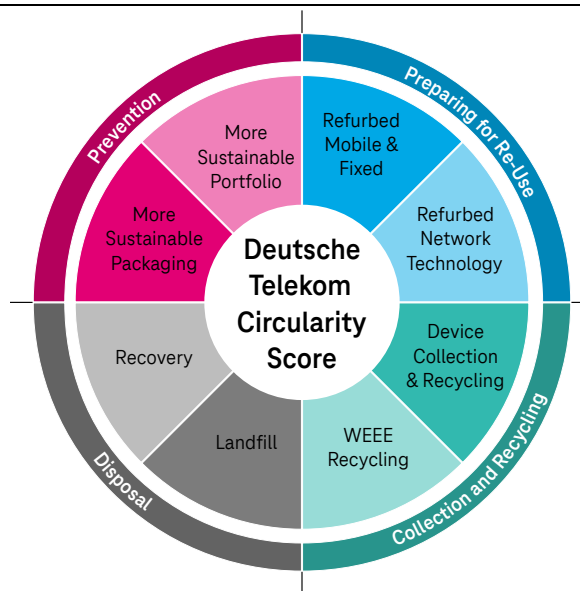
From 2025 onwards, we want to make our holistic circular economy approach measurable throughout Europe through an overarching set of KPIs: the Telekom Circularity Score (TCS). It is to be introduced successively and help us to steer our measures and measure progress transparently. In doing so, it takes into account the specific requirements of the ICT industry.

In addition to KPIs that have been established over many years, the TCS will contain new metrics that we will test and gradually introduce. It is planned that the TCS will also include a specific KPI for the circular material use rate for net technology, which will take into account the proportion of reused or refurbished net technology as well as the proportion of circular materials in new procurements. This allows us to measure our progress in resource-saving grid expansion.

An important part of our approach is also to support our suppliers in reducing plastic, paper and packaging as well as in the use of recycled materials.

In addition, we implement measures at our workplaces – for example in office buildings, Telekom shops or data centers. In Germany, for example, 100 % of workplace devices (laptops, monitors, etc.) are collected after their useful life, refurbished and returned to the cycle as used devices.

### Deutsche Telekom Circularity Score



## Avoidance: from product development to packaging

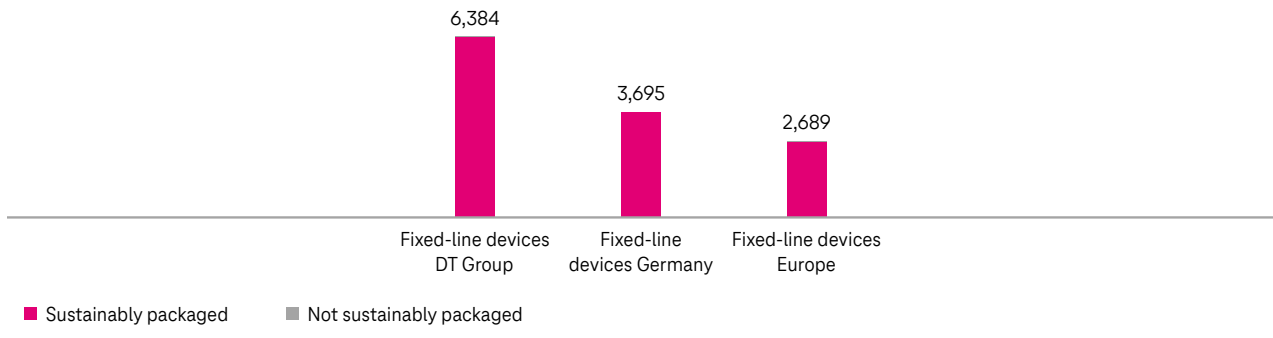
When designing our products, we attach particular importance to sustainable features. Our holistic approach includes our telecommunications services, the corresponding end devices including plastic-free packaging, and low-CO<sub>2</sub> shipping to customers. Our product developers are subject to the “Sustainability by Design” guidelines, which include specifications on device development, packaging, and safe ingredients. Detailed information on how we design environmentally friendly products can be found here in the report under Environmentally friendly products and services.

We have set out our requirements for packaging in a packaging guideline. Since 2022, all new Telekom products (with T-brand) in Germany and Europe have been sustainably packaged: We use recyclable and biodegradable materials, recycled paper and non-toxic labels. In addition, we do not use single-use plastic at all.

By consistently applying the Packaging Directive, we were able to increase the share of sustainably packaged fixed-line devices to 99 % Group-wide in 2024 <sup>b</sup>.

<sup>b</sup> We will continue to sell products that were new to the market before 2022. Therefore, the share of sustainable packaging has been approaching the 100% mark for several years, but has not yet fully reached it.

## Sustainably packaged products

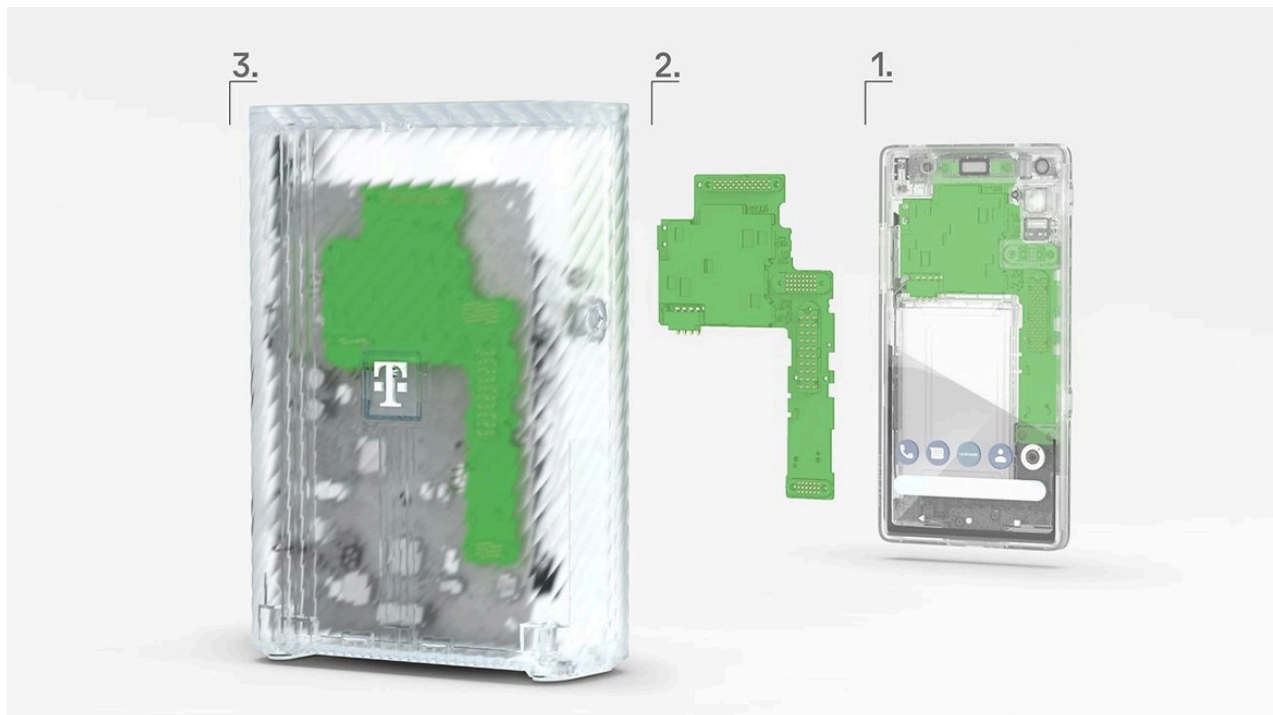


We also actively hold our suppliers accountable: the packaging of smartphones that we purchase from them must comply with the requirements of our packaging policy. We monitor compliance through regular factory audits. In the reporting year, we were not aware of any violations of the Packaging Directive by suppliers.

We also want to optimize our shipping packaging. Since 2021, we have been doing without wrapping plastic in technical logistics in Germany: we need about 4,700 kilograms less plastic per year. In addition, since 2020, we have been saving 50 tons of additional paper annually as filling material through a cardboard scrap/shredding machine.

## 📍 From old to new: prototype of the NeoCircuit router

In cooperation with an industry consortium consisting of Citronics, Evonik, Fairphone, Infineon, MaxLinear, Sagemcom and the INC Innovation Center, we have developed an innovative approach to use electronic components from old devices for the production of new devices. The first prototype, the NeoCircuit router, is already fully functional.



For the router, central electronic components such as the motherboard, processor and memory chips from old smartphones such as the Fairphone 2, DSL and USB plugs as well as cables and power plugs are recycled. In the first expansion stage, the prototype achieves a degree of circularity of about 70 % of the electronics, thus reducing the CO<sub>2</sub> footprint by about 50 %. The housing is also made of 100 % recycled plastic.

## Preparation for reuse: new life thanks to reprocessing

Not all devices that are replaced with a new model have already reached the end of their service life – this applies to end devices such as smartphones as well as to network technology. We want to give these devices a new life and are implementing various measures to achieve this. Among other things, we sell “refurbished”, i.e. refurbished mobile phones, offer rental models for fixed-line devices and sell used network technology on our own online marketplace.

## Mobile phones: “refurbished” is in demand

For mobile phones, we work with buy-back and refurbishment service providers to take back, refurbish and refurbish devices. In Germany and Austria, we offer refurbished mobile phones that are marked with our [#GreenMagenta label](#). Our customers can also buy used smartphones and other devices in several national companies, for example in Greece, Croatia, Poland and Hungary. In Greece, the OTE Group has set up a process for the refurbishment of communication terminal equipment (e.g. routers, network sockets and TV receivers). With an annual capacity of over 270,000 devices, this project meets the growing demand for used equipment. In Hungary, almost 300 refurbished mobile phones are sold every week.

## Landline devices: renting instead of buying

For fixed-network terminals, all European national companies mainly offer rental models so that they can be reused or professionally recycled after replacement.

## Our progress in 2024 in Germany

- Around 1.35 million customer devices such as routers and TV set-top boxes have been refurbished for reuse in Germany.
- Around 1.05 million refurbished fixed-line devices sold or rented, of which 390,000 were offered as service replacement devices
- Approximately 630,000 non-reusable devices professionally recycled.

## A trading platform for discarded network technology

In Germany, we have pushed ahead with the conversion of the mobile network from 4G to 5G in recent years. This results in discarded technology, which we sell on the “Marketplace Alttechnik”. It is marketed worldwide through a partner. The primary goal is to continue using the old technology. If the technology is damaged or does not find buyers after two years, it is recycled. In 2024, 314 tons of old technology were sold in this way, twice as much as in the previous year. 215 tons were recycled and a further 183 tons were in stock at the end of the year. In order to promote the reuse of technology within Deutsche Telekom, we are planning to introduce a cross-border internal platform.

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## T-Systems: resource-saving data center operation

T-Systems actively contributes to Deutsche Telekom’s circular economy goals. T-Systems’ internal guideline “Environmental Sustainable Design Principles” serves as a guideline: for example, it specifies high hardware utilization in data centers in order to reduce the overall hardware requirement. We also operate an internal hardware exchange platform for hardware components from data centers. Another example is the reuse of existing hardware and software.

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## Collection & Recycling: take-back in shops and via collection campaigns

Many drawers contain discarded or defective mobile phones, in Germany alone there are estimated to be around 200 million devices. They contain valuable raw materials such as gold, silver, copper, platinum or palladium. The take-back of equipment that is no longer needed is therefore one of the central measures when it comes to our contribution to the circular economy.

We want to create incentives to hand in discarded mobile phones so that they can be recycled properly and valuable raw materials can be recovered. In 2024, we set up new, specially designed collection boxes in our shops to make it as easy as possible for our customers to return their old devices.

In addition, we have been running regular mobile phone collection campaigns for many years. For example, in 2024 we launched a joint collection campaign with the German Football Association (DFB) for the European Football Championship. For each mobile phone collected, 50 cents were donated to “HateAid”.

Each collected device is first checked to see whether it can still be used or recycled. Only devices that are not suitable for a “second life” are recycled.

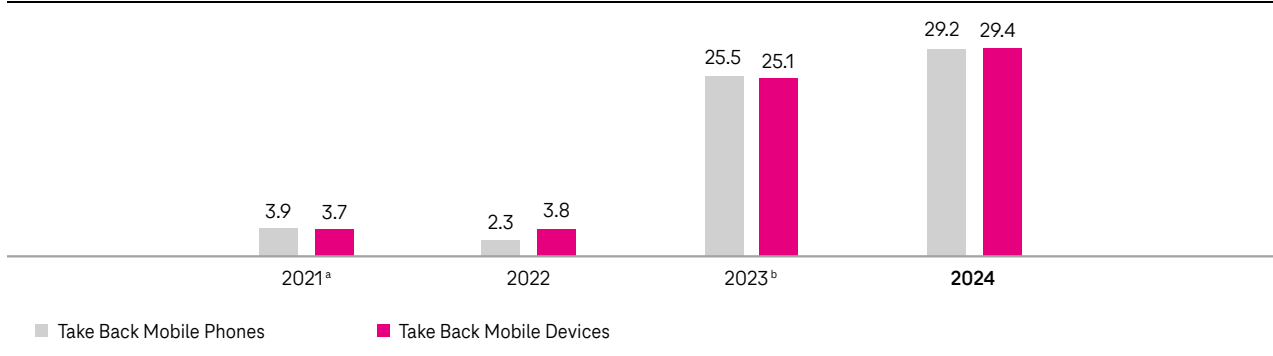


## ESG KPI “Take-back of mobile devices” (including mobile phones)

In 2024, more than 9 million mobile phones were taken back <sup>c</sup> across the Group. The ESG KPI “Take-back of mobile devices” relates the “number of mobile devices taken back” to the “number of devices put into circulation”. In 2024, the share was 29.4 %.

### ESG KPI „Take Back Mobile Devices”

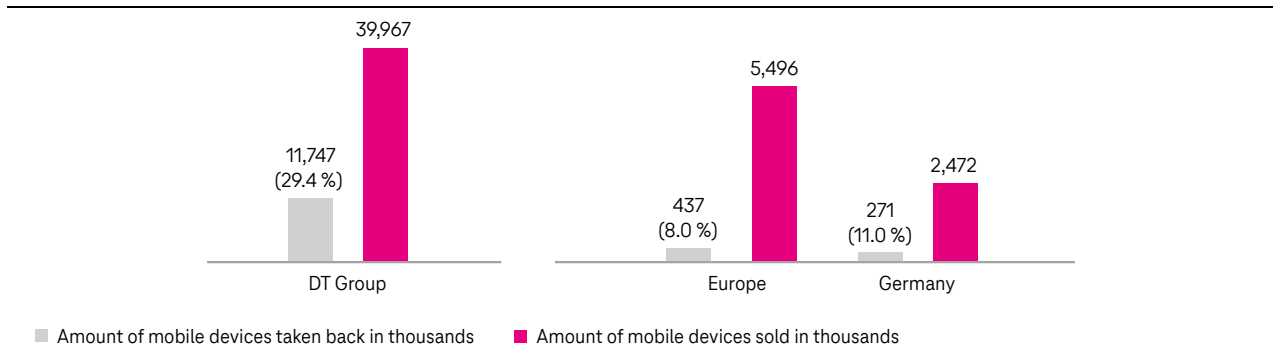
(and Take Back Mobile Phones from 2021) in %



<sup>a</sup> From 2021, differentiated data collection for mobile phones; other mobile devices may also be included, as separate disposal and collection in the recycling process is not yet possible in some cases.

<sup>b</sup> Since 2023, the Group value includes Germany, Europe and US segment. The increase is due in particular to the systematic exclusion of non-mobile devices (accessories) for the segment Germany and T-Mobile US and a general improvement in data quality, especially due to the inclusion of buyback programs.

### Take Back Mobile Devices



Since 2023, data quality has improved as non-mobile devices (accessories) have been specifically excluded for the segment Germany and T-Mobile US.

## Current International Collection Projects

- In **Germany**, we operate the mobile phone collection center in cooperation with Foxway to collect used mobile phones. In 2024, we were able to collect over 110,000 old devices via the take-back system, which has been awarded the state “Blue Angel” ecolabel. For every device returned, we donate money to local environmental and social projects. We also offer our customers the opportunity to sell used devices via our “mobile phone purchase” to our partner Assurant, who uses them for refurbishment.
- In **Poland**, T-Mobile Polska launched the initiative “Działamy w trosce o nature” (“We act with respect for nature”) in 2024. Over 2 tons of discarded smartphones were collected through a nationwide school competition, which corresponds to about 15,000 devices. A Christmas campaign encouraged customers to recycle their old mobile phones.
- In **Hungary**, Magyar Telekom and Hello Nonprofit have launched a competition for Hungarian non-profit organizations in 2024. The jury chose the program “Passzold Vissza Tesó!” (“Give it back, brother”), which has been collecting unused cell phones, GPS devices, tablets and accessories since 2018. Since the beginning of the program, the organization has collected 14,000–18,000 devices annually, a total of 8 tons of e-waste.
- In **Croatia**, Hrvatski Telekom operates the communication platform “Poziv koji ne propuštaš” (“The call you have to answer”). Customers are called upon to hand in their devices to Telekom shops throughout Croatia. In 2024, almost 30,000 smartphones could be taken back.

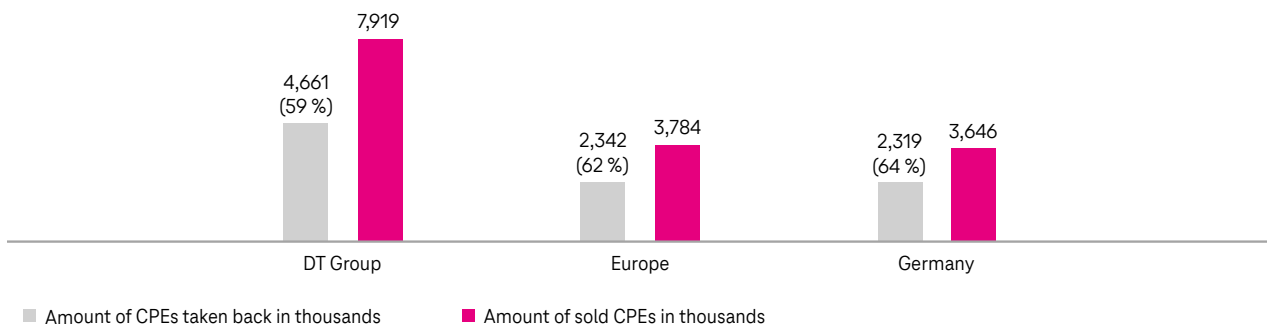
<sup>c</sup> The returned end devices are recorded in kilograms or by the number of pieces. The survey in kilograms is based on a Group-wide conversion factor of 7.25 pieces per kilogram, unless a country-specific conversion factor is available. The mobile devices launched on the market include smartphones including chargers, simple phones, tablets, mobile landline devices and wearables – electronic devices that can be worn on the body as an accessory. For reasons of data quality, quantities from purchasing are reported.

### ESG KPI “Redemption CPEs” (fixed network)

We also take back modems, routers, repeaters and TV receivers (so-called Customer Premises Equipment, CPEs). Since 2021, we have been recording the ESG KPI “Take-back CPEs” and the number of refurbished CPEs. In 2024, more than 4.6 million CPEs were taken back across the Group, 44 % of which were refurbished.

Our goal is to further optimize the process of take-back and reprocessing. In this way, we want to ensure that all returned CPEs are either refurbished, stored for future refurbishment or recycled. The implementation of corresponding measures has already begun.

#### ESG KPI „Take Back CPEs”



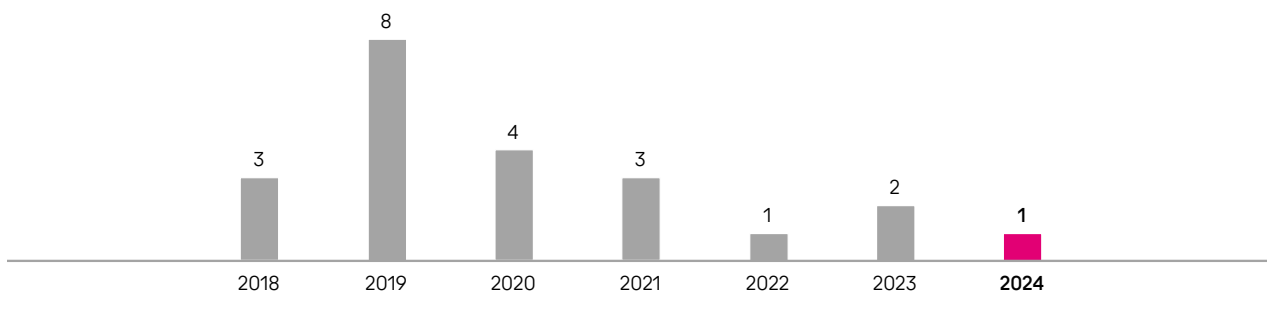
All business units in which basic data was available for the KPI calculation are taken into account. Group value therefore without T-Systems and DTSE units.

### Reclaimed copper cables

For decades, telephone lines consisted largely of copper cables, which are now being successively replaced by fiber optic expansion. In 2024, we pulled over 1,430 tons of copper cable from cable duct systems in Germany or recovered them from assembly and cable residues. Certified waste management companies process them in an environmentally friendly manner. Up to 90 % of the material is then returned to the raw material market.

#### Copper cable recovered since 2018

in thousand tons



## Disposal: avoiding waste

We want to avoid waste as much as possible and recycle any waste that accumulates.

As part of our European resource efficiency strategy, in 2021 we set the Europe-wide goal of “Zero Waste to Landfill”: This means that we dispose of or recycle 100 % of electronic waste properly, preventing it from ending up in landfill. We were already able to achieve this goal at the end of 2022.

In order to ensure controlled handling of electronic waste, we pursue various approaches. The waste pyramid provides us with the methodological framework: waste prevention comes first, followed by reuse, recycling and other recovery (e.g. energetic) – so that in the end only those materials remain for disposal that cannot be treated at the other levels of the pyramid.

Our waste management is uniformly defined throughout the Group (excluding T-Mobile US) in accordance with the “[International Framework for Waste Management](#)”. On this basis, the national companies are responsible for setting measurable goals and monitoring their implementation. This enables them to respond flexibly to country- and company-specific conditions.

↓

**You can find out more  
about waste management  
and our approach and  
strategy in our audited  
[Sustainability Statement in the Annual  
Report 2024](#)**

## Looking ahead

To make our devices and technologies circular by 2030, we need to look at our entire value chain. That is why our focus in 2025 will be primarily on the introduction of our Telekom Circularity Score. In this way, we create the basis for measuring our progress at the various stages of the value chain and managing our measures holistically.

## Deep Dive for experts

### Management & Frameworks

With our management system for health, occupational health and safety and environmental protection, we are committed to continuous improvement. It has been recertified according to international standards such as ISO 14001. Our environmental guideline summarizes key ecological commitments, e.g. on the circular economy and biodiversity.

The [Sustainability Statement](#) in the Annual Report 2024 provides further information on the topics of circular economy and waste management.

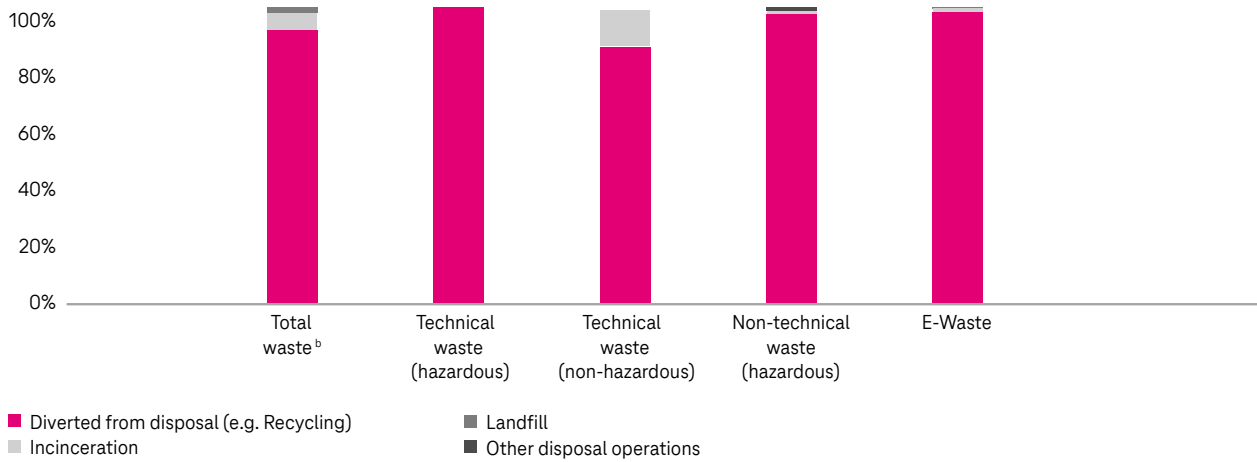
### Relevant standards

- **Global Reporting Initiative (GRI)**
  - GRI 301-3 (Materials)
  - GRI 306 3-3 (Waste)
  - GRI 306-1 (Waste)
  - GRI 306-2 (Waste)
  - GRI 306-3 (Waste)
  - GRI 306-4 (Waste)
  - GRI 306-5 (Waste)
- **Sustainability Accounting Standards Board (SASB)**
  - TC-TL-440a.1 (Management of products at the end of their useful life)
- **GSM Association (GSMA) Indicators for Telecom Providers**
  - GSMA-ENV-04 (Circularity)
  - GSMA-ENV-05 (Waste)

## Waste management and recycling

We are constantly developing our Group-wide set of key performance indicators for waste management and, in addition to the amount of waste generated, we also collect figures on the recycling of technical and hazardous waste.

### Waste management and recycling <sup>a</sup>



<sup>a</sup> Excluding T-Mobile US.

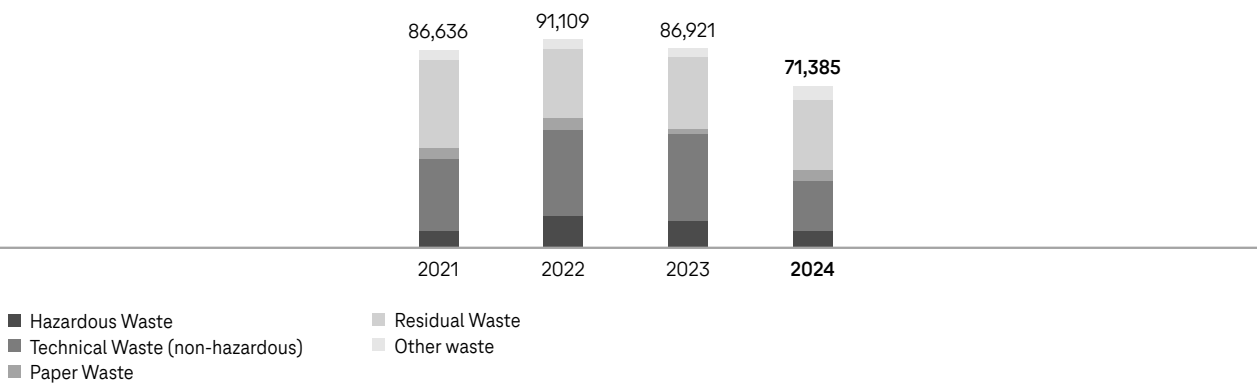
<sup>b</sup> Excluding residual waste, paper waste and other waste.

## Waste generation (including e-waste)

As part of our waste management, we transparently map our waste volume. In 2021, we expanded our set of key figures on technical waste so that for the first time it is possible to differentiate between electronic waste (e-waste), cable waste and other technical waste. We have not set a Group-wide target for the reduction of hazardous and non-hazardous waste. Rather, the national companies are guided by our “International Framework for Waste Management” adopted in 2013; on this basis, they develop or update their own waste strategies. To this end, they have also set themselves corresponding goals: the focus is on reducing hazardous waste – such as lead batteries. The Group-wide amount of waste fell by 18 % compared to 2023. In our interactive key figure tool for company comparison, we provide detailed information on the key figures of the individual companies.

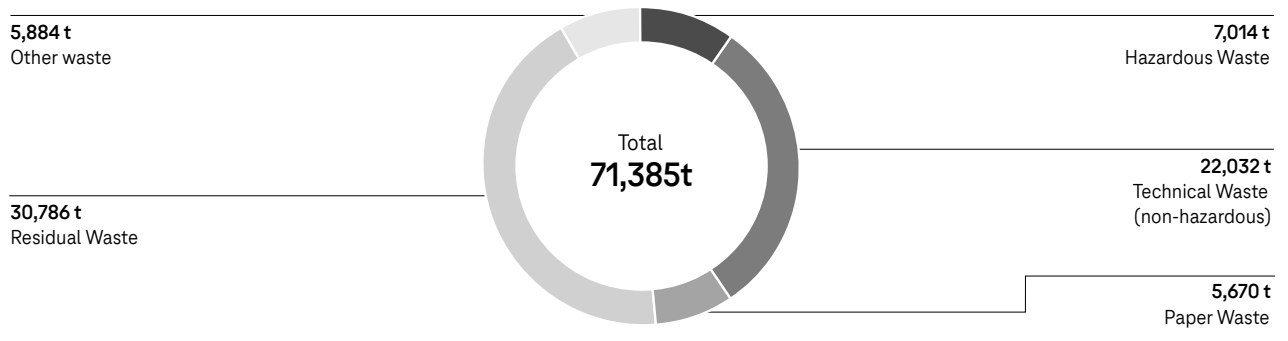
### Waste generation Deutsche Telekom Group

in t



Data is partly based on estimates, assumptions and projections. Data is partly provided by external service providers.

**Waste generation 2024 Deutsche Telekom Group**



Data is partly based on estimates, assumptions and projections. Data is partly provided by external service providers.

## Environmentally friendly products and services: an overview of the entire life cycle






How can we make our products more sustainable – and help minimize negative environmental impacts throughout their life cycle? And what products and services can we use to achieve a positive environmental impact? These questions occupy us continuously. The focus is on resource conservation, energy efficiency and emission reduction.

We also deal with this topic in detail in our [Sustainability Statement 2024](#).





### Milestones achieved, ongoing projects and goals

For a decade, we have been analyzing the environmental impact of our product portfolio. In this way, we identify the levers to make our products and services more sustainable. With our measures, we start with the development.




#### Where we come from

- 2014  For the first time, we evaluate the sustainability of our products using our own analysis method. Based on the results, we calculate the ESG KPI “Share of sustainability-related sales”.
- 2019  Launch of the “we care” label to label ecologically or socially sustainable products and services. The basis is our impact measurement process, which we use to analyze the social and environmental impact of our business activities.
- 2021  The #GreenMagenta labels for ecologically sustainable solutions and #GoodMagenta for socially sustainable products and services replace the “we care” label.
- 2022  We introduce a packaging policy with various sustainability criteria.
- 2023  TÜV Rheinland certifies the process and methodology of our IT-supported impact measurement.

#### Where we stand in the reporting year

- 2024  Deutsche Telekom’s 50th product is labeled with the #GreenMagenta or #GoodMagenta label.
- 2024  Launch of the T Phone 2 and T Phone 2 Pro, which produce fewer greenhouse gas emissions compared to previous models.
- 2024  We publish the “Principles for Green Artificial Intelligence (AI)” to develop and deploy AI solutions in an ecologically sustainable way.
- 2024  60 % of fixed terminal equipment marketed in Europe will be sustainably produced or remanufactured in accordance with our criteria.

#### Where we want to go

- 2025  We develop a holistic control logic to increase the circularity of our IT/network technology and end devices. In the future, we will measure the results with the [Telekom Circularity Score \(TCS\)](#).
- 2025  We develop a tool to determine the Product Carbon Footprint (PCF) for Deutsche Telekom’s most important products.
- 2026  Business customers will be able to obtain information on the Product Carbon Footprint (PCF) of our key products for their greenhouse gas accounting.

## Sustainability starts with product design

We want to offer our customers more and more products and services that have ecological or social benefits. We start with product development and look at the effects throughout the entire life cycle. Our product developers follow our “Sustainability by Design Guidelines”. In this way, we provide them with concrete guidelines, for example on aspects such as “Sustainable Packaging”, “Hazardous Ingredients” and “Sustainable Device Development”. We are also working with various partners to make the increasing use of streaming services more energy-efficient. In the reporting year, we therefore published a [guide](#) to help decision-makers, development teams and consumers assess the energy needs of video streaming and promote more sustainable criteria.

## Our principles for more sustainable AI development



Applications based on artificial intelligence (AI) have a particularly high energy and resource requirement. To promote the resource- and energy-efficient development and use of AI, we introduced [nine principles for “green AI”](#) in 2024. In doing so, we not only want to make the development and use of AI within Deutsche Telekom more sustainable, but also provide impetus in the ICT industry. Our principles for green AI, for example, stipulate that AI models should be used multiple times and that programs should be written in a resource-saving manner. Because AI – used responsibly – also makes a positive contribution to climate protection: For example, we use AI in our data centers and networks to increase energy efficiency.

## Ecologically sustainable products clearly labelled

The basis of our solutions is Deutsche Telekom’s “green network”, which has been operated 100 % with electricity from renewable energies throughout the Group since 2021. In addition, we offer hardware, services and digital solutions that offer an environmental advantage.



We determine what these are using an IT-supported impact measurement process. The process and methodology were validated by TÜV Rheinland in 2023 and confirmed in 2024. Detailed information on this can be found here in the CR report under [Impact Measurement](#).

If our analyses show that a product or service has a significant positive ecological impact, we award it with our #GreenMagenta label. Here are some recent examples of our solutions that have received the #GreenMagenta label in 2024:

- T Phone: in 2024, we released the new T Phone 2 and T Phone 2 Pro devices (REVL 7 5G and REVL 7 Pro 5G in the USA). They are produced with less emissions than the previous models and their packaging is characterized by increased recyclability.
- Magenta TV Stick: the housing of the Magenta TV Stick is now made of 95 % recycled material from electronics and household appliances.
- Halfsize SIM cards: in Austria and Germany, there are half-size SIM cards made of recycled plastic. Due to the more compact design, we reduce the use of materials. Switching to recycled plastic saves up to 900 kg of CO<sub>2</sub>e per 100,000 SIM cards.
- Take-back process: we take back and refurbish used equipment in many countries – in Germany, Croatia and North Macedonia, this [take-back process](#) carries our #GreenMagenta label.
- Business customer solutions: more than 20 of our solutions for business customers are also marked with the #GreenMagenta label, e.g. [IntraSelect SD-WAN for energy-efficient network management](#) or our [Purchase portal](#) for mobile phones, smartphones and tablets.

You can find an overview of all our products with the #GreenMagenta label on our website.

## IT solutions for environmental protection

Our portfolio includes solutions for information and communication technology (ICT) that can contribute to the reduction of environmental pollution and thus also to the preservation of biodiversity.

As the groundwater level is falling in large parts of Europe, endangering habitats for many creatures, countermeasures are becoming increasingly urgent. T-Systems offers a solution for digital water management. The meters transmit water data automatically – thanks to Internet of Things (IoT) technology. The intelligently controlled water withdrawal helps to monitor and protect groundwater levels.

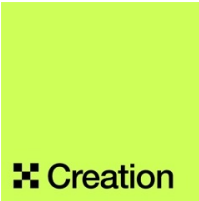
Another concern is the protection of bees: we have developed hives with smart sensors that can be monitored remotely and collect and transmit data such as temperature, humidity and sounds. This allows bee colonies to be cared for in a very targeted manner and unnecessary, disturbing trips to the insects to be avoided.

## X-Creation – Driving Innovation and Business Value Through Collaboration



To enhance the sustainability of our products and services, we actively engage in collaborative innovation initiatives, such as T-Systems' X-Creation program. In 2024, approximately 1,000 partners, customers, and experts from over 140 partner organizations and Deutsche Telekom joined forces to drive impactful innovation.

X-Creation is a curated thriving innovation community where members collaborate to accelerate the development of solutions with meaningful societal and environmental impact. Following its initial success in 2024 – an AI-powered app to combat disinformation on social media – X-Creation focused on advancing further products and services that contribute to sustainability and social progress throughout the reporting year.



The format successfully developed and delivered more than 18 solutions, addressing key challenges in misinformation & disinformation, economic uncertainty, extreme weather events, interstate armed conflicts and social polarization. Additionally, two start-ups promoting environmentally friendly technologies were founded, and the UNFCCC Secretariat (United Nations Framework Convention on Climate Change) became an official partner of the program.

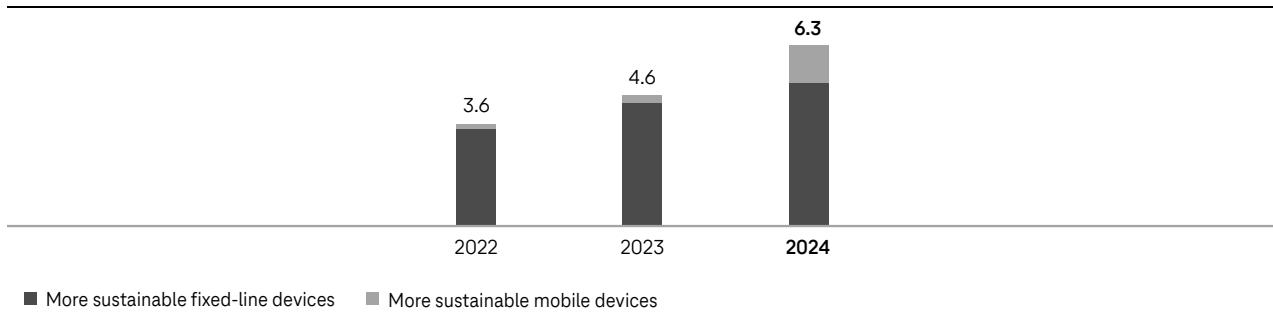
We are continuing X-Creation 2025 and want to continue to promote sustainable transformation – through innovation and collaboration.

## Measuring progress on more sustainable products

We use various key figures to measure our progress in expanding our more sustainable product portfolio. For example, we record the number of sustainable and refurbished mobile and fixed-line devices.

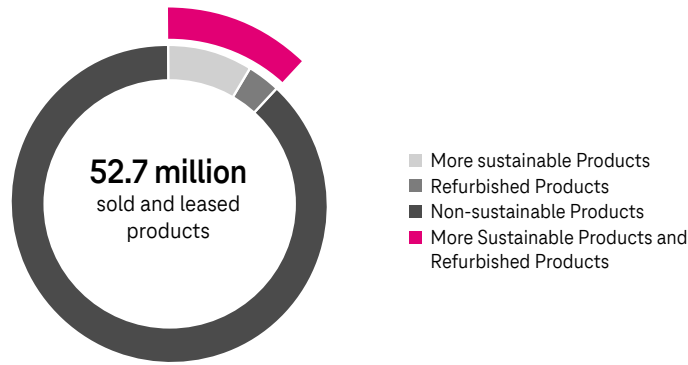
### Number of more sustainable devices

in million



We also calculate the ratio of the number of more sustainable products to the total number of devices sold and rented: in 2024, this share was more than 73 % of our fixed-network devices sold and rented across the Group (excluding T-Mobile US). In addition, we collect key figures on the take-back of equipment for recycling purposes and on sustainably packaged products (see [Circular economy](#)).

**Share of More Sustainable and Refurbished Products**



**Enablement factor: how much CO<sub>2</sub> can our customers save?**

ICT solutions can help our customers reduce greenhouse gas emissions. For example, video conferencing can save on commuting to work and business trips. Every year, we calculate the climate protection impact of our solutions on the customer side. To this end, we have been determining the enablement factor since 2014, which compares the CO<sub>2</sub> savings potential of our customers to Deutsche Telekom’s CO<sub>2</sub> footprint (Scope 1 to 3).

In 2024, we calculated an enablement factor of 4.41 for Germany. This means that customers were able to save more than four times as much CO<sub>2</sub> when using our solutions in the reporting year as Deutsche Telekom itself consumed this year. So if we emitted one ton of CO<sub>2</sub> in Germany, we were able to save up to 4.41 tons of CO<sub>2</sub> by using our products and solutions.

A large part of the savings for our customers in Germany comes from:

- Home office and our web and video conferencing solutions,
- Cloud Computing, as well as
- more powerful servers, more energy-efficient data centers, and higher infrastructure utilization.

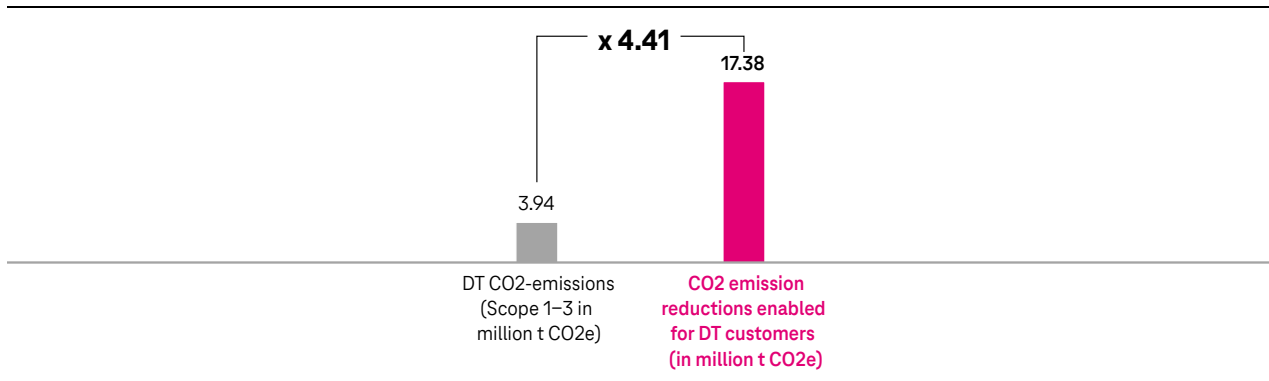
For even more transparency and comparability, we are supporting the European Green Digital Coalition (EGDC) in developing an industry standard for calculating emission savings from ICT products.

**ESG KPI “Enablement Factor”<sup>a</sup> DT Group in Germany**

The positive CO<sub>2</sub> effects made possible by the use of our products and solutions on the customer side amounted to a total of 17.38 million tonnes in Germany in the reporting year. This equates to an enablement factor of 4.41. Even though the positive CO<sub>2</sub> effects have thus increased compared to the previous year, the enablement factor has fallen slightly. This is due to the fact that our Scope 3 emissions in Germany increased in the reporting year.<sup>b</sup>

**Enablement factor**

DT Group in Germany, 2024

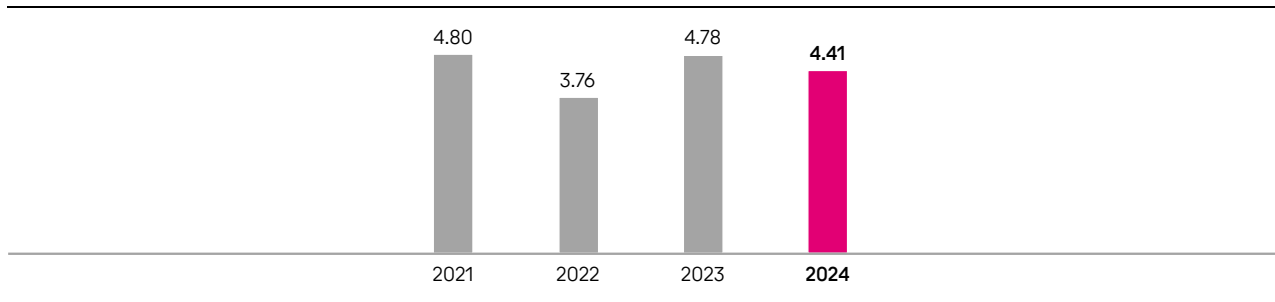


Data is partly based on estimates, assumptions and projections.

<sup>a</sup> For the year 2024, the enablement factor for Europe has not been determined.

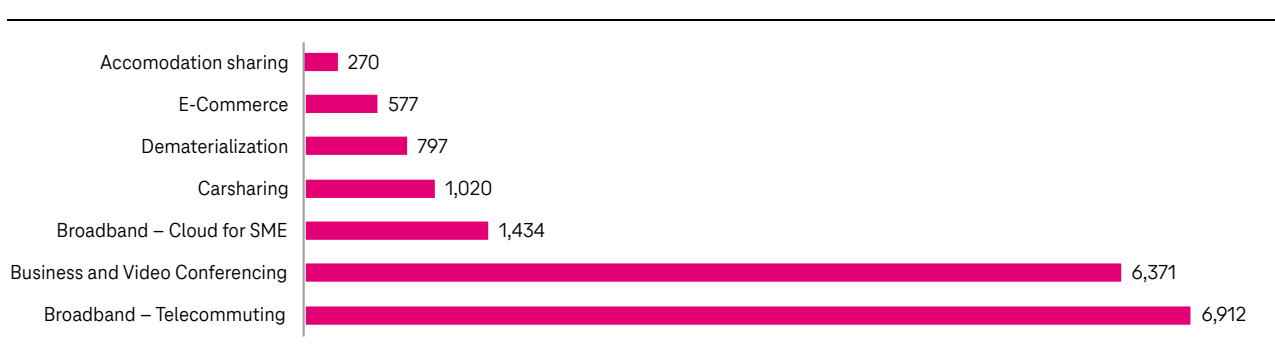
<sup>b</sup> The increase in Scope 3 emissions is due to our strong customer growth in streaming and mobile services, as well as increased fiber expansion.

**Enablement factor from 2021 to 2024**



**Extract: positive CO<sub>2</sub> effects facilitated for our customers**

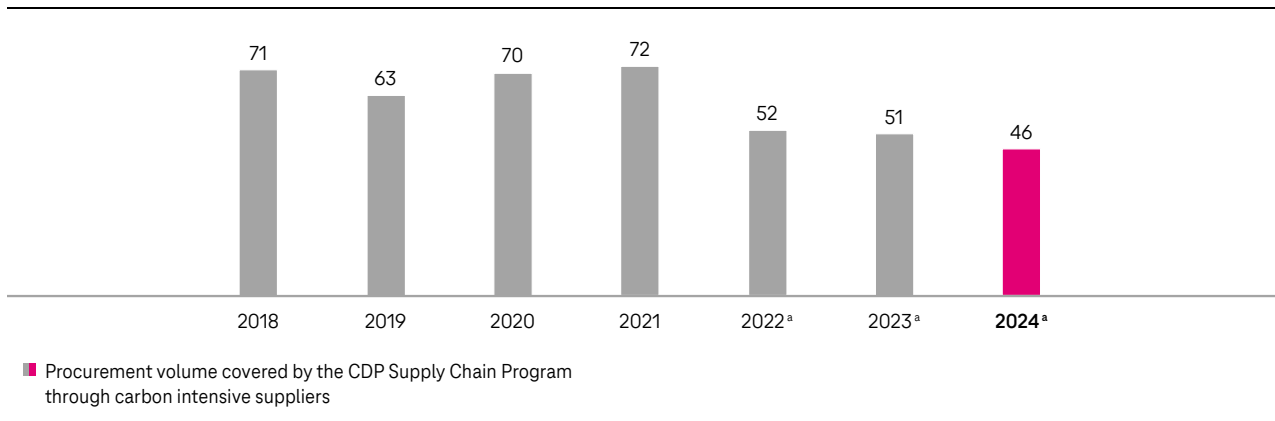
in kt CO<sub>2</sub>e



**Involving suppliers in climate protection**

We involve our suppliers intensively in climate protection. The “Supplier Engagement Rating” of the non-profit organization CDP evaluates companies according to how actively they work with their suppliers on climate protection. In 2024, CDP once again included us in the “Climate Leader A List” and on the “Supplier Engagement Leader Board”. This was helped by the fact that we calculated supplier-specific emission intensities based on the responses of our suppliers in the CDP Supply Chain Program: to do this, we compared the total emissions of suppliers to their sales. The ESG KPI “CDP Supply Chain Program” shows how much of our purchasing volume from emission-intensive suppliers is covered by the CDP Supply Chain Program. In 2024, this was around 46 %.

**CDP Supply Chain Programm**



<sup>a</sup> Excluding T-Mobile US.

**Looking ahead**

For 10 years, we have been systematically analyzing the sustainability of our product portfolio. In 2025, our focus will be on further developing our key performance indicator systems for the circular economy and product-related greenhouse gas emissions, thus making our progress even more measurable and controllable. Providing impetus for more sustainable AI development also plays an important role for us.

## Deep Dive for experts

### Management & Frameworks

- In addition to the “Sustainability by Design Guidelines” for product developers, there are supplementary guidelines such as the “Environmental Sustainability Design Principles” at T-Systems. The “Green AI Principles” are also taken into account there.
- Our nine principles for “green AI” provide guidance on how AI solutions can be developed and used in an ecologically sustainable way. They show a way in which we can counter risks – such as a significantly increasing CO<sub>2</sub> footprint – at an early stage.
- Our packaging policy is part of the “Standard Design Specifications”, which also include sustainable requirements for product components and design. All manufacturers must meet these criteria when developing telecom devices.

### Sustainable product portfolio

- Since 2014, we have been assessing the sustainability of our products using our own analysis method. This method examines, among other things, safety and recyclability. A product is only assigned to the sustainable product portfolio if it offers at least one sustainability benefit and is highly likely to have none of the defined risks. Detailed information on the methodology can be found on the page [“Analysis of the sustainability benefits of our products continued”](#).

## Analysis of the sustainability benefits of our products continued

So far, there is no industry-wide established system that provides sustainability information on ICT products and services. At Deutsche Telekom, we have been evaluating the sustainability of our products since 2014 using our own analysis method. For example, we examine how safe the products are or how well they can be recycled.

We inform our customers about the contributions our products make to sustainability. Our analysis results also enable us to position ourselves as a responsible company vis-à-vis the competition. In the reporting year, we also included selected products in the analysis in line with the criteria of the EU taxonomy.

### Mapping to the SDGs

In the reporting year, we once again compared the sustainability benefits of a number of our products with the goals of the Sustainable Development Goals (SDGs), supported by internal experts. The level of detail we have taken depends on how much revenue we generate with the product under investigation: in the case of high sales, we looked at the impact on all SDGs, in the case of low sales, only the impact on the most relevant SDG.

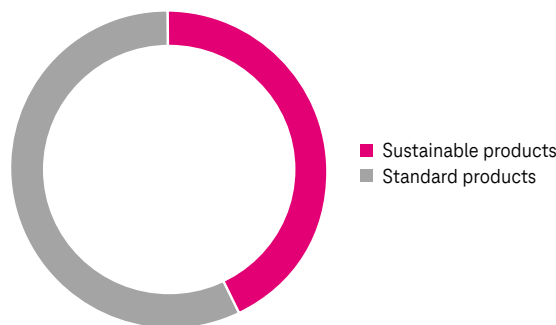
### Results of the analysis

In the 2024 reporting year, we examined 37 products and solutions in detail, analyzing their contribution to sustainability and their business potential (as of the end of 2024).

Sustainable products are an important competitive factor for us. With the help of the ESG KPI “Share of sustainability-related sales”, we determine how much revenue we generate (excluding T-Mobile US) with products that make a contribution to sustainability. The determination of sales for individual product clusters is partly based on assumption-based keying. In 2024, the share was 43 % (previous year: 43 %).

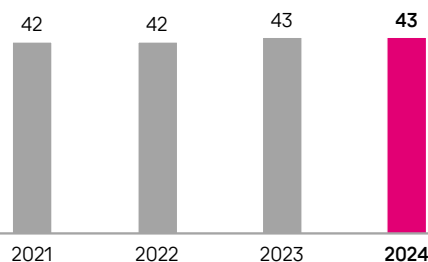
### Share of revenue with products and services that offer sustainability benefits DT 2024

DTAG excl. US



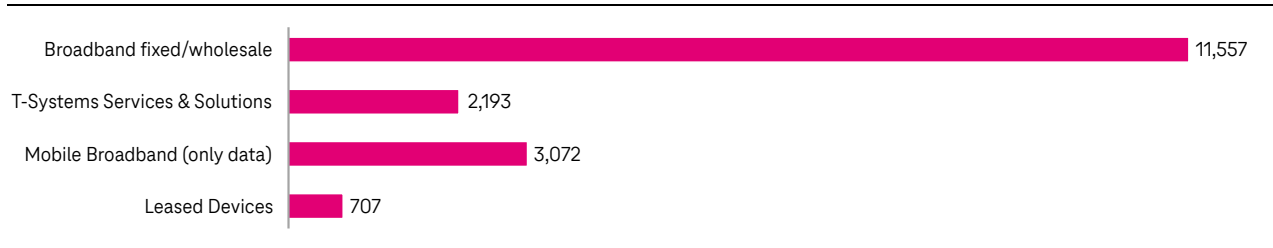
### Share of revenue with products and services that offer sustainability benefits DT

in %



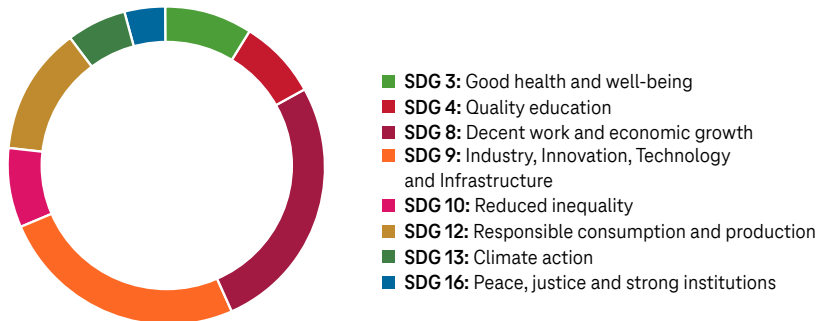
**Extract: Revenue with sustainability benefits per products <sup>a</sup>**

in million €



<sup>a</sup> 37 products and solutions have been evaluated in total.

**Estimated influence division of our products' sustainability benefits on the Sustainable Development Goals**



We have been recording this key figure since 2014 using our own methodology, which we adapted in 2022. The fact remains that a product can only be assigned to the sustainable product portfolio if it is highly likely to contain none of the seven risks defined by us. The risk analysis covers the following issues: environmental pollution in the manufacture of ICT products, avoidable, non-recyclable electronic waste, ethically unacceptable working conditions, use of conflict minerals in the production phase, social exclusion as well as radiation and health effects and information security. In addition, a product must offer at least one of five sustainability benefits. Reduced energy consumption, reduction of CO<sub>2</sub> emissions, approaches to the circular economy, reduction of time and facilitation of social participation are considered. Saving costs is still seen as additional information. However, a cost advantage alone does not constitute a sustainability advantage. In line with the EU taxonomy, since 2023 we have included revenue from the rental of terminal equipment in the fixed-network sector, which accounts for around 2 percentage points of the total value. When crediting the included mobile broadband revenues, data and voice revenues are difficult to separate and the crediting is based on assumptions. In the reporting year, we will continue to report on these KPIs in parallel with the EU Taxonomy Regulation, as this does not yet cover the essential part of our business model.

**Assessment of Deutsche Telekom's sustainability portfolio**

One of the four pillars of Deutsche Telekom's (DT) integrated climate strategy is to increase the share of sustainable products and services in our product portfolio.

A product can only be assigned to the sustainable product portfolio if it is highly likely to contain none of the seven risks we have defined. In addition, a product must offer at least one of five sustainability benefits. Saving costs is still seen as additional information. However, a cost advantage alone does not constitute a sustainability advantage.

**Overview:**

Financial basis for calculation  
 Fiscal year 2024, excluding the United States

Criteria for scope of assessment

**In the scope of assessment**

**Region**

Europe

**Services**

- Market-oriented core products for B2C and B2B (including B2G)
  - Broadband for fixed, mobile and wholesale
  - TV
  - Value-added services
- Market-oriented non-core products for B2C and B2B, e.g. hosting services
- Enterprise solutions for B2B (including B2G)

**Physical products**

- ICT infrastructures, such as data centers
- Rented devices, such as routers

Criteria for scope of assessment

**Outside the scope of assessment**

**Region**

United States

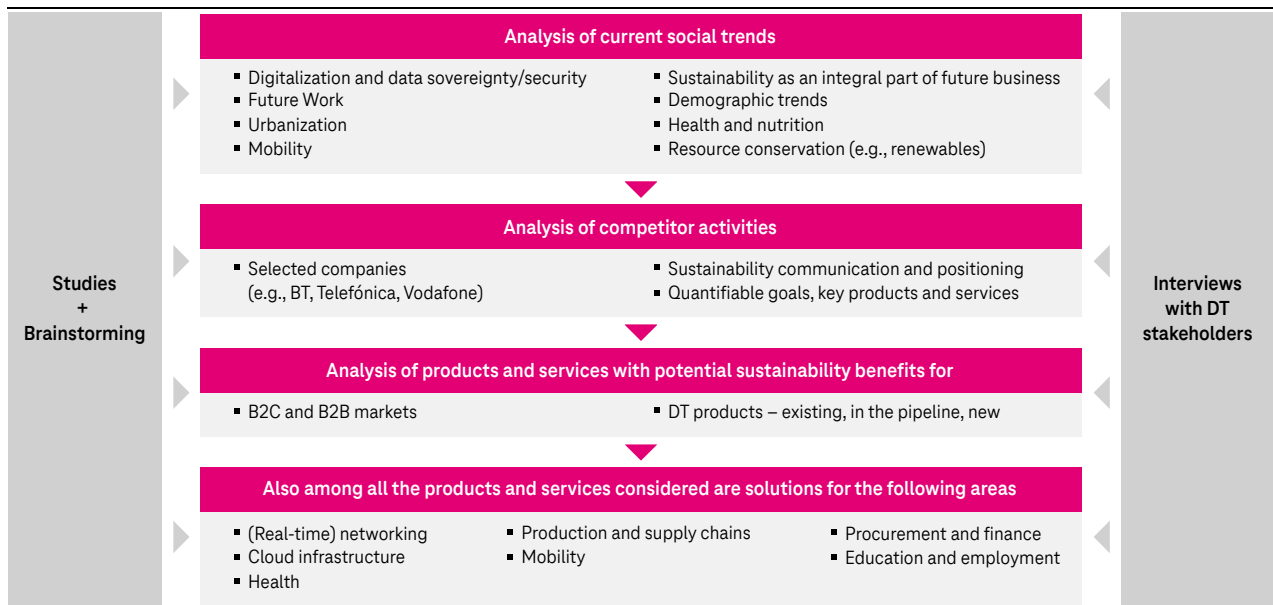
**Services**

- Internal services, e.g. consulting, facility management or transactions with national subsidiaries
- Financial assets

**Physical products**

- Physical facilities needed to perform business functions, such as buildings

**Definition of the corresponding sustainability landscape**



Risk and Benefit Filter

Overview of risk filters for sustainability-driven portfolio screening

DT Product portfolio	Filter 1: RISKS		Filter 2: BENEFITS	
Triple bottom line (TBL) dimension	Short-listed risks		Short-listed benefits	
	Production phase	Use phase	Production phase	Use phase
	<b>Environmental</b> 1. Pollution during ICT product manufacturing 2. Avoidable & non-recyclable e-waste generation	None	1. Reduced energy consumption of infrastructure	2. Reduced consumption, higher usage of renewable energy or enabled CO <sub>2</sub> emissions for customers 3. Circular economy approach (partially) anticipated
	<b>Social</b> 3. Poor & unethical working conditions 4. Use of conflict minerals	5. Social exclusion and lack of social interaction 6. Radiation & health impacts 7. Information security	None	4. Time freed up (incl. Sickness days reduction) 5. Enabled participation of specific demographic segments
<b>Economic</b>	None	None	None	None

Method and content

- Methodological **analysis** and evaluation of the environmental and social benefits of DT products and services based on defined **risks** (7) and **benefits** (5)
- Inclusion of products that are likely or certain to be risk-free and offer at least one sustainability benefit regardless of the cost-saving effects
- Calculation of the key figure **“Share of sales related to sustainability”** (share of sales with sustainable DT products & services in total sales)

Assessment result 2024 (baseline: FY 2024, excluding USA)

- 43 percent of total sales were generated with sustainable products and services

## Operational resource protection: environmentally conscious in everyday work

Since the 90s, we have been concerned with the question of how we can reduce the environmental impact of our business operations. In doing so, we look not only at our [network operations](#) and our [product portfolio](#), but also at our offices, canteens and Telekom shops: whether in heating and hot water systems, electricity and water consumption, in the use of paper, office supplies and food, or in the handling of the space we use. We are also committed to the preservation of biodiversity with various measures.

Information on the topics of recycling and waste reduction can be found here in the CR report under [circular economy](#).

### Milestones achieved, ongoing projects and goals

We sent out the first online invoice 25 years ago to reduce our paper consumption. Since then, we have made a lot of progress – and continue to set ourselves ambitious goals.

#### Where we come from

- 1998** ✓ We introduce a management system in accordance with EN ISO 14001 to control and minimize environmental impacts.
- 2000** ✓ We introduce online invoices as an alternative to paper form.
- 2014** ✓ For the first time, we examine the impact of our business activities on biodiversity, including the upstream value chain.
- 2018** ✓ For the first time, we set up digitally networked beehives at some Telekom locations and create flowering meadows and insect hotels.




We only procure environmentally certified office paper.

We introduce the “RECUP” deposit cup in many canteens at Deutsche Telekom locations in Germany.
- 2021** ✓ We expand the deposit system in German canteens to include reusable trays (“REBOWL”).
- 2022** ✓ We reach the goal of planting 100,000 trees.
- 2023** ✓ We analyze the impact of our operations on biodiversity, using the parameters of the ENCORE (Exploring Natural Capital Opportunities, Risks and Exposure) tool.



We take on a nature sponsorship in the “Magenta Blossom” project and create flower islands for bees, beetles and butterflies.

We revise our environmental guideline and make adjustments, e.g. with regard to the circular economy, biodiversity and building infrastructure.

## Where we stand in the reporting year

- 2024  We conduct a biodiversity assessment of the mobile industry together with the industry association GSMA and continuously evaluate the impact of our business activities on biodiversity.
- 2024  We increasingly replace fossil heating systems with modern heat pumps and continue to develop our solutions for intelligent building control.
- 2024  We introduce Ecosia as the Group's default search engine across the Group, thus supporting the planting of trees with our search queries.

## Where we want to go

- 2030  We reduce CO<sub>2</sub>e emissions by 55 % in absolute terms across Scopes 1–3 compared to 2020. An important contribution to reducing Scope 1 emissions is made by modernizing buildings and optimizing space.
- 2040  We are climate neutral (“net zero”) along the entire value chain, across all three scopes.

## Our approach

We want to use resources carefully and sparingly. We pursue various concepts for improving resource efficiency in the workplace – we take into account the energy consumption and space utilization of our buildings as well as water and paper consumption. Like the circular economy, operational resource conservation is also organized in accordance with our “International Framework for Waste Management” (Deutsche Telekom without T-Mobile US). In addition, we are concerned with the preservation of biodiversity: in addition to nature sponsorships and reforestation projects, our focus is also on our upstream value chain (more information below).



**In 2024, we will have Group-wide 86 % of all customer invoices is made available electronically.**



**In Germany, we saved around 7.2 million letters in 2024 compared to the previous year**

- in the business customer segment: 21 % (fixed network) and 18 % (mobile)
- in the residential customer segment: 32 % (fixed network) and 29 % (mobile)

## Building operation: reducing greenhouse gas emissions

The operation of our own sites (including heating, cooling and power supply) generates greenhouse gas (GHG) emissions. Overall, however, we obtain more than 90 % of our total energy requirements from renewable energies and only cover a small proportion with conventional (fossil) energy generation (e.g. natural gas for heating). In order to further reduce this share, we are increasingly converting our heating systems to heat pumps. By using ambient heat and integrating renewable energy sources, we can further reduce CO<sub>2</sub> emissions and reduce operating costs.



In addition, we are driving forward intelligent building control. With the help of sensors, we collect data on temperature, humidity, occupancy and energy consumption in real time. Based on this data, we can dynamically adapt the building technology to optimize energy consumption and comfort. We also use campaigns to sensitize our employees to saving energy.

Internationally, we carried out energy-efficient optimizations of large sites and night-time shutdowns of advertising pylons in the reporting year, among other things. Simulation tests showed that technical systems can be operated with lower output.

We describe in detail the measures we are implementing specifically in Germany for energy-efficient building use in the “Deep Dive” section.

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### **Sustainably certified buildings**

Deutsche Telekom uses 11 million square meters of building space across the Group – of which more than 558,000 square meters were certified according to the LEED (Leadership in Energy and Environmental Design) or BREEAM (Building Research Establishment Environmental Assessment Method) certification systems for sustainable construction in 2024. Around one million square meters met the criteria of a standard for sustainable buildings, but did not go through the certification process.

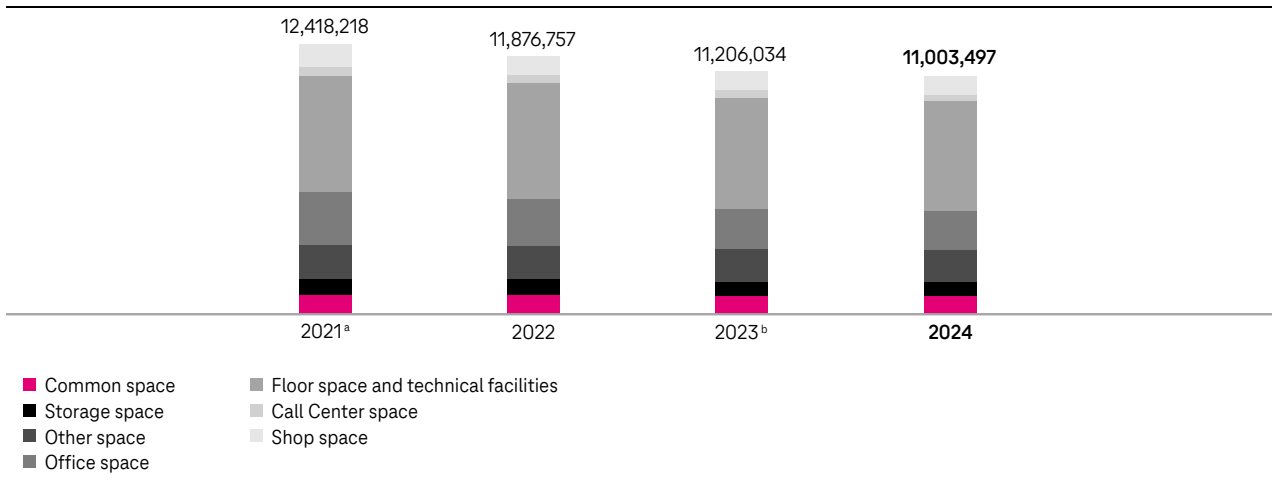
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## Optimized use of space

Reducing vacancies through space reduction and better space utilization are also important levers for reducing our energy consumption and GHG emissions. To this end, we forecast our future demand for office space and test new, more flexible room and office concepts. We reduce space that is no longer needed – for example, by subletting it out. In this way, we avoid vacancies and save energy. At a total of around 11 million square meters, the total amount of our used space fell slightly compared to the previous year (11.2 million square meters).

### Land use

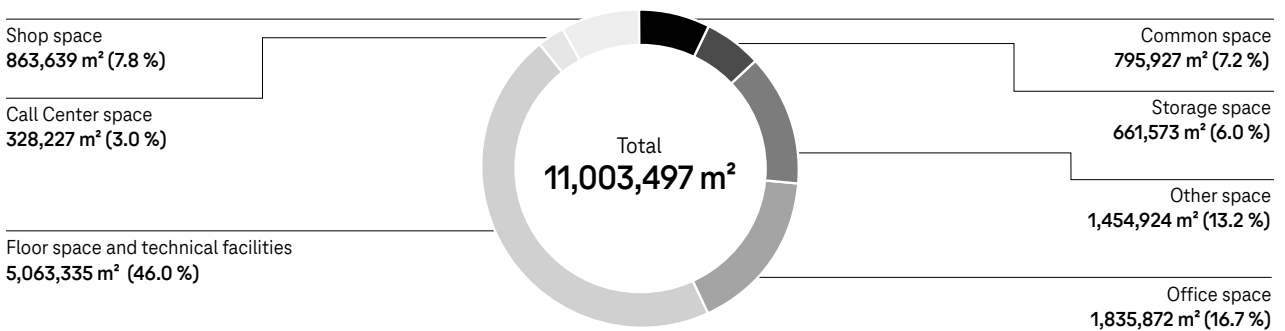
in m<sup>2</sup>



<sup>a</sup> In the reporting year 2021, the data collection was extended to all entities, including the categories call center space and retail space.

<sup>b</sup> The 2023 values have been corrected compared to the publication of the previous year.

### Land use 2024



Individual figures have been rounded.

## Less paper consumption in offices and shops

The operation of a large company like Deutsche Telekom goes hand in hand with high paper consumption. We are pursuing the ongoing goal of eliminating paper as completely as possible throughout the Group (“Paperless Office”). To this end, we reduce paper documents such as invoices, flyers and customer communication and digitize them as far as possible. Internal processes such as sick notes or travel expense reports can also be handled paperless and digitally via an employee app.

We have also introduced print-on-demand systems – printing on demand and on demand. This has many advantages: quick start guides are printed on an order-by-order basis and do not have to be pre-produced, transported and stored. Changes in information sheets for our customers can be implemented at short notice – and there are no large amounts of outdated documents that need to be destroyed.

We are also reducing paper consumption in our shops: there are already paperless shops in Austria, Slovakia and Greece. In Poland, Hungary and Croatia, we have reduced paper consumption by 85 %, including by eliminating brochures and flyers.

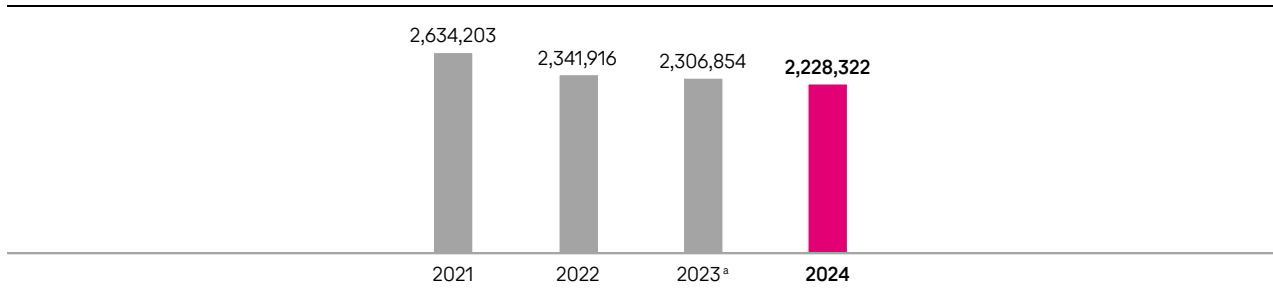
## Water consumption at a low level

As a service company, for example, we use little water compared to manufacturing companies – and almost exclusively in our offices. Water consumption also plays only a subordinate role in our supply chains. Therefore, water is not one of the material topics of our CR management.

Nevertheless, our environmental policy includes reducing our water consumption. In the reporting year, Group-wide water consumption fell by 3 %.

### Water consumption

in m<sup>3</sup>



<sup>a</sup> The 2023 value has been corrected compared to the publication of the previous year.

## Conservation of biodiversity

One of the main causes of biodiversity loss and species extinction is the increasing use of land by industry, agriculture and transport. In 2022, we specified in a [statement on the preservation of biodiversity and protection against deforestation](#) how we are doing our part to preserve biodiversity and protect forests from deforestation.

In 2023, we analyzed our impact on biodiversity and our dependence on ecosystem services. The basis for this was the parameters of the ENCORE (Exploring Natural Capital Opportunities, Risks and Exposure) tool. The application helps to better understand and assess natural capital risks. The positive and negative effects of Deutsche Telekom’s business activities on various biodiversity parameters along the upstream and downstream value chain were assessed. This includes, among other things, deforestation, species protection and protection of the oceans and ecosystems.

Our analysis showed that biodiversity is not a directly material issue for our own business operations. As a telecommunications company, we use little space compared to companies in many other industries. Through measures such as the creation of flower strips or mini-forests, we create an ecological balance for the areas we use with our technical, office and warehouse locations, call centers or shops.

However, our business activities have an impact on biodiversity in other areas – especially at the beginning of the upstream value chain. Therefore, our suppliers must comply with our environmental principles, which we regularly check during our on-site inspections. In the reporting year, we also conducted a biodiversity study together with the industry association GSMA, which examines the impact of the mobile communications industry.

Our approaches to the [circular economy](#) are also closely linked to the topic of biodiversity. With circular solutions, we can reduce the burden on ecosystems, for example from waste and pollutants. We also offer [environmentally friendly products and services](#) that can contribute to the preservation of biodiversity.

## Looking ahead

In the coming years, we want to further reduce greenhouse gas emissions from our building operations in order to achieve our climate targets. In the course of our cooperation with GSMA and through our internal analyses, we will also continuously evaluate the impact of our business activities on biodiversity.

## Deep Dive for experts

### Management & Frameworks

- For the German-speaking countries (DACH), the GSUS (Global Sustainability Services) department is responsible for the central management and implementation of measures in the field of sustainable buildings. In other countries, this is coordinated decentrally by the respective national teams.
- Responsibility for the topic of biodiversity lies with the GCR (Global Corporate Responsibility) department. She monitors relevant developments, analyzes risks and opportunities, and develops the overarching strategy with which we want to promote the protection of biodiversity in line with the company's goals.
- [Environmental Guideline](#)
- [International framework for waste management in the Group](#)

### Measures for more sustainable buildings in Germany

In Germany, we are implementing the following measures in the areas of energy management, heating and hot water, electricity, and smarter buildings and innovations, among others:

#### Energy

- In order to identify anomalies in energy consumption, we compare similar buildings with each other. For this purpose, we use key figures such as “kilowatt hours per square meter”. In addition, we analyze the temporal course of energy absorption (the so-called load profile) of individual buildings. Based on the results of the analysis, we initiate measures to avoid load peaks and to optimize the use of energy.
- With the help of communication measures, we sensitize our employees to the topic of energy consumption and motivate them to behave in an energy-conscious manner in the workplace.
- During construction and renovation work on the building envelope, we pay attention to energy efficiency.

Deutsche Telekom's subsidiary PASM obtains the energy for the German Telekom Group companies. Its energy management system is certified according to the international standard ISO 50001. In addition, our office properties are subjected to an energy audit every four years in accordance with DIN standard 16247.

#### Heating and hot water

- Energetic optimization of central heating systems (e.g. by replacing outdated burner technologies)
- Renewal of heat generators and associated hydraulic components (such as pumps or valves)
- Use of waste heat (e.g. through the use of heat recovery systems)
- Use of combined heat and power (e.g. through combined heat and power plants or district heating)
- Reduction of supply losses in hot water preparation (e.g. by switching to decentralized hot water supply)

#### Electricity

- Use of LED lighting and motion detectors
- Switching off light sources (e.g. advertising pylons) at night
- More accurate regulation of room temperature in our grid infrastructure
- Use of efficient building technology (e.g. high-efficiency pumps, frequency-controlled motors for ventilation systems)
- Optimization of pre-programmed usage profiles (e.g. through absence profiles)
- Use of efficient building automation systems

#### Smarter Buildings and Innovations

- Use of sensors to actively adjust indoor temperatures in buildings in real time.
- Use of so-called predictive maintenance for the maintenance and troubleshooting of elevators.
- Predictive, weather-dependent control of the building technology.
- Thermal and fluid dynamics building simulation to improve structural design and building technology efficiency.
- Use of sensors to collect land use data. On the basis of this data, we optimize the energy consumption and profitability of our shops across the board.










## Mobility: climate-friendly and connected

Mobility plays a key role in the fight against climate change. We want to make our contribution to climate-friendly mobility: that is why, for example, in Germany, since 2023, we have been ordering part of our fleet exclusively with electric drive, promoting alternative and networked forms of mobility and expanding the charging infrastructure at our sites. We also support cities, regions and companies in setting up a nationwide charging infrastructure.


### Milestones achieved, ongoing projects and goals

We have been dealing with the environmental and climate impacts of mobility for 30 years. In the meantime, our focus is on driving forward the electrification of our fleet and smartly networking existing and new mobility services.



#### Where we come from

- 1995  For the first time, we set ourselves a target for reducing the pollutant emissions of Deutsche Telekom’s fleet. By the year 2000, these are expected to fall by around 25 %.
- 2000  We reduce the pollutant emissions of our vehicle fleet by 25 % compared to 1995, thus achieving the goal we set five years earlier.
- 2002  We start eco-driving training for our employees in order to reduce the fuel consumption of our fleet and CO<sub>2</sub> emissions.
- 2010  We introduce the “Green Car Policy” for drivers of company cars. With a CO<sub>2</sub> bonus/malus system, we are creating incentives for more climate-friendly mobility.
- 2015  Our employees can purchase a bicycle or e-bike as part of a salary conversion. In this way, we want to support resource-saving and health-promoting locomotion.
- 2018  Our subsidiary Comfortcharge begins to build and operate e-charging infrastructure at Deutsche Telekom locations throughout Germany.
- 2021  We set an upper limit for CO<sub>2</sub> emissions of 95 g/km when procuring new vehicles.
- 2022  T-Systems decides to gradually convert its company car fleet to electric cars worldwide. Only electric cars are permitted for new orders.
- 2023  Our new Car Policy for Germany stipulates that only company cars with electric drive can be ordered.

#### Where we stand in the reporting year

- 2024  We will continue to drive forward the transformation of our company car and service vehicle fleet, e.g. for our service and technology division, towards e-mobility and reduce the number and consumption of combustion vehicles.

#### Where we want to go

- 2025  By the end of the year, we will almost completely reduce greenhouse gas emissions from our operations and achieve carbon neutrality. Electrification and the reduction of our vehicle fleet are making a significant contribution to this.
- 2040  We will be climate-neutral (“net zero”) along the entire value chain – across all three scopes. Electrification and the reduction of our vehicle fleet are also important levers here.

## Our strategy for more climate-friendly mobility

In order to drive the transport turnaround, we are using various levers. We want to promote the transformation towards climate-friendly drive systems throughout the Group. In Germany, our mobility strategy provides the framework. It is based on three pillars:



**Diverse mobility: Building a more efficient, increasingly sustainable fleet with climate-friendly drives, which also includes micromobility forms such as bicycles and e-scooters.**



**Digital services: Offer of carpooling and sharing solutions as well as a Telekom Car App**



**Networked mobility: linking existing and new mobility services**

## Company cars and service vehicles: focus on e-drives

Three factors have a significant impact on the level of our mobility-related greenhouse gas (GHG) emissions: the average number of combustion vehicles, the annual mileage and the associated fuel consumption. We have been working intensively on optimizing our vehicle fleet for many years. Through a wide range of measures, we were able to reduce the GHG emissions of our Group-wide fleet of around 30,000 vehicles by around 5,800 tons of CO<sub>2</sub>e in the reporting year.

Of the approximately 9,000 company cars currently registered across the Group, 22 % are currently electric vehicles and 14 % have an alternative drive system. The latter category includes, inter alia, gas and hybrid vehicles. The electrification of our almost 21,000 service vehicles, which include, for example, vehicles for the field service of technicians, is also progressing. In Greece, for example, we made significant progress in the reporting year and expect more than 800 electric service vehicles to be in use by the end of 2025. This means that 28 % of the Greek fleet will have an electric drive. However, we continue to face greater challenges with our service vehicles than with company cars, for example with regard to available vehicle types, equipment, delivery capacities and charging infrastructure. That is why we're not only setting up more charging stations at our locations, but are also working to create charging facilities at our technicians' homes – so that they can start work from their homes without restrictions.



**1,520 fewer combustion engines group-wide**



**5.1 % less fuel consumed compared to the previous year**



**Additional charging stations for e-bikes at 12 Telekom locations in Germany**

## Our fleet in figures: lower fuel consumption, more electric vehicles

The total number of our vehicles decreased in 2024 compared to the previous year. The majority of our vehicles continue to be diesel-powered, but we were able to reduce it again by 19 % in the reporting year. In the reporting year, we increased the total number of vehicles with alternative and electric drive systems by around 45 % compared with 2023.

Number	2024	2023	2022	2021
<b>Total</b>	<b>29,916</b>	<b>30,090</b>	<b>30,816</b>	<b>32,297</b>
Vehicles with diesel engines	20,909	22,080	23,256	25,098
Vehicles with gas engines	4,652	5,002	5,197	5,628
Electric vehicles	2,615	1,430	711	397
Alternative fuel vehicles <sup>a</sup>	1,740	1,578	1,652	1,174
Company cars	9,214	9,415	9,497	10,040
Service vehicles	20,702	20,675	21,319	22,257

<sup>a</sup> This includes e.g. gas and hybrid vehicles.

The fuel consumption of our vehicle fleet fell again in the reporting year. Overall, it fell by around 5.1 % in 2024. It fell by 3.0 % for service vehicles and by 9.7 % for company cars.

in liter	2024	2023	2022	2021
<b>Fuel consumption (total)</b>	<b>43,457,118</b>	<b>45,796,157</b>	<b>48,423,063</b>	<b>49,167,373</b>
Fuel consumption by diesel-powered vehicles	29,599,525	30,611,576	30,886,569	31,612,742
Fuel consumption by gasoline-powered vehicles	13,385,894	14,658,228	17,005,345	17,025,709
Fuel consumption by vehicles with alternative drives	471,698	526,353	531,150	528,923
Fuel consumption by company cars	12,999,592	14,402,330	14,634,852	13,760,425
Fuel consumption by service vehicles	30,457,525	31,393,827	33,788,211	35,406,948

Data is partly based on estimates, assumptions and projections. Some of the data originates from external service providers.

### Nimble on two wheels

Since 2022, our service technicians in Germany have been using around 90 e-scooters for shorter and medium distances, especially in urban conurbations with difficult parking situations. Since 2024, the scooters have also been used by technicians who take care of fiber optic expansion in major cities and the maintenance of mobile antennas along ICE routes and at major events.

Since 2015, our employees have been able to lease a bicycle or e-bike as a resource-saving and health-promoting means of transport. In the reporting period, more than 10,500 bicycles were leased via this model. To ensure that our employees can also charge their e-bikes during working hours, we have set up additional bike service stations with charging facilities at twelve Telekom locations in 2024.

## Accelerating e-mobility: Charging infrastructure at our sites and beyond

For the interaction of mobility and climate protection, a well-developed charging infrastructure for e-cars is needed. Since 2018, our subsidiary for the construction and operation of charging infrastructure – Comfortcharge GmbH – has been active at Deutsche Telekom locations throughout Germany. Fast-charging stations from Comfortcharge are publicly accessible at Deutsche Telekom locations and can equip an electric vehicle with enough energy for a range of around 100 kilometers in ten minutes.

**Comfortcharge's offer included around 280 fast-charging stations** at our locations in 2024.

**Comfortcharge operates a total of around 510 charging systems** for the electric refueling of company, business and employee vehicles at our locations.

T-Mobile US is also investing in charging stations for electric vehicles at its own locations.

## Charging infrastructure for cities, regions and companies

We support cities, regions and companies in setting up and operating a charging infrastructure: our solution includes planning, construction, installation and service. In addition to the hardware, software for operating the charging stations and for end customer management is also included in the scope of services.

In 2024, we installed a total of almost 2,200 e-charging stations worldwide – around 1,500 more than in the previous year.

Number	2024	2023	2022	2021
<b>eMobility charging stations installed</b>	<b>2,174</b>	<b>698</b>	<b>854</b>	<b>627</b>
<b>Standard charging stations (≤ 22 kW)</b>	<b>1,804</b>	<b>645</b>	<b>653</b>	<b>426</b>
Wall-mounted standard eCharging stations	429	386	296	233
Detached mounted standard eCharging stations (outdoor)	1,375	259	357	193
<b>HighPower charging stations (&gt; 22 kW)</b>	<b>370</b>	<b>53</b>	<b>201</b>	<b>201</b>
Detached mounted high power eCharging stations (outdoor)	370	53	201	201

## Technicians in action for e-mobility

Our partners – energy suppliers, electronics retailers, hardware and automotive manufacturers as well as providers of fleet solutions nationwide – and their customers benefit from the services of Deutsche Telekom Außendienst GmbH (DTA): it provides qualified technicians throughout Germany who carry out various mobility services on site at the customer’s premises. More than 50 partners offer various eMobility services with the help of Technical Service. This includes services such as the installation of charging equipment as well as their fault clearance and maintenance.

- Of our almost 2,200 installed e-charging stations, more than 1,300 charging infrastructures were installed by DTA in 2024.
- DTA carried out over 6,900 eMobility orders in 2024.

## Looking ahead

Climate-friendly mobility is an important lever for achieving our goal: to be climate-neutral (“net zero”) along the entire value chain across all three scopes by 2040. In order to create the best conditions for e-mobility, our focus is particularly on the further expansion of the charging infrastructure – for our fleet and beyond. We also promote innovative offers for a smart mobility mix.

## Working together for a more sustainable future: our employee initiatives for the environment and climate





Smart textile collection containers, networked beehives, a search engine that plants trees: All these projects – and many more – have been implemented in recent years on the initiative of our employees. Many of them are involved in various initiatives and programs around the world for environmental protection and sustainability. Through their commitment, they strengthen a sustainable corporate culture and contribute to achieving the goals of our CR strategy.

Our employees are not only committed to the environment and climate, but also to social issues. You can find more about this here in the CR report on the [Social Commitment](#) overview page and in more detail under [Volunteering and Financial Commitment](#).




### Milestones achieved, ongoing projects and goals

Since 2018, Deutsche Telekom has had official sustainability ambassadors – the “Green Pioneers”. Within a few years, their number has multiplied from around 80 to over 300.


#### Where we come from

- 2018  The internal initiative “Stop wasting, start caring” launches and bundles existing and new projects to conserve resources.
- 2018  Our Green Pioneers sustainability ambassadors emerge from the “Stop wasting, start caring” initiative and bring a wide range of ideas for improvements to the company from the very beginning.
- 2019  At the official launch of the Green Pioneers, they define ten focus topics that are aligned with the core business: including sustainable design & packaging, paper consumption and mobile phone collection campaigns.
- 2023  On the initiative of the Green Pioneers and our HR teams, our employees are planting mini-forests (“Magenta Pocket Forests”).

#### Where we stand in the reporting year

- 2024  Currently, around 300 employees are involved in the Green Pioneers.
- 2024  The Green Pioneers share their knowledge with colleagues during our “Learn from Experts” (LEX) sessions.
- 2024  On the initiative of the Green Pioneers, Ecosia will be set up as the default search engine on all Deutsche Telekom computers. Ecosia uses its profits to finance reforestation projects.

#### Where we want to go

- Current  The Green Pioneers are increasingly expanding their activities: internationally, our sustainability ambassadors are networking more and more and are also exchanging ideas across companies.

## Green Pioneers for a sustainable corporate culture

As internal sustainability ambassadors, the Green Pioneers are specifically on the lookout for potential for improvement and initiate measures. With campaigns such as swap meets, planting and garbage collection campaigns or an in-house carpooling service, they motivate their colleagues to be more sustainable in their everyday work – for example, by offering the opportunity to order second-hand office supplies. In addition, the Green Pioneers gave the impetus to shred old packaging and reuse it in logistics as filling material.

Currently, around 300 Green Pioneers are working in Germany at around 60 locations and in more than 30 working groups. Depending on their location, interests and know-how, they join together to form thematic or regional “hubs”. We support their use, e.g. by making participation possible through flexible working models.

Since their inception, the Green Pioneers have already brought many positive changes to the company – around topics such as resource conservation, circular economy, biodiversity, mobility and much more.

### International Green Pioneers Highlights from 2024

- The Ecosia search engine has been the standard in the browsers of the entire Telekom Group since 2024 – on the initiative of the Green Pioneers. Ecosia uses the profits from wanted ads to plant trees.
- In 2024, more than 230 orders for used office supplies were placed in Germany.
- In Spain, the Sustainability Ambassadors brought colleagues together for the European Mobility Week to drive to work together at “Magenta Carpooling”.
- In Hungary, workers organized a Plastic Cup Pirates Volunteer Day, where over a ton of garbage was collected from the Tisza floodplain in Szeged.




## Smart technology for textile recycling

In Germany, the Green Pioneers have been dedicated to textile recycling since 2021: on their initiative, smart textile containers have been set up at various Telekom locations to return old uniforms, worn-out jeans and disused cotton towels to the textile cycle. IoT (“Internet of Things”) technology is installed in the special collection containers, which displays the level of textiles in the Telekom cloud. This allows us to see when the containers are full and avoid unnecessary trips to empty them – this saves CO<sub>2</sub> and fuel. The salvaged clothing is recycled to a high standard. In 2024, 75 tons of clothing were collected, the equivalent of approx. 770,000 liters of water and over 1,100 tons of CO<sub>2</sub> are saved. In 2024, the Green Pioneers have expanded the initiative to Austria.

## Strengthening the circular economy

Since the end of 2019, we have been working with the non-profit company AfB, which focuses on inclusion and specifically creates jobs for people with disabilities. AfB carefully refurbishes Deutsche Telekom devices that are no longer needed in Germany and offers them for sale – mostly notebooks, PCs and monitors. The Green Pioneers support this through internal sales campaigns for our employees in Germany and Switzerland. In the reporting year, Deutsche Telekom employees purchased more than 200 refurbished IT devices at the sites, thus contributing to extending the service life of the equipment.

## The commitment of the Green Pioneers in numbers

 <p><b>Over 300 Green Pioneers in Germany and 15 internationally</b></p>	 <p><b>More than 200 IT equipment that is no longer needed is returned to the cycle through internal sales campaigns</b></p>	 <p><b>Approx. 770,000 liters of water and over 1,100 tons of CO<sub>2</sub> saved through optimised logistics in textile recycling</b></p>
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## Promoting knowledge sharing

The Green Pioneers have extensive knowledge. They share this knowledge as multipliers – for example at the “Learning from Experts” (LEX) sessions, our platform for the flexible exchange of knowledge among colleagues. There, for example, they talked about planetary overload limits and climate communication. In total, our Green Pioneers held more than 20 LEX sessions in 2024. The sustainability ambassadors themselves also take part in further training initiatives, for example via the interactive platform Green Talks. There, experts share their knowledge and perspectives, for example on Deutsche Telekom’s sustainability strategy, green AI and sustainable design guidelines in the reporting year. In addition, since 2024, the Green Pioneers have been able to deepen their knowledge of climate change with the help of creative methods – for example, in the new T-Systems learning program “Climate Fresk”. The “Fresk” workshops are open to all employees.

## Working for a cleaner environment



Our employees are also active in environmental protection away from the Green Pioneers: in the reporting year, employees in Greece continued a campaign with the environmental organization ENALEIA as part of the COSMOTE BLUE initiative for less plastic pollution in the Mediterranean. From 2023 to the end of 2024, we were able to remove over 60 tons of plastic waste from the oceans and remote coastal areas and recycle almost 37 tons of it. In addition, we have set up an educational program for fishermen on topics such as responsible fishing and ocean cleanup. So far, around 260 fishermen have taken part.

T-Systems also organized a garbage collection campaign in 2024: on the occasion of World Earth Day in April, employees in five countries collected waste from public areas, among other things.

## Looking ahead

Working together to promote the transition to an even more sustainable Telekom and society – this is the mission that the Green Pioneers in Germany have been pursuing for seven years now. In the coming years, the focus will be increasingly on international cooperation to exchange best practices and try out new approaches.

## Deep Dive for experts

### Management & Frameworks

The Group Corporate Responsibility (GCR) department organises meetings, lectures and activities for the Green Pioneers and shapes the framework conditions.

# Social

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## Social engagement: overview and measurement of success

Everyone should be able to participate in the information and knowledge society on an equal footing – and we at Deutsche Telekom want to make our contribution to this. We provide appropriate products and are committed to media literacy and democratic values through various projects and initiatives. We also promote the voluntary commitment of our employees, support charitable organizations in the fields of education, science, culture and sports, and make donations.



### Our focus areas

#### Commitment to the digital society

The internet offers us endless possibilities: searching for information, communicating with friends and family, shopping, working and being entertained. Many digital applications have now become indispensable. Nevertheless, there are still people who cannot participate fully in the digital world. We are committed to giving them access to the digital society.



At the same time, we are faced with the challenge that the internet is increasingly being used to spread hate and disinformation. To counteract this, we promote democratic principles in the digital society with various initiatives: against opinion manipulation, exclusion and hatred on the internet and for democratic values such as equality, tolerance, equal opportunities, diversity and cohesion in society.

For more information, see [Digital inclusion](#) and [Digital values](#) here in the CR report.



**Commitment to the environment**

We are committed to climate-neutral business and strive for a circular economy in our products and services. In addition to these focus topics, we are also committed to biodiversity and the careful use of water. Some examples: the voluntary commitment of our green employee networks, the financial support of environmental organizations, and membership fees to foundations for climate protection. You can find more information about the commitment of our employees under [Employee initiatives for the environment and climate](#).

**Further voluntary and financial commitment**



The co-creation of a democratic, participatory digital society and the promotion of climate protection and the circular economy are the focus topics of our social commitment. In addition, we also support other initiatives with different focuses. For example, we promote charitable and ecological causes through donations to non-governmental organizations (NGOs) or through the voluntary commitment of our employees. In acute crisis situations, such as environmental disasters, we act immediately – especially in the regions in which Deutsche Telekom itself is active.

For more information, see [Volunteering and financial commitment](#) in this CR report.

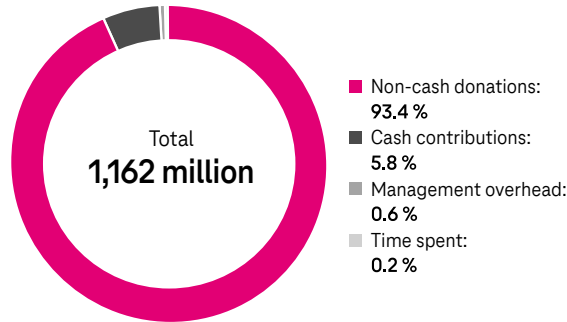
## Measuring success: ESG KPIs “Community Contribution” and “Beneficiaries”

Since 2015, we have been measuring our entire social commitment using the two ESG KPIs “Community Contribution” and “Beneficiaries”. In the calculation, we are guided by the methodology of the Business for Societal Impact (B4SI) with the aspects “input” (effort/commitment) and “impact” (change). The ESG KPI “Community Contribution” is the “input”, while the ESG KPI “Beneficiaries” represents the “impact”.

### “Community Contribution”

The ESG KPI “Community Contribution” reflects Deutsche Telekom’s financial, personnel and material commitment. We determine the personal commitment provided by the volunteer hours of our employees that were completed within working hours as part of our corporate volunteering.

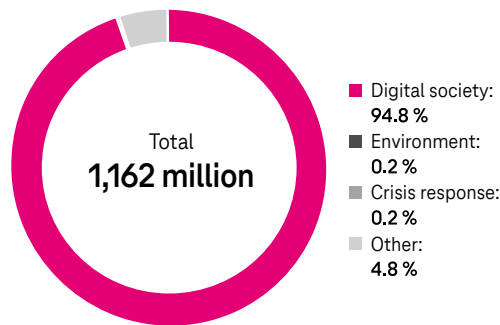
#### ESG KPI “Community Contribution” (Input Split)



Data is party based on estimates, assumptions and projections.

In 2024, we focused 94.8 % (EUR 1,102 million) of our commitment on the area of “digital society”. 0.2 % paid into the area of “environment”, 0.2 % into the area of “crisis response” and 4.8 % into other topics.

#### ESG KPI “Community Contribution”



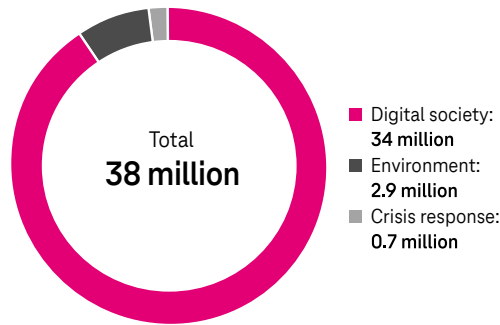
Data is party based on estimates, assumptions and projections.

## “Beneficiaries”

The ESG KPI “Beneficiaries” shows the number of people who benefit from our commitment to promoting a digital society as well as from our environmental and crisis response measures. Through our activities, primarily in the field of digital inclusion, the beneficiaries learn new skills, adapt their attitudes or behavior, or experience a change in their everyday lives. In addition to direct beneficiaries, we also consider indirect beneficiaries according to a fixed key; this is the case, for example, with a multiplier concept (when one person passes on his or her knowledge to many others), or when a discounted connection is used by several people.

In 2024, around 38 million people benefited from our measures (2023: 51 million). The year-on-year decline in value is mainly due to the completion of major initiatives such as our “ShareWithCare” campaign in 2023.

### ESG KPI “Beneficiaries - Focus topics”

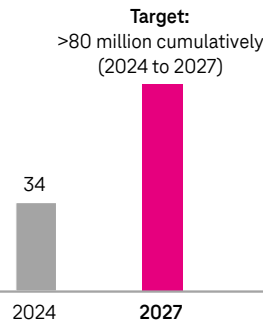


Data is partly based on estimates, assumptions and projections.

Our goal is for more than 80 million people to benefit from our commitment to promoting the digital society in the period between 2024 and 2027. You can find more information on this under [Digital inclusion](#) here in the CR report.

### ESG KPI „Beneficiaries – Digital Society“ (target)

in million persons



## Looking ahead

In 2025, Deutsche Telekom will be 30 years old – and social commitment has been a central pillar of our corporate responsibility since the beginning. In our anniversary year, we will not let up and want to make our contribution to positive changes in society with our diverse commitment. Because right now, we are only satisfied when everyone is there.

## Digital inclusion: overcoming the divide

The digital world is changing at an ever faster pace – currently driven primarily by rapid progress in the development of artificial intelligence (AI). At the same time, the personal, economic and social well-being of all people depends heavily on digital inclusion. That is why we are committed to breaking down barriers. With inclusive products, affordable services and measures for the competent use of digital media, we want to enable access to the digital society for everyone.

We also deal with the topic of digital inclusion in detail in the audited [Sustainability Statement in the Annual Report 2024](#). Closely linked to “Digital inclusion” is also our commitment to democratic rules of the game on the internet, which we describe here in the CR report at [Digital values](#) depict.


### Milestones achieved, ongoing projects and goals

More than 80 million – that is how many people are expected to benefit from our commitment to promoting the digital society across the Group between 2024 and 2027: As beneficiaries, they learn new skills, adapt their attitudes or behavior, or notice a change in their everyday lives. Our beneficiaries in the area of digital society include people who use our media literacy platforms, participants in workshops and users of free telephone counselling services and discounted rates (including household members). We measure our progress with the ESG KPI “Beneficiaries – Digital Society”. In the 2024 reporting year, we reached around 34 million people with our measures.


#### Where we come from

- Since 2007** ✓ In our social commitment, we are increasingly concentrating on promoting participation in the information and knowledge society.
- 2008** ✓ Launch of the EU initiative “Teachtoday” in many European countries, together with leading telecommunications companies and the European Schoolnet (EUN).
- 2014** ✓ Deutsche Telekom AG is taking over the “Teachtoday” initiative and has been running it independently in its own name ever since.
- Since 2015** ✓ We measure our social commitment with a set of two ESG KPIs: “Community Contribution” (formerly “Community Investment”) and “Beneficiaries”.
- Since 2019** ✓ We bundle our measures to promote digital inclusion under the aspects of “access, affordability, ability”.
- 2022** ✓ We are further developing our CR strategy and identifying four focal points: climate-neutral business, circular economy, equal opportunities – and our commitment to a digital society that is based on our fundamental democratic values and enables all people to participate safely, competently and confidently.
- 2023** ✓ We are developing our “Design for All” guideline: It is intended to ensure that our products and services are non-discriminatory and barrier-free.

## Where we stand in the reporting year

**2024**  With the launch of “Teachtoday International”, we are bundling our Group-wide media literacy measures on one platform.

## Where we want to go

**2027**  From 2024 to 2027, we will reach a total of over 80 million people across the Group in the “Digital society” sector.

## Our approach to digital inclusion

To ensure that all people can participate equally in the networked society, we promote three dimensions in particular with our activities:



### Access

In order to enable technical access, we are constantly expanding our network. We also cooperate with partners – especially in remote areas. In addition, we are driving forward the development of technology and products for different target groups and attach great importance to a non-discriminatory design.



### Affordability

Affordability where it counts: We are committed to this with products and services, e.g., special tariffs for schools, affordable devices and reduced basic fees for various target groups.



### Ability/Media Literacy


We support people in moving around the internet safely, competently and confidently. To this end, we offer free, easy-to-understand and entertaining materials and formats on the various aspects of media literacy.

## Access: access through network expansion

Our investments in network expansion are crucial for ensuring that large parts of society have access to fast internet. Our high power quality has been certified to us in independent tests for many years. For more information about our awards, please visit [CR Strategy](#) in this CR report.

In the fixed network, we are focusing on fiber-optic expansion to provide our customers with a reliable connection at gigabit speed. In the FTTH (Fiber to the Home) expansion, we install fiber optic lines directly at your home. The aim is to close network gaps in rural areas and to supply conurbations in line with the high bandwidth demand.

In addition to the pure fiber-optic connection, we also offer other solutions: For example, our hybrid router combines transmission bandwidths from fixed and mobile networks, thus enabling higher transmission speeds, especially in rural areas.



**You can find out more  
about network expansion  
in our audited  
[Annual Report 2024](#)**

## Access: “Design for All”

We want to design our products and services in such a way that they are easy to use for everyone. In order to enable barrier-free and non-discriminatory access, we take care to take into account a wide range of human diversity during product development – in addition to different physical and mental abilities, this includes other dimensions of diversity such as age, gender and ethnic origin. The framework for this is provided by our “Design for All” guideline: We take many different aspects into account as early as the design stage in order to efficiently translate our principles into products and solutions. In this way, we create an inclusive environment that includes more people and does not exclude others. In doing so, we go beyond the legal requirements for accessibility. In our “Design for All” activities, we also incorporate the perspectives of a “Sounding Board” – this is a committee of internal experts and external representatives of organizations that focus on the diversity dimensions relevant to the guideline in their work.

In addition, we offer professional consulting services for companies, for example since 2009 through our Competence Center for Accessibility and Software Ergonomics. It is now the largest of its kind in Germany. We support companies in German-speaking countries with a “Design for All” audit in optimizing their products for as diverse target groups as possible.

### Our recent progress

- In the reporting year, we organized a hackathon for human-centered technology. At Hack4Humans 2024, 21 Deutsche Telekom teams in six countries developed barrier-free digital solutions to support people with disabilities or limitations. The winning team from Slovakia designed an object and path recognition system using a mobile phone camera for people with visual impairments.
- Also in 2024, we introduced web-based “Design for All” training for our employees (Group-wide excluding T-Mobile US).

### Accessible products and services: application examples

To ensure that seniors can easily participate in the digital society, we offer special technology and products for them: Large button settings, emergency call buttons and clear displays make it easier for them to use digital technologies.

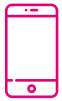


Deaf and hard of hearing people can take advantage of special counselling services on our products and services. In Germany, for example, we offer video-based live chats in sign language and text chats in plain language for deaf and hard of hearing customers. We also offer discounted mobile and landline offers that are tailored to the needs of deaf people. Through the mandatory social security contribution to the Federal Network Agency, we co-finance a round-the-clock emergency call with sign language interpreters for hearing-impaired people in Germany.

We offer some parts of our website in easy-read language and want to give as many people as possible access to easy-to-understand information.

### Affordability: digital participation through affordability

Affordability is also an important factor in enabling digital inclusion. For this reason, we offer various products and special rates.



#### Affordable devices with 5G network

To ensure that as broad a proportion of the population as possible can benefit from our expansion of 5G networks, we currently offer the 5G smartphones T Phone 2 and T Phone 2 Pro in ten European countries. Similar products from the REVVL series are available in the USA. The T Tablet comes from the same series and is on the market in nine countries in Europe and the USA. With these comparatively affordable products, we want to give more people access to the digital world.

↓

**You can find out more  
about network expansion  
in our audited**

[Annual Report 2024](#)

### Plans for different target groups



We offer social and subsidized tariffs throughout the Group. In this way, we enable eligible users to make free or discounted calls or surf the web. The offer differs from country to country and is handled differently in each case.

Our special rates are aimed in particular at:

- low-income individuals, single parents and families
- People with disabilities
- Refugees (e.g., those affected by the Russian war of aggression on Ukraine) in Germany and the USA
- People from systemically important occupational or social groups (e.g., employees of the German Red Cross and the fire brigade in Germany)
- Pupils, students, teachers, school authorities and districts
- Seniors
- Start-ups (e.g., within the framework of special programs)

**Focus on education**

With special tariff offers, we promote the teaching of digital skills in educational institutions.

As part of the “Telekom@School” initiative, we offer broadband connections for educational purposes to all general and vocational schools in Germany. Depending on the bandwidth, schools receive the connections free of charge or significantly at a reduced price. In the reporting year, we supported the “Telekom@School” initiative with services worth 11.6 million euros. Around 6.7 million people benefited from this.



Since 2020, we have also been offering school authorities in Germany an education flat rate, which allows students to use unlimited data volume for educational content. Funding for the education tariff amounted to around 8 million euros in the reporting year. About 161,000 people benefited from this.

In 2024, we published our second [Education Report](#) (only available in German), illustrating our activities to promote digital education.

## 📍 United States segment: affordable internet in education ↪

With the “Project 10Million” program, which was launched in 2020, T-Mobile US has committed to offering free and discounted internet connections and mobile hotspots to up to 10 million primary and secondary education students in the United States.



In 2024, T-Mobile US further enhanced its program by:

- Doubling the data allowance to 200 GB per year for five years for all qualifying students and for current student households for the remainder of the five-year term.
- Allowing families who hit their data limit to purchase a discounted 10 GB data pass for just USD 10.
- Offering affordable laptops and tablets for both individuals and school districts to purchase.

Through “Project 10Million”, school districts are also eligible for free and heavily subsidized student data plans. Since 2024, the districts with the greatest need are also able to receive more data for free, up to 200 GB per year.

To reach even more students, T-Mobile US partnered nationally with Boys & Girls Clubs of America (BGCA), focusing on the ten states with the highest number of disconnected students. By tapping into BGCA’s network, T-Mobile US is better able to reach under connected and lower-income communities.

Since the start of the project, T-Mobile US has done the following through “Project 10Million”

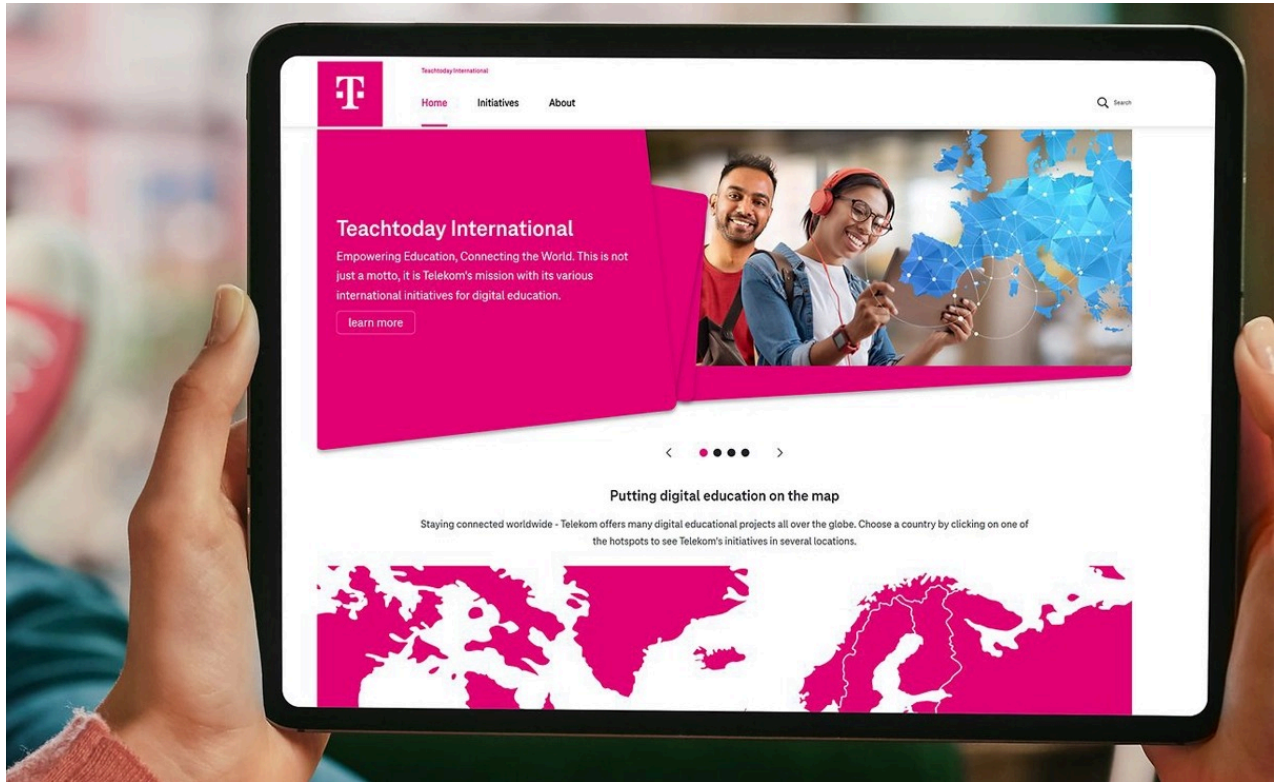
- connected over 6.3 million students to the internet and
- provided nearly USD 7.4 billion worth of products and services (as of the end of 2024).

## Ability: promoting media literacy

Media literacy means being able to use digital media safely and competently. This is not only about learning basic skills for safe use – but also about knowing how to protect your privacy or deal with hate and disinformation. An environmentally friendly approach to technology is also part of this: We want to show people how they can use digital solutions cleverly to reduce their greenhouse gas emissions or save resources.

## 📍 **Teachtoday International**

The “Teachtoday International” provides an overview of Deutsche Telekom’s Group-wide media literacy initiatives. The platform is available in English.



## **The most important target groups of our media literacy offers**

- **Children and young people:** Young people today grow up in an environment that is strongly influenced by digital media. It is essential that children and young people learn to move confidently and at the same time safely on the internet. We want to support them in this and promote their media literacy with numerous measures and initiatives: in Germany, for example, with our initiative “Teachtoday.de” and the interactive children’s magazine “SCROLLER”, which are aimed at young people and their adult caregivers. Both formats received awards again in the reporting year. For more information, see [CR Strategy](#) here in the CR report. Our employees are also involved in corporate communities to promote more media literacy among children and young people. You can find more information under [Voluntary and financial commitment](#) in this CR report.

## 📍 Europe segment: digital inclusion through media literacy (Magyar Telekom)

In our Hungarian subsidiary Magyar Telekom, we launched the digital platform “Hello Parent” in 2023. It is aimed at families and supports parents in bringing their children closer to the digital world in an age-appropriate way. As part of “Hello Parent”, Magyar Telekom provided almost EUR 500,000 in the reporting year to enable measures to promote the digital society. A total of 1.5 million people benefited from this.



- **Senior citizens:** We cooperate with partner organizations such as the Federal Association of Senior Citizens’ Organizations (BAGSO) to strengthen the media literacy of senior citizens: for example, we offer seminars and workshops on the safe and independent use of digital devices. Thanks to digital applications, seniors can also maintain social contacts more easily and prevent loneliness in old age.

## Excursus: digital inclusion in the healthcare sector



iMedOne®

Good medical care is by no means a matter of course. A shortage of skilled workers, complex bureaucratic processes and a lack of communication often stand in its way. How can these hurdles be overcome and better availability, higher quality and greater efficiency be ensured? Solutions from T-Systems for the healthcare sector are designed to make this possible.

- **Prostate.Carcinoma.ai:** The radiology solution based on artificial intelligence (AI) from T-Systems and the start-up Fuse-AI can detect prostate tumors faster and more accurately using MRI (magnetic resonance imaging) compared to conventional methods. Another advantage is that paper and total resource consumption in medical practices and hospitals can be reduced through digitization and automation.
- **Smart Health Chat:** The AI-powered chatbot relieves the burden on medical staff, nurses, administrative staff and patients alike. For example, when admitted to the hospital, the program can access patient data that is already available. It also supports employees with anamnesis and administration and automates routine tasks – which can help to cope with the shortage of skilled workers. The Smart Health Chat is operated in the Open Telekom Cloud.
- **Digital identities:** We have developed a solution for secure online identification for the health insurance companies Barmer and AOK. Patients can access digital health services more easily and need fewer physical documents. At the health insurance companies, the processed data can be handled securely and administrative processes can be optimized.

## Measuring success in 2024: ESG KPIs “Community Contribution – Digital Society” and “Beneficiaries – Digital Society”



EUR 1,102 million of our financial, human and material commitment have contributed to the promotion of the digital society.



34 million people have benefited directly or through multipliers such as parents or educators from our measures to promote the digital society.

You can find more information on our performance measurement under [Social engagement](#) in this CR report.



An overview of our most important initiatives to promote the digital society can be found [here](#).

### Looking ahead

34 million people benefited from our commitment to promoting the digital society in 2024. This brings us a big step closer to our goal of reaching more than 80 million people between 2024 and 2027. The rapid technological development around the topic of artificial intelligence clearly shows us that our commitment to more digital participation is and will remain important in the coming years.

### Deep Dive for experts

#### Management & Frameworks

- In our “[Corporate Digital Responsibility@Deutsche Telekom](#)” framework published in 2022, we summarize what we mean by digital responsibility. In doing so, we focus on people. As a cross-cutting topic, Corporate Digital Responsibility (CDR) creates added value for various areas and is taken up in existing structures: e.g., with digital inclusion in the Group Corporate Responsibility (GCR) area. At the core of the CDR framework is our “House of Digital Responsibility”, which is all about human-centered technology.
- We are committed to upholding and promoting human rights – taking into account the responsibilities arising from technological change and digitalization. In our [Code of Human Rights](#), we emphasize that our technologies are based on a humanistic value system.
- Our “[Guidelines for Artificial Intelligence](#)” (AI guidelines) provide our developers and designers with clear guidelines for the responsible use of AI. In order to ensure the development of AI in the supply chain that meets our high ethical requirements, we have also anchored the essential contents of the AI guidelines in our “[Supplier Code of Conduct](#)”. In addition, we have provided the “[Professional Ethics](#)” guideline for our product developers and expanded our central quality assurance process to include a review of ethical AI requirements.

#### Relevant standards

- GSMA
  - GSMA-INC-03 (Digital skills training programs)

### Further sources of information on digital inclusion

- We shape the digital society | Deutsche Telekom
- Corporate Responsibility Reporting Hub of T-Mobile US
- Leichte Sprache (easy-read language) | Deutsche Telekom (only available in German)

## Activities to promote the digital society

This is an overview of our main initiatives to promote the digital society (with the sub-themes “digital inclusion” and “digital values”). Since some values overlap, we did not sum them up. An overall presentation of the sum can be found in the ESG KPIs “Community Contribution – Digital Society” and “Beneficiaries – Digital Society” under [Digital inclusion](#) here in the CR report.

### Children and adolescents

Activity	Cover	Description	Community Contribution (in €)	Beneficiaries (in persons)
Teachtoday and SCROLLER	Deutsche Telekom without T-Mobile US	The online service “Teachtoday.de” supports families and educational professionals in various languages with practical tips and materials on safe media use. In Germany, the digital children’s media magazine “SCROLLER” teaches children from nine to twelve years of age media literacy with numerous interactive offers.	438.5 thousand	13.2 million
MINT Creating the future!	Deutsche Telekom in Germany	Under the motto “MINT Zukunft schaffen” (Creating a MINT Future), we are working together with the association “MINT Zukunft e.V.” to improve teaching and teaching in the STEM subjects (mathematics, computer science, natural sciences, technology) at schools and universities. We are also promoting the digitalisation of school education.	228.7 thousand	1.5 million
DIGITAL@School	Deutsche Telekom in Germany	“DIGITAL@School” is a corporate community of Deutsche Telekom that aims to empower children to help shape the digital age in a self-determined way. Committed employees teach them how to use digital media responsibly and use materials from the “Teachtoday” toolbox. In addition, the children can learn about STEM subjects and take part in programming workshops by our employees.	611.2 thousand	13.8 thousand
T-Labs	Deutsche Telekom in Germany	In cooperation with international universities, we want to facilitate access to scientific innovation through the research and development institute T-Labs. We finance endowed chairs and contribute to the promotion of young talent in the STEM subjects with local campaigns and events.	2.2 million	2.5 thousand
Telekom@School	Germany segment	Since 2000, the Germany segment has been offering all general and vocational schools nationwide internet access for educational purposes with the “Telekom@School” project, free of charge or at a significantly reduced price, depending on the bandwidth.	11.6 million	6.7 million
Education tariff	Germany segment	With this tariff, students can access digital learning content on the go, send homework or participate in video chats while homeschooling. The offer can also serve as a temporary substitute for an internal internet connection for schools. It is free to deploy and the data volume is unlimited.	8 million	161 thousand
Smart School and Experience IT	Germany segment	The Germany segment supports various initiatives of the digital association Bitkom e.V. The “Smart School” initiative promotes contemporary education and digital transformation in schools. Every year, schools that are pioneers of digital education are awarded the title of “Smart School”. With “erlebe IT”, the association has been strengthening digital skills in schools through interactive teaching materials since 2009.	54.4 thousand	–
AwareNessi – the fantastic Security Activity Book	Germany segment	“AwareNessi” is a digital magazine from Deutsche Telekom Security GmbH that playfully sensitizes children and adults to dangers on the internet. The regularly published issues are available in several languages and deal with current information security topics.	300 thousand	–
Project 10Million	United States segment	Since 2020, T-Mobile US has been providing students with free or low-cost services and devices as part of the “Project 10Million” program.	– <sup>a</sup>	6.3 million <sup>b</sup>
Telekom 4 the University of Montenegro	Europe segment	Crnogorski Telekom provides free 1 Gbit/s Internet access to the University of Montenegro. This allows all employees and students to become part of a larger scientific network and exchange data and information.	143 thousand	10.8 thousand
Generation NOW	Europe segment	In Croatia, the “Generation NOW” program trains children and young people in the use of digital tools. Hrvatski Telekom and the NGO Institute for Youth Development and Innovation have set up the country’s largest educational project for the Internet of Things (IoT). Several hundred trained mentors pass on their knowledge to new generations of students every year.	379 thousand	1.5 thousand
Tools for Modern Times	Europe segment	“Tools for Modern Times” is a program for safe children’s behavior on the Internet by Hrvatski Telekom and the Faculty of Education and Rehabilitation Sciences of the University of Zagreb.	80.7 thousand	2.1 thousand

<sup>a</sup> Value is not published at the project level.

<sup>b</sup> Value since program launch.

Activity	Cover	Description	Community Contribution (in €)	Beneficiaries (in persons)
Hello Parent	Europe segment	“Hello Parent” (Hello Szülő) is a platform from Magyar Telekom for families. Launched in 2023, it supports parents in navigating the digital world. The site features articles, interviews, podcasts, videos, downloads, tips from professionals, and online games. In addition to the website, there are social media communities and a series of events on various parenting topics.	487 thousand	1.5 million
EDUINO School Platform Support	Europe segment	In North Macedonia, Makedonski Telekom is supporting the digital education platform “EDUINO” together with UNICEF. This is based on crowdsourcing and can be used free of charge.	8.7 thousand	32.3 thousand
Wise up	Europe segment	“Wise up” (Zmudri) is a media platform funded by Slovak Telekom by and for young people. The content focuses on the impact of digital technologies on young people’s relationships, among other things.	40 thousand	366.3 million
Keys to media	Europe segment	“Keys to media” (Klíče k médiím) is a media literacy project developed by T-Mobile Czech Republic in collaboration with journalists and experts for learners and teachers at secondary schools.	– <sup>a</sup>	12 thousand
HejOut Generation Z	Europe segment	T-Mobile Polska has launched an awareness campaign against hate on the Internet together with the Sexed.pl Foundation. “HejOut Generation Z” equips the young generation with tools and knowledge to counteract hate and focus on positive feedback – both online and offline.	26.9 thousand	93.0 thousand
ConnectedKids	Europe segment	In Austria, Magenta Telekom has been providing more digital literacy in the classroom since 2013 with “ConnectedKids”: The offer includes free digital workshops, technology such as tablets and mobile Internet, and pedagogical expertise.	90.1 thousand	73.3 thousand
National STEM & robotics education	Europe segment	In Greece, the NGO for educational robotics and science WRO Hellas, in collaboration with the OTE Group, has once again hosted the “National STEM & Educational Robotics” competition. In the final of the competition, students from primary and secondary schools presented automation and technology solutions for a smart city that is friendly to people and environmentally friendly.	61.2 thousand	73.8 thousand
Magenta Life – Schools of Tomorrow	System solutions segment	In Slovakia, Deutsche Telekom IT Solutions Slovakia has been promoting media literacy among elementary school students since 2014 with “Magenta Life – Schools of Tomorrow”. The aim is to promote the responsible use of digital media and to prevent cyberbullying and disinformation on the Internet.	22.3 thousand	315.6 thousand

<sup>a</sup> Value is not published at the project level.

<sup>b</sup> Value since program launch.

## Seniors

Activity	Cover	Description	Community Contribution (in €)	Beneficiaries (in persons)
Telekom Senior Citizens' Academy	Germany segment	The Telekom Senior Citizens' Academy, which has been in existence since 2022, makes it easier for older people to enter the digital world, for example with workshops, and supports them in using digital devices such as tablets.	– <sup>a</sup>	3.8 thousand
Generations Together	Europe segment	In Croatia, we promote the digital inclusion of seniors with “Generations Together”. As part of the educational program, Hrvatski Telekom provides tablets and free internet access to the elderly and organizes training courses.	9.1 thousand	3.8 thousand
Network of generations	Europe segment	In Poland, T-Mobile Polska promotes the digital inclusion of senior citizens through the “Network of Generations” initiative, e.g. by equipping senior citizens' facilities with laptops and providing free video courses and other training materials.	9.2 thousand	300
Courses to promote media literacy in senior centers	Europe segment	In the Czech Republic, T-Mobile Czech Republic volunteers supported courses to promote media literacy among senior citizens. They deal with topics such as the use of smartphones and apps as well as cybersecurity.	22.9 thousand	2.5 thousand
Click for Peace	Europe segment	“Click for Peace” (Klik pro klid) is a joint project of T-Mobile Czech Republic, the Czech Police and the Czech Ministry of the Interior on the topic of safe internet use. The initiative aims to protect older citizens from fraud on the Internet.	3.6 thousand	80 thousand

<sup>a</sup> Value is not published at the project level.

### Civil Society and Non-Governmental Organizations (NGOs)

Activity	Cover	Description	Community Contribution (in €)	Beneficiaries (in persons)
Against hate speech, media literacy workshops incl. Teachtoday, SCROLLER, Today we save the world! A little bit. and FIFA Fair Play Guide	Deutsche Telekom without T-Mobile US	With the initiative “Against hate speech”, we are working together with many partners to promote respectful coexistence on the internet. Our measures aim to sensitize society and enable it to live and defend basic democratic values on the internet. We provide multipliers with training material, e.g. on the “Teachtoday.de” platform.	219.3 thousand	5.9 million
Social tariff	Germany segment	In Germany, we offer low-income customers and people with disabilities discounted landline connections via the “social tariff”.	2.4 million	55.3 thousand
Fire brigade tariff	Germany segment	In Germany, all fire brigade members (approx. 1.3 million nationwide in professional, factory, volunteer and youth fire brigades) can take out the fire brigade tariff at special conditions.	1.7 million	18 thousand
GRC Framework Agreements	Germany segment	The framework agreements for all members and volunteers of the German Red Cross (DRK) – a total of about 300,000 active members – also offer special conditions.	120.4 thousand	40.3 thousand
Number against grief and telephone counselling	Germany segment	Since 1991, we have been a cooperation partner of “Nummer gegen Kummer” in Germany. The association is a competent contact for children, young people and parents with worries and problems. All calls to the counselling hotlines are free of charge.	– <sup>a</sup>	1.7 million
Telekom Foundation	Germany segment	The Deutsche Telekom Foundation is one of the largest educational foundations in Germany. She has been supporting STEM projects in Germany for over 20 years. The foundation is committed to a modern education system that prepares young people for global issues such as digitalization, climate change, electromobility or biodiversity loss and promotes cooperation between different learning venues.	5 million	–
Ukraine aid	Germany segment	As a result of the Russian war of aggression on Ukraine, we continued to support the Ukrainian population in the reporting year: We continued to offer a special prepaid tariff for refugees from Ukraine in Germany.	14.9 million	369 thousand
Be Now Generation	Europe segment	In Hungary, Magyar Telekom promotes intergenerational exchange on the topic of media literacy with “Be Now Generation” (Netrevalók): secondary school students teach older people how to use digital tools.	75 thousand	5.7 thousand
Magenta Experience Center	Europe segment	In the Czech Republic, the Magenta Experience Center of T-Mobile Czech Republic offers various educational programs and events for schools and other interested parties on the topic of digital inclusion through media literacy.	90 thousand	12 thousand
Digital Academy for NGOs	Europe segment	T-Mobile Czech Republic’s Digital Academy promotes the media literacy of NGO employees through free training courses.	4.1 thousand	8.4 thousand
Nohatespeech Campaign	Europe segment	In cooperation with the non-profit organization In IUSTITA, T-Mobile Czech Republic has been offering legal and social assistance to victims of hate crime since 2023. In addition, the partners jointly promote “Flaw in the Law”: The campaign draws attention to the lack of legal protection for people exposed to hate crimes.	24.2 thousand	6.5 thousand
Safe on the internet	Europe segment	In Poland, T-Mobile Polska is raising awareness of the need for greater online security as part of its “Safe on the internet” initiative.	111.5 thousand	1.3 million

<sup>a</sup> Value is not published at the project level.

## People with disabilities

Activity	Cover	Description	Community Contribution (in €)	Beneficiaries (in persons)
Design for everyone	Deutsche Telekom without T-Mobile US	With “Design for All”, we promote barrier-free and non-discriminatory access to our products and services. We strive to take into account a broad spectrum of human diversity in our product development process – in addition to different physical and mental abilities, other dimensions of diversity such as age or gender.	165.4 thousand	320
Service for deaf and hard of hearing people	Germany segment	In Germany, we offer deaf and hard of hearing people advice on products and services and on contract issues – via video-based live chat and in sign language.	281.2 thousand	3.1 thousand
Deaf tariff	Germany segment	Since 2007, the Germany segment has been offering a reduced rate for the deaf.	92.5 thousand	4.8 thousand
Special rate for people with disabilities and non-profit organizations that support people with disabilities	Europe segment	In Montenegro, Crnogorski Telekom promotes the digital inclusion of people with disabilities through reduced tariffs and free internet access. The offer is also aimed at non-profit organizations that support people with disabilities.	94.1 thousand	1.9 thousand
Program for the inclusion of hearing-impaired people	Europe segment	In the Czech Republic, all T-Mobile Czech Republic shop employees can communicate with hearing-impaired people via a speech transcription app. Thanks to voice transcription, the infoline of our Czech subsidiary is also accessible for hearing-impaired people.	17 thousand	3 thousand

## Startups

Activity	Cover	Description	Community Contribution (in €)	Beneficiaries (in persons)
TechBoost	Germany segment	In Germany, we support founders in their search for talent and the networking of people with our start-up program “TechBoost” and hold (digital) innovation workshops. In addition, the program helps start-ups in the areas of sales and marketing, offers access to our customer network and supports them with up to 100,000 euros in credit for the Open Telekom Cloud.	1.1 million <sup>a</sup>	1.1 thousand
Hello Business	Europe segment	With “Hello Biznisz” (Hello Business), Magyar Telekom supports Hungarian medium-sized companies with challenges in the areas of business administration, human resources management, marketing, sales and finance.	441.6 thousand	688.8 thousand

<sup>a</sup> Does not include overheads.

## Women and girls

Activity	Cover	Description	Community Contribution (in €)	Beneficiaries (in persons)
#equalesports	Deutsche Telekom in Germany	Together with SK Gaming and the esports player foundation, we have been campaigning for equal rights and equal opportunities for female and non-binary players in eSports and gaming since 2021 with the “#equalesports” initiative. The goal of “#equalesports” is to create role models and thus bring about positive changes in society.	– <sup>a</sup>	500
Girls' Day	Deutsche Telekom in Germany	The “Girls' Day” is a one-day project for career and study orientation, which is specifically aimed at 11 to 16-year-old girls. As part of the initiative, we hold workshops and other events in Germany every year to introduce the participants to scientific, technical and commercial professions.	189.1 thousand	1 thousand
Femtec	Deutsche Telekom in Germany	As a cooperation partner, we support “Femtec”: The initiative supports female IT talents with various measures such as special training and networking.	104.5 thousand	200
ENTER	Europe segment	In Slovakia, Slovak Telekom is campaigning for better content in IT lessons as part of the “ENTER” educational program. For girls in primary and secondary schools, our Slovakian subsidiary also organises workshops and clubs on the subject of IT.	90 thousand	1 thousand

<sup>a</sup> Value is not published at the project level.

## Digital values: promoting democracy on the Internet






We live in uncertain times – marked by conflicts, wars and climate change. This uncertainty forms an ideal breeding ground for disinformation and opinion manipulation. Democratic values are coming under increasing pressure. As part of our commitment to promoting the digital society, we are resolutely committed to democratic values – and against the manipulation of opinion, exclusion and hate on the internet.

We also deal with the topic in the audited [Sustainability Statement in the Annual Report 2024](#). Closely linked to “Digital values” is also our commitment to digital inclusion, which we describe here in the CR report under [Digital inclusion](#).



### Milestones achieved, ongoing projects and goals

For many years, we have been committed to responsible behavior on the internet and want to stand up to false or misleading media content through various projects. With the “No Hate Speech” initiative, we have been campaigning since 2020 for an internet in which everyone can take advantage of the opportunities of the digital world – without having to fear exclusion or hatred. The origin and focus of the initiative lie in Germany. In addition, some of our national companies are implementing their own projects against hate on the internet. We want to further expand our commitment in the future.


#### Where we come from

- 2020  Our initiative “No Hate Speech” starts with the campaign “Words must not become a weapon”.
- 2022  Our “Influencer” campaign focuses on dealing with hate in social media. Hate on the Internet can affect anyone, but minorities and marginalized groups as well as influencers are particularly affected.
- 2022  In our “Together #NoHateSpeech” campaign, we focus on digital civil courage. With the motto “Be louder than the hate”, we encourage people to work together for respectful coexistence on the internet.
- 2022  In order to strengthen the commitment against hate speech, Magenta Telekom is adapting its General Terms and Conditions (GTC) in Austria: Customers will be informed there about possible criminal consequences for the spread of hate messages. Those affected by hostility can also find tips and information on reporting offices.
- 2023  With the campaign “No Hate Speech – We decide!”, we illustrate how much a single positive comment against hate on the Internet can achieve. In addition, in a joint campaign with FC Bayern Munich, we are calling for more attitude in two TV commercials.

#### Where we stand in the reporting year

- 2024  **Early 2024**  
In the “Lights on!” campaign, we highlight the power of community. The light serves as a symbol – each of us can actively take action against hatred, racism and antisemitism and make a difference.
- 2024  With the campaign “Let’s question what we share,” we are calling for the responsible use of online information. As part of T-Systems’ X-Creation innovation program, we are developing an app that uses artificial intelligence (AI) to verify the truthfulness of information on the Internet.

#### Where we want to go

- Ongoing  We continue our commitment against hate speech and continue to explore how digital spaces can be made safer.

With these measures, we are helping to achieve a key goal: Between 2024 and 2027, more than 80 million people across the Group are expected to benefit from our commitment to promoting the digital society. For more information on this goal, see [Digital inclusion](#) in this CR report.

## “No Hate Speech”: extinguishing the fire of disinformation



The focus of the initiative in the reporting year was on the message “Let’s question what we share.” Our TV spot shows the dangers of disinformation: Unverified misinformation spreads quickly and can endanger our society and democratic coexistence, complicate political processes, reinforce prejudices and contribute to social division. If everyone questions for themselves what they share, misinformation loses its effect. Our partners CORRECTIV, Digital Angel and Teachtoday support the initiative.

### Protecting those affected together

In addition to appealing to society to take a stand, we support people who are affected by hate on the Internet together with partners. In doing so, we work together with organizations that specifically oppose exclusion and promote respectful coexistence on the Internet.

↓

You can find an overview  
of our partners on our  
[website](#)

### Artificial intelligence (AI) in action against disinformation

In 2024, we developed the prototype of an AI-powered fact-checking app. Under the motto “Share it first with the app, then with the world”, the application allows users to have information verified by AI via fact-checking. It also offers the possibility to feed the results back to the “source” in order to reach people who are susceptible to and spread disinformation.

## 📍 Europe segment: for respectful coexistence (T-Mobile Polska)

At the end of November 2023, our Polish subsidiary T-Mobile Polska launched the “HejtOutLoveIn” campaign against hate speech. Educational videos by experts, anti-violence hotlines, anonymous counselling sessions with experts, workshops, webinars and other teaching material are intended to reach young people in particular.

On TikTok, the campaign has so far reached around 20 million users. The expert videos recorded an average of 2.4 million views. In total, T-Mobile Poland reached over 40 million people and media contacts with the campaign. Around 93 thousand people have dealt in depth with the contents of the campaign, for example by talking to experts or participating in events.

## “No Hate Speech”: what we achieved in 2024



1.2 billion media contacts achieved



5.9 million people reached directly or through multipliers such as parents or educators



Multiple awards again

### “Equal eSports”

In 2024, we continued to advocate for more diversity in eSports and gaming. Together with the eSports organization “SK Gaming” and the “esports player foundation”, we launched the “Equal eSports” initiative in Germany in 2021. With our appearance at Gamescom 2024, we have clearly positioned ourselves for equality and diversity in eSports. Our goal remains to support people who are often affected by hostility – especially women and non-binary people – in achieving their goals in eSports.

### Looking ahead

Almost 6 million – that is how many people dealt with our content against hate speech in 2024 alone. But we know that especially in these uncertain times, it is important not to let up in our commitment to democratic values. That is why we continue to campaign for a digital world without disinformation, exclusion and hatred.

### Deep Dive for experts

#### Management & Frameworks

Both within the company and outside of it, we want to promote respectful and appreciative cooperation. This also applies to our communication culture. With our [social media guidelines](#), we create transparency and security for all employees when using social media platforms. These guidelines apply to both internal and external social media platforms of Deutsche Telekom as well as to privately used social media accounts of employees if posts published there have a reference to Deutsche Telekom. The principles also have a practical function, as they help to protect us from harm. In the digital space, there are numerous stumbling blocks that need to be considered and that we want to avoid.




Against the backdrop of human-centered AI, in 2018 we were one of the first companies in the world to develop [AI guidelines](#). They illustrate how we deal responsibly with AI. Our AI guidelines follow the approach of AI that develops around and for humans and refer to legal foundations as well as to our [Code of Human Rights](#). In it, we commit ourselves to respecting and promoting human rights and taking responsibility. T-Mobile US steers the responsible use of AI through its Responsible AI Policy and Guidelines.

In our “[Corporate Digital Responsibility@Deutsche Telekom](#)” framework, we summarize what we mean by digital responsibility. At the core of the CDR framework is our “House of Digital Responsibility”, which is all about human-centered technology.

#### Relevant standards

- GSMA
  - GSMA-INT-03 (Online safety measures)

## Other sources of information on the topic of Digital values

-  [Topic special No Hate Speech | Deutsche Telekom](#)
-  [No Hate Speech | Magenta Telekom \(only available in German\)](#)
-  [Equal eSports](#)

## Voluntary and financial commitment: engagement for the common good

Our employees spent more than 200,000 volunteer hours, or the equivalent of 25,000 eight-hour days, volunteering in 2024. We are proud of the commitment of our employees and promote it as part of our corporate volunteering offers. In addition to our focus topics, such as the promotion of the digital society, we are committed to education, science, culture and sports, among other things. We cooperate with partner organizations and provide financial support in the form of sponsorship and donations. Last but not least, we provide emergency aid in crisis situations, for example after natural disasters.

### Driving employee engagement

As part of corporate volunteering, our employees contribute their time and expertise to social and ecological causes. With their commitment, they strengthen social cohesion, broaden their perspectives and further develop their skills. This can have a positive effect on the team spirit in the company.

### 📌 Volunteering highlights in 2024 ↪

In Germany, more than 2,000 Deutsche Telekom volunteers spent an evening accepting donation calls for children in need during the “Ein Herz für Kinder“-Gala. In the U.S., T-Mobile US employees volunteered more than 21,000 hours and donated to charity during Magenta Giving Month in April 2024. Through T-Mobile Czech Republic’s “A day for a good deed” campaign, our employees were able to use one working day in 2024 to volunteer at a non-profit organization of their choice. Almost 400 volunteers took part in the program, and around 40 aid organizations were supported.



## Corporate communities

In various corporate communities, our employees are committed to the focus topics of our [CR Strategy](#) on a long-term basis.



### Climate protection and the circular economy

are among the focuses of our employees' group-wide engagement in "[green](#)" networks.



### Shaping the digital society

– this topic is central to fostering [inclusion in the digital world](#). This involves, for example, promoting media literacy.



### Corporate culture and inclusion

are central to the employee networks on [diversity, equity and inclusion](#).

The "[DIGITAL@School](#)" community (only available in German), for example, stands for strengthening the media literacy of young people: Our employees help children and young people to understand the opportunities and dangers of the digital world. They also introduce them to STEM content (science, technology, engineering and mathematics) in a playful way and support teachers and parents in building up knowledge.

Another example of our corporate communities is the "Human-centered technology" community, which puts people at the center of technology and innovation. Its goal is to promote the responsible use of technologies and ensure that they are used for the benefit of humanity and without harm to it. The community organizes events such as barcamps that promote exchange among each other – mainly in Germany, but also internationally. In the reporting year, the Hackathon for Human-Centered technology was held as a cross-border event. You can find more information on this under [Digital inclusion](#) here in the CR report.

## This is how much our employees have done in volunteer work in 2024

In the reporting year, our employees worked a total of around 200,000 hours on a voluntary basis.<sup>a</sup>



## Sponsorship for more social participation

As part of our sponsorship activities, we support numerous artists, athletes, event organizers, leagues and clubs. In doing so, we attach great importance to regional commitment at our locations. One focus is on the social sector, including partnerships in inclusive sports – with the aim of promoting athletes with intellectual and multiple disabilities and integrating them into our society.



An overview of our diverse sponsorship commitment in Germany can be found on our

[website](#)

## Inclusion through sports: breaking down barriers and bringing people together

With targeted initiatives and campaigns, we campaigned for sport for people with disabilities and inclusion in the reporting year. Since the beginning of 2024, we have been supporting the Special Olympics Germany association as a partner. Together, we want to make the impressive achievements of athletes with intellectual and multiple disabilities visible, building on our successful commitment to the Special Olympics World Games 2023 in Berlin.

<sup>a</sup> The figure includes volunteer hours during and outside the working hours of our employees. We support the latter, for example, through premises, insurance or donations.



A highlight in 2024 was the national Special Olympics Winter Games in Germany. We were there as a sponsoring partner, and some employees helped as volunteers on site. On Magenta TV we reported on the Winter Games.

The 2024 Paralympic Games in Paris were also something very special: As a sponsoring partner of the Germany Paralympics team, we actively supported the athletes there. We also reported on this on MagentaTV and thus made the athletes and their achievements known. We are also a long-term partner of the German Disabled Sports Association.

In the reporting year, we also worked to facilitate encounters between people with and without disabilities outside of major events – e.g., in initiatives with national wheelchair basketball players and national blind soccer players as well as other top athletes in the para sector.

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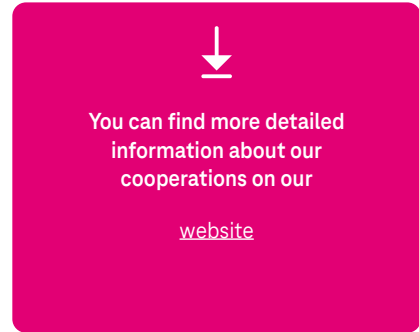
You can find more highlights of our “Inclusion through sports” initiative from 2024 on our [website](#) (only available in German)

### Official partner of UEFA EURO 2024

Our sponsorship of football underlines our role as a promoter of sport and our connection to society. In Germany, we support various Bundesliga clubs and are involved in the German Football Association (DFB). We are present at matches of the German national team (men and women). In the reporting year, we were the official partner of UEFA EURO 2024 in the areas of telecommunications services, sponsorship and media rights. In the course of the European Football Championship, we also called for the DFB-Telekom mobile phone collection campaign. You can find out more about this under [Circular economy](#).

## Corporate giving: helping with donations

With our corporate giving, we support the work of aid organizations – preferably in long-term partnerships. We select organizations that share our values and mainly support our focus topics, such as the Deutsche Telekom Foundation, which is committed to improving education in STEM subjects. We also support the aid organization “Ein Herz für Kinder” of BILD hilft e.V., the “Nummer gegen Kummer” and the “Telefonseelsorge” as well as the “Federal Association of Senior Citizens’ Organizations e.V.” (BAGSO) for many years. In addition, we work with some partner organizations in campaigns, e.g., “No hate speech”. We also provide financial support to organizations in which our employees are active on a voluntary basis.



Information on the total financial sum of our social commitment in the reporting year can be found under [Social engagement](#) here in the CR report.

## Responding directly in the event of a crisis: assistance in the event of natural disasters

For us, responsibility means reacting immediately in times of crisis. In the event of acute crises, we act immediately, especially where Deutsche Telekom has its own locations and where employees are also affected. With our core business activities and strategic partnerships, we are engaged locally to achieve the greatest possible impact. Our employees can voluntarily contribute their time and skills where they are needed – and are released for this purpose by arrangement.

### Flood disaster support in Europe

Heavy rainfall led to flooding and flooding in large parts of Europe in 2024, including Austria, the Czech Republic, Poland, Slovakia and Spain. Our national companies there are committed to helping those affected with various measures.

To ensure that those affected and helpers in the fight against the floods could stay connected, Magenta Telekom enabled unlimited data and free call minutes within Austria for all mobile phone tariffs within a fixed period of time. The activation was automatic, so mobile phone customers did not have to do anything additional. These measures reached around 500,000 people.

In Spain, T-Systems ITC Iberia participated in an emergency relief campaign of the Valencia Food Bank, which collected food and basic supplies for those affected in the eastern Spanish province. In Poland, employees of T-Mobile Polska donated their own amounts, which the Board of Management eventually doubled. The money raised – just under EUR 36,000 – went to an orphanage that was destroyed by the floods.

In addition to Deutsche Telekom’s financial support, our employees also volunteered: For example, employees in Poland collected emergency aid packages for a total of 65 families affected by the floods.

### Ensuring accessibility during hurricanes in the USA

In the fall of 2024, two hurricanes wreaked havoc in the southeastern United States, and T-Mobile US took immediate action to restore the network connection for millions of customers. To best support critical operations, T-Mobile US prioritized recovery requests from government agencies and identified site-specific requirements. The supportive use of artificial intelligence (AI) and data solutions helped support a faster recovery.



In the affected areas, T-Mobile US extended the run-time for the site back-up power, optimized network signals, and enabled the transmission of emergency warnings and SMS messages via a new direct satellite connection. This contributed to an almost complete restoration of the affected network locations and connections within 72 hours. In addition, T-Mobile US provided 46 emergency shelters and distribution points of the American Red Cross with free Wi-Fi, chargers and other aids. To further support first responders during emergency situations and times of extreme network congestion, T-Mobile US also unveiled T-Priority, a new solution featuring America’s first network slice for first responders. The solution offers lower latency, faster 5G speeds, and the highest priority for network congestion, among other things.

↓

**You can find out more  
about our disaster  
recovery management in  
our audited**

[Sustainability Statement in the Annual  
Report 2024](#)

We are there when we are needed. This is also demonstrated by our “ESG Community Contribution” KPI in the “Crisis response” area: In 2024, we supported those affected by natural catastrophes, among other things, with a total of around EUR 2.5 million. Of this, we donated over EUR 1 million in cash and made a further EUR 1.2 million in the form of donations in kind. The remaining share was accounted for by the monetary value of the volunteer hours worked and by the overhead costs.

**Looking ahead**

In recent years, our commitment has been in demand again and again – whether during the pandemic, in the event of sudden natural disasters or as a trustworthy partner for social organizations. In the future, we want to continue to be an anchor of stability in uncertain times and continue our commitment reliably. In doing so, we can count on the support of our employees, who have proven their great willingness to help time and again.





## Deep Dive for experts

### Management & Frameworks

Deutsche Telekom's **Donation policy** is intended to ensure a uniform and consistent commitment to donations in Germany. It defines guidelines and framework conditions for assessing and managing donations legally, bindingly and transparently.

The **sponsorship policy** specifies Deutsche Telekom's sponsorship strategy and defines the decision-making process for specific sponsorship measures. It is intended to ensure that funds are used efficiently, that the relevant departments are involved and that all parties involved are legally protected.

### Further sources of information on our voluntary and financial commitment





-  [Telekom Sponsoring \(Germany\)](#)
-  [Compliance Policies | Deutsche Telekom](#)
-  [Topic special Special Olympics](#)
-  [Topic special UEFA EURO 2024](#)

## Employees: promoting co-determination and strengthening employer attractiveness

Our nearly 200 thousand employees are critical to our business success. We offer them competitive remuneration, attach great importance to cooperation and fairness-oriented cooperation. In addition, we operate a systematic health management system.

We deal with these and other employee topics in more detail in our audited [Sustainability Statement in the Annual Report 2024](#) and in the [HR Factbook 2024](#). Here in the CR report you will also find information on [employee development](#) as well as [corporate culture and inclusion](#).

### Key employee figures 2024

 <p>The collectively agreed coverage rate was 45.8 % (Germany: 75.6 %) <sup>a</sup></p>	 <p>The satisfaction of our employees has risen by two percentage points to 80 % compared to the previous year. <sup>b, c</sup></p>	 <p>Almost 42,000 employees took part in our employee share program “Shares2You”.</p>	 <p>The health rate in Germany, including long-term illnesses, was 94.4 %.</p>
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Further key figures relating to Deutsche Telekom’s employees can be found in the [HR Factbook 2024](#). In our audited [Annual Report 2024](#) we also provide detailed information on the development of the workforce.



### Dialogue & co-determination

We maintain an open dialogue with our employees. We work together with employee representatives and trade unions throughout the Group in a spirit of trust and constructiveness. Because there are different legal and contractual requirements in the individual countries, we manage co-determination issues in a decentralized manner – and always together with the company and inter-company stakeholders.

You can find out more about dialogue and co-determination in the audited [Sustainability statement in the Annual Report 2024](#) and more details on the mood in the Group in the [HR Factbook 2024](#).

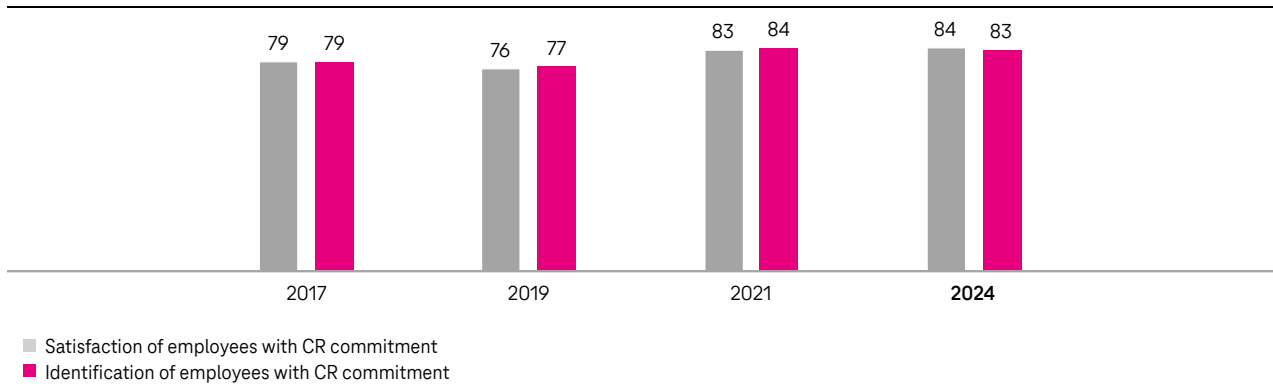
From the employee survey, we also deduce how much our employees identify with our CR commitment and how satisfied they are with it. In the reporting year, 84 % of respondents believed that Deutsche Telekom was taking its responsibility for society and the environment seriously. 83 % identified with our commitment.

<sup>a</sup> The figure covers all companies with at least 100 FTEs.

<sup>b</sup> Agreement value regarding the mood in the Group determined as part of the pulse survey in November 2024

<sup>c</sup> Excluding T-Mobile US.

**Employee identification with CR commitment ESG KPI**  
in %



Data is partly provided by external service providers.

**Compensation & benefits**

We offer our employees competitive and performance-related remuneration that is based on the respective national labor market. With our collective agreements and other collective bargaining regulations, we ensure transparent and gender-neutral remuneration and remuneration. The “Global Compensation Guideline” regulates the remuneration of senior executives.

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You can find out more  
about compensation in our  
audited  
[Sustainability statement in the Annual  
Report 2024](#)

**📍 Excursus: salary developments in Germany**

We have entered into negotiations with the trade union ver.di during the term of the collective wage agreements in order to provide our employees in Germany with collective bargaining agreements with clarity about future salary developments at an early stage.

An agreement has been reached for all collectively agreed Group companies in Germany.

**The key points of the results:**

**Deutsche Telekom in Germany** (excluding the T-Systems companies)

- October 2024<sup>d</sup>: collectively agreed wage increase of 6 %
- August 2025<sup>d</sup>: permanently EUR 190 more per month

For trainees and dual students, the social partners agreed on EUR 95 more per month and a salary increase of 6 %.

In 2024, all employees of Deutsche Telekom covered by collective bargaining agreements in Germany as well as employees not covered by collective bargaining agreements in Germany (excluding T-Systems companies) received an inflation compensation payment of EUR 1,550, and trainees and dual students received EUR 775.

The following was decided in the reporting year for employees not covered by collective bargaining agreements:

- October 2024: introduction of a “Benefit Budget” with an average of 2.5 % more total compensation and planned future expansion
- January 2025: additional budget for salary increases equal to 3 % of the total salary; Managers can distribute this individually and performance-related to the non-tariff employees (excluding T-Systems companies).

**Systems Solutions segment** (T-Systems companies in Germany)

<sup>d</sup> For Group companies with different terms from their respective company collective agreement, implementation will be delayed.  
<sup>d</sup> For Group companies with different terms from their respective company collective agreement, implementation will be delayed.

The following salary development has been agreed for all employees of T-Systems covered by collective agreements in Germany:

- December 2024: inflation compensation bonus of EUR 1,550
- August 2025: permanently EUR 190 more per month
- August 2026: collectively agreed wage increase of 4 %

The following was decided in the reporting year for employees not covered by collective bargaining agreements:

- October 2025: additional budget for salary increases amounting to 2.5 % of the salary bill for the non-cash employees of the T-Systems companies; managers can also distribute this sum individually and performance-related to the non-tariff employees.

In addition, we offer our employees additional benefits, e.g., through discounted share purchases as part of our “Shares2You” program. We have been enabling employees of Group companies in Germany to do this since 2021. Following a test introduction in the Czech Republic and Slovakia in 2023, employees of participating Group companies have been able to purchase the discounted shares in a total of 14 countries since 2024. More countries will be added in 2025.

In Germany, almost 38,000 employees took part in “Shares2You” in 2024; more than 92,000 employees were eligible to participate. Outside Germany, more than 4,000 of around 25,800 eligible employees took advantage of the offer.

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You can find more information about “Shares2You” in our audited [Annual Report 2024](#)

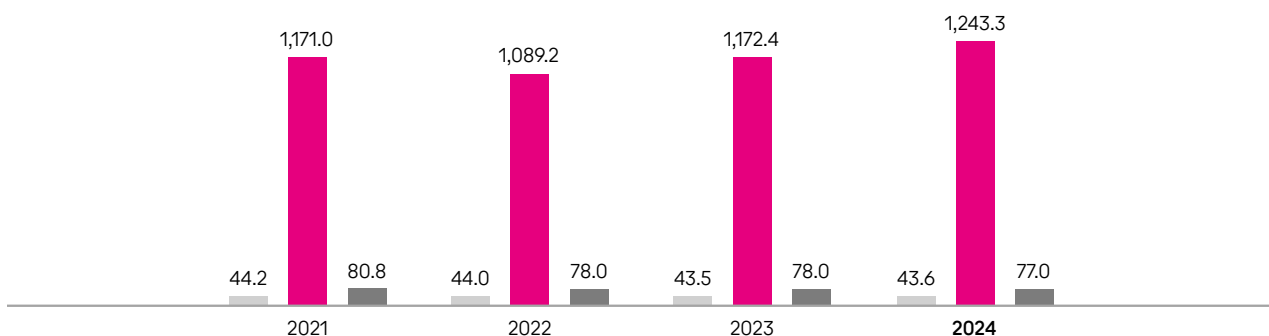
In addition, we offer our employees in Germany discounts on landline and internet connections. There is also the possibility of leasing bicycles via salary conversion. For more information, see [Mobility](#) here in the CR report.

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An overview of additional financial benefits and other benefits for our employees in Germany can be found on our [website](#)

## Provision for old age

### Company pension scheme at Deutsche Telekom in Germany



- Number of participants in Telekom Pension Fund (total) in thousands<sup>a</sup>
- Telekom Pension Fund assets (total) in million €<sup>a</sup>
- Capital account obligations (Telekom’s employer-financed pension schemes) in thousands

<sup>a</sup> The volume comprises the assets of the Telekom-Pensionfonds in the 2001 pension plan.

The company pension scheme for employees in Germany consists of two main components: Employer-financed pension commitments can be implemented via the capital account plan. In addition, employees can have parts of their remuneration converted into pension benefits for old age and risk protection as part of gross and/or net deferred compensation via the Telekom pension fund. The company pension scheme in Germany is usually based on collective bargaining commitments.

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**You can find out more about the company's own pension fund on the [Telekom Pension Fund website \(only available in German\)](#)**

We also offer pension and risk commitments within the Group outside Germany. Depending on country-specific regulations and market-typical median values, they vary greatly from country to country. However, they should always contribute to a reasonable standard of living and adequate financial security in old age.




### Health & occupational safety



We attach great importance to safety in the workplace and promote the health awareness and health literacy of our employees with a wide range of products and services tailored to specific target groups. Occupational health and safety are firmly anchored in our structures through certified management systems and corresponding guidelines. We manage the topics throughout the Group with a quality, occupational health and safety and environmental protection management system. It is based on the international standards ISO 9001, ISO 45001 and ISO 14001.

Depending on the segment and location, we also offer our employees numerous other health programs and measures – covering topics such as exercise and fitness, nutrition, addiction, stress prevention and mindfulness.

### More on the topic of health and occupational safety

-  Sustainability statement in the Annual Report 2024
-  HR Factbook 2024
-  CR-facts

### Looking ahead

80 % of our employees were satisfied with Deutsche Telekom as an employer in 2024 – a result that confirms the direction of our work. At the same time, the value spurs us on not to let up in our commitment to transparent dialogue, fair remuneration, reliable preventive care and broad health promotion in the future.

## Corporate culture and inclusion: valuing diversity and respecting needs

We are committed to ensuring that all people are offered fair opportunities and are committed to inclusion. Our value-based corporate culture is characterized by diversity, equity, and inclusion. It not only influences how we work, but also the satisfaction of our employees and our business success.

We present these topics in detail in the audited [Sustainability Statement in the Annual Report 2024](#) and in the [HR Factbook 2024](#).

### Lived values: facts and figures 2024

We want to offer all our employees the opportunity to develop professionally and develop individually – regardless of age, nationality and ethnic origin, gender and gender identity, physical and mental abilities, religion and ideology, sexual orientation or social background. Our employees are involved in various communities for the aforementioned diversity dimensions and thus actively shape our corporate culture. At the same time, we also serve the various legal requirements that we encounter in the area of equal treatment.

The following key figures from the reporting year show where we stand in terms of corporate culture and inclusion:

1. Women on the Board of Management and Supervisory Board: The proportion of women on the Board of Management of Deutsche Telekom AG was 37.5 % – making us one of the top 5 in the DAX 40. The proportion of female members on the Supervisory Board was 45 %.
2. Employees with severe disabilities: The proportion of our workforce in Germany was 7.6 %.
3. Part-time: 11.9 % of our employees (excluding T-Mobile US) used part-time models. In Germany, the figure was 12.2 %.
4. Employee networks: Over the course of the year, employees (excluding T-Mobile US) have been involved in our corporate culture in over 50 communities.

Our corporate culture and the key figures mentioned above illustrate our commitment to diversity, equal opportunity and participation. In addition, we want to ensure that our employees also find support in their private lives. We offer them relief so that they can stay healthy and productive and develop individually.

### Reconciling work and private life



With flexible working models, we want to make it easier for our employees to reconcile work and private life and help to prevent possible symptoms of overload. Our regulations are diverse and cannot be presented in full for the entire Group at this point. In Germany, the focus is on the following measures:

#### Promotion of part-time and partial retirement

We enable our employees to reduce their number of hours, unless there are operational reasons to the contrary. You can return to your original weekly working hours at any time. Trainees and dual students can also be trained part-time or complete their studies under certain conditions. Partial retirement is possible after the age of 55.

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You can find out more  
about partial retirement in  
our  
[HR Factbook 2024](#)

## Mobile working



Mobile working is established at Deutsche Telekom. Our employees in Germany, but also in other European countries, can arrange their work flexibly at their location. In Germany, the regulations on mobile working are anchored in collective agreements. Since January 2024, our employees in Germany have also had the opportunity to work remotely from other EU countries for up to 20 days a year.

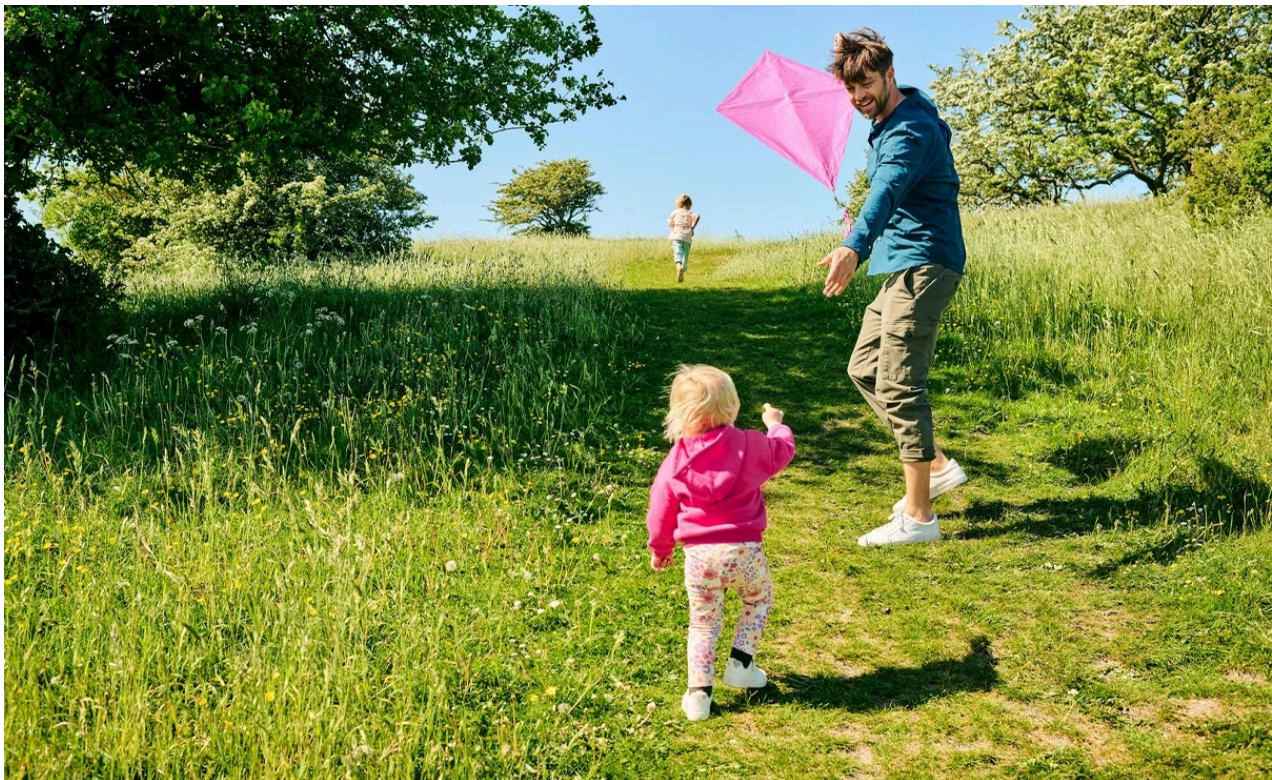
## Time off from work

With a lifetime working time account, most employees in Germany can save up a credit balance and use it for a sabbatical, an earlier exit from working life or the top-up of a part-time salary. At the end of 2024, around 16,700 employees and 600 managers were using the model. In addition, our employees in Germany can take unpaid leave from work (at short notice), e.g., to raise or care for children, care for relatives or to carry out a paid job with another employer.

With the employee-financed “Buy Vacation” model, all employees in Germany have had the option of financing additional days off through their salary since January 2024. In contrast to the lifetime working time account, it is more flexible, because there are neither application deadlines nor savings periods. More than 1,000 employees applied for the model in the reporting year.

To study or do a doctorate, employees in Germany can take up to four years of so-called educational leave. During this time, the employment relationship is suspended and no remuneration is paid.


## Holistic support for families and challenges using Germany as an example



As a family-friendly employer, we take the everyday requirements of our employees seriously and want to support them in mastering them with a wide range of offers.

- **Childcare:** In addition to company-owned daycare centers, employees at many Deutsche Telekom locations can use parent-child offices, e.g. if regular childcare is canceled. In addition, we support our employees all year round in their search for childcare options, even for the holiday periods. As part of this, Deutsche Telekom is offering additional holiday offers during the summer holidays. If, for example, regular care is cancelled, emergency care can be organized at short notice.

- **Parental leave:** Through the “Stay in contact” network, which is anchored in Germany, employees on parental leave have the opportunity to stay in touch with the company and also receive support in re-entering working life. Our “Fathers’ network” promotes the open exchange of experiences between fathers. In addition, we offer (expectant) mothers and fathers in our company the option of being digitally accompanied on their parental leave journey with a specially designed app. Support in balancing the work-life cycle is also provided by the counselling and mediation services on care, support and household-related services.
- **Inclusive working environment:** In order to equip the working environment of our employees in a way that is accessible to the disabled and also inclusive, we promote physical and digital accessibility with various measures, e.g., by providing technical aids.
- **Programs for better work-life balance:** We offer various training courses and workshops that are specially tailored to employees in the early family phase. In the reporting year, for example, we once again implemented the mentoring program “Careers with children”. In addition, we have provided learning opportunities such as the lecture “Parent couples between kitchen table and laptop” as well as lectures on the topic of menopause.
  
- **Support in dealing with professional and private challenges:** For concerns from everyday professional and personal life, our employees are supported by the Employee and Management Advisory Service (MFB) throughout the Group. For example, our employees can turn to MFB’s external experts in the event of stress at work, private changes, but also problems in the partnership, in the family or with children.
- **Family Fund and Social Fund:** In Germany, we also support our employees with financial resources: As a start-up aid, the Family Fund supports employee projects that make it easier to reconcile work and private life – such as specially established childcare services, parent coaching or courses for family caregivers. Employees in an economic emergency can receive support from the Social Fund. We also subsidize recreational measures for children with severe disabilities.
- **Betreuungswerk:** We support our employees in Germany in emergency situations and in regeneration. They can turn to the care center in the event of family deaths, serious illness, social emergencies or natural disasters, for example. For example, we offer courses for women with cancer. We also provide help for the children of employees who are students.
- **Erholungswerk:** The Erholungswerk offers inexpensive holidays in attractive European holiday regions, e.g., in one of the 16 own holiday resorts.



**You can find out more  
about our workplace  
health promotion  
measures in our audited**

[Sustainability Statement in the Annual  
Report 2024](#)

## Looking ahead

For 30 years, our values have formed the basis of a corporate culture in which we want to empower everyone to reach their full potential. Our brand, the “T”, stands for connection and cohesion – both externally and internally, today and tomorrow.

## Deep Dive for experts




### Management & Frameworks

- Our values form the basis for our corporate culture: We have laid them down in our [Guiding Principles](#). They form the basis for our internal cooperation, but also for cooperation with our customers, shareholders and the public.
- Based on this, the codes of conduct of Deutsche Telekom and T-Mobile US define the rules for our daily work – both internally and externally. In this way, they build a bridge between the corporate guidelines and the many different guidelines in the Group as well as the legal regulations.
- The basis for the promotion of DE&I is our Group-wide “[Diversity, equity, and inclusion](#)” policy and our [Code of Human Rights](#).
- A uniform leadership framework applies to all segments and countries. It describes the expectations of how leaders act and represent our company. Six [Leadership Anchors](#) show how each manager contributes to Deutsche Telekom becoming the Leading Digital Telco.

### Relevant standards

- **Global Reporting Initiative (GRI)**
  - GRI 2–7 (Activity and employees)

## Other sources of information on corporate culture and inclusion

-  [Initiatives for culture and inclusion | Deutsche Telekom](#)
-  [Sustainability Statement in the Annual Report 2024](#)
-  [Overview of benefits and support options for our employees](#)

## Employee development: promoting digital skills and showing future prospects

A future without digitization has long been unthinkable, neither in private nor at work. We recognized this early on and focus on skills for the digitalized world of work in personnel development. We offer individual training and development opportunities, create jobs in growth areas and build up qualified personnel.

We also cover the topic of employee development in detail in our [HR Factbook 2024](#).

### Milestones achieved, ongoing projects and goals

We want to anticipate technological trends at an early stage and foster a culture of continuous learning. To this end, we are constantly creating new offers for our employees. Our goal is to support the transformation of skills, especially because digital expertise will be increasingly in demand in the coming years.



#### Where we come from

- 2014** ✓ The digital learning platform Magenta MOOC (Massive Open Online Course) is launching for the first time. In addition to the transfer of knowledge by video lecturers, the focus is primarily on virtual collaboration between participants in small teams.
- 2019 to 2022** ✓ With the “youlearn” initiative, we are developing Deutsche Telekom into a learning organization. At the same time, we are increasingly converting our training to digital learning.
- 2020** ✓ By the end of 2020, we will be holding around 3,000 sessions as part of our employee initiative “Learning from Experts” (LEX).
- 2020** ✓ For the first time, we determine the proportion of digital experts in our Group (excluding T-Mobile US): It is 13.2 %. By 2024, we want to increase this figure to 17 % and are taking steps to create the necessary framework conditions for the acquisition of digital skills in our company.
- 2021** ✓ We are increasingly offering so-called Explorer Journeys: These programs are intended to prepare as many employees as possible for future skill requirements in the areas of big data, digital marketing, artificial intelligence (AI) and software development.
- 2023** ✓ 66,000 employees are taking part in training courses on AI.

#### Where we stand in the reporting year

- 2024** 💡 Our Explorer Journeys attract over 15,000 employees.
- 2024** 💡 We focus on the practice-oriented use of AI and train 30,000 internal users on how to use AI effectively (prompting skills).
- 2024** 💡 The proportion of digital experts among our employees (excluding T-Mobile US) rises to 22.7 %. This means that we are significantly exceeding our original target of 17 % by 2024.
- 2024** 💡 We are launching the Telekom Sustainability Campus: Web-based training courses are intended to familiarize our employees with challenges, tools and solutions in the field of sustainability.

## Where we want to go

- 2025**  Prompting skills will be anchored as a standard competence for all employees. In this way, we want to increase the efficiency of our workflows, especially in functions such as HR and finance. We also train our digital transformation teams to make the most of internal AI tools.
- 2027**  We continue to prioritize the promotion of future-proof digital skills and further increase the share of digital experts to 25 to 30 %.

## Our approach

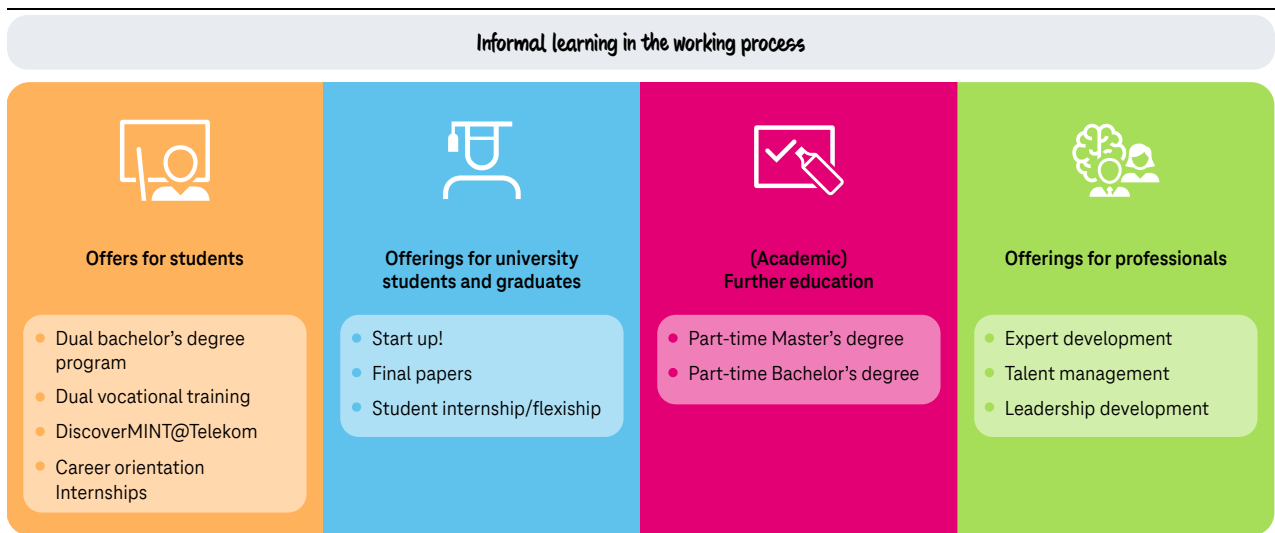
We promote lifelong learning and accompany our employees on their individual learning path. To this end, we offer them tailor-made education and development programs. One component is the opportunity to study alongside your job: With “Bologna@Telekom”, we enable part-time Bachelor’s and Master’s degree programs.

We are guided by the Group’s strategic goals and promote the acquisition of technical and digital skills in particular. Various programs help to expand our own candidate pool – including the Explorer Journeys: They equip employees with knowledge and skills, e.g., around artificial intelligence (AI), software development or digital marketing. In addition, we support young people in their career orientation and enable them to enter the world of work with a comprehensive range of technical and commercial training and dual study programs.



Education@Telekom

... takes a look at the entire range of training and continuing education opportunities:



## Approach training and development individually

We enable our employees to manage their further training largely themselves with the help of digital learning opportunities and to integrate it into their everyday working lives.




On our learning platform “Percipio”, our employees worldwide (with the exception of T-Mobile US) can access educational offers anytime and anywhere via desktop or app, including training materials for online courses at university level.

In 2023, our focus was on creating a fundamental awareness and understanding of new tools and technologies, especially generative AI. In the reporting year, we shifted the focus to the practical empowerment of our employees. We focused on three areas: prompting, the application of AI tools, and the adaptation of local learning opportunities. Our employees tested their knowledge and thus empowered 30,000 users in the formulation of prompts. Initiatives such as Explorer Prompting, Explorer GenAI, DT Digital Promptathons, Train the Promptathon Trainers and targeted tool training have been instrumental in supporting this progress.



Another example of self-determined and self-organized learning is our employee initiative “Learning from Experts” (LEX). Experts from the Group pass on their knowledge to their colleagues in various ways. In the reporting year, our experts conducted over 6,500 LEX sessions.

### Progress 2024 <sup>a</sup> ↘

 <p><b>93 % of the training courses bookable across the Group were available digitally.</b></p>	 <p><b>Employees invested an average of 4.8 training days in their own training.</b></p>	 <p><b>The proportion of digitally conducted qualification days was 68 %.</b></p>
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### Identifying Needs and Expanding Skills: Skill management

We want to align our learning and development opportunities with the knowledge and skills of our employees. In doing so, we are pursuing the goal of becoming a “skill-based organization”. We can use an intelligent tool to identify skills gaps as part of our skill management and provide our employees with targeted training. We offer them suitable learning opportunities and show target profiles that they can achieve. Since 2023, we have been applying skill management throughout the Group and across divisions (Deutsche Telekom without T-Mobile US). So far, around 50,000 employees have successfully completed the skill management process.

Since 2024, we have been introducing “growth hub”, a new AI-based platform, on a trial basis. It is intended to bundle central processes such as recruiting, skill management, talent management and resource management throughout the Group. By the end of 2025, we want to convert these processes to “growth hubs” as far as possible and thus offer our employees a central platform for their personal development.

<sup>a</sup> Excluding T-Mobile US.

## 📍 Systems Solutions segment: “10,000 Future Skills by 2024”

Developing 10,000 urgently needed future skills – that was the goal of T-Systems’ “10,000 Future Skills” initiative, which ran from 2022 to 2024. In doing so, we wanted to ensure that T-Systems remains competitive in the long term and that employees can adapt to new market and customer requirements. Specially appointed skill managers steered and supported the development process and also ensured the participation of all managers and employees. Our efforts have paid off: Even before the end of 2024, we achieved the goal we had set ourselves and applied the skills we acquired directly in projects. In total, participating T-Systems employees acquired 12,271 Future Skills from January 2022 to December 2024.



The project was also awarded the HR Excellence Award 2024 (Employee Development category) – the most important award for outstanding human resource management in the German-speaking world. The prize is awarded by a jury of around 50 HR professionals.

### Training sustainability

In June 2024, the “Deutsche Telekom Sustainability Campus” launched web-based training courses on ESG (environmental, social, governance) aspects for our employees. In addition, our segments have their own continuing education programs on these topics, such as the “susTain program” from T-Systems. A new learning opportunity in this context is called “Climate Fresk”: Since July 2024, ten trained moderators have been offering online workshops on climate change for all employees. The aim of this program is to provide employees with in-depth knowledge of our sustainable design principles. Sustainability issues are also an integral part of the onboarding process for new employees at T-Systems: They learn about T-Systems’ sustainability strategy and how they can get involved in the environment and society right from the start.

### Developing talent and promoting individual careers

We always keep an eye on the increasing demand for qualified workers, especially IT and tech experts, and face the competition for the best talent. We conduct targeted recruiting for our apprenticeships and dual study places, internships, trainee programs or the entry of experts. Investing in our own junior staff is another pillar for securing skilled workers. In programs such as the “Junior Software Development Academy”, our employees can develop in new areas – e.g., by retraining customer advisors to become software developers.

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You can find out more  
about careers at  
[Deutsche Telekom](#)

We also promote the compatibility of career and private life. Further information can be found here in the CR report under [Co-determination and employer attractiveness](#) and under [Corporate culture and inclusion](#).

## **Excursus: Cyber Security Professional training initiative**

Experts in IT security are still rare on the German labor market. That is why we have been offering the two-and-a-half-year part-time IHK training to become a cyber security professional since 2014 and are continuously developing it further in order to take current and future IT security requirements into account. The topic of AI in IT security is included in all modules of the program. Our highlights:

- In 2024, the program entered its eleventh year with a total of 19 participants.
- In the reporting year, 14 participants successfully passed the certificate examinations to become cyber security professionals.
- At the end of 2024, we had a total of 114 certified graduates to date.
- 95 % of the graduates remained employed by Deutsche Telekom.

Further information on the topic of IT security can be found under [Cybersecurity and data protection](#) here in the CR report.

### **How we identify and develop talent**

Our fundamental goal is to develop suitable talent for important positions in the Group. To do this, we connect talents and managers, ensure transparency in our talent pool and establish direct contact with potential managers.

We identify and empower talent according to our performance development approach “WeGrow”. To this end, we have developed four comparable criteria – our “4A”: Achievement, Ambition, Attitude and Ability. As part of “WeGrow”, we organize the “People Days” every year. This is where leadership teams meet to identify talent among their employees.

## **Magenta Exchange program with T-Mobile US**

In the spring of 2024, we conducted the first cross-company exchange program between Deutsche Telekom and T-Mobile US: In the Magenta Exchange program, high-potential employees from both companies gained new insights into the business and culture of the other organization. A total of 15 talents took part in each.

### **Promoting experts and managers**

**levelUP! | NEXTGEN** Our program “levelUP! NextGeneration” is aimed at (future) executives as well as tech and digital experts. At the beginning of September 2024, around 1,100 participants from all segments and 22 countries started the predominantly virtual training on leadership and collaboration topics. The proportion of international talent increased compared to the previous year, from 30 % to 39 %.

#### **Global Talent Hub**

In the global talent initiative “Global TalentHub”, we promote (prospective) managers. Up to 300 talents with potential for an executive role participate in the program. In the reporting year, we filled 25 % of our executive positions with “Global TalentHub” talents (excluding T-Mobile US).



### **Systems Solutions segment: supporting managers in performance management**

T-Systems launched the “Unfolding Performance” initiative in Germany in 2023 to strengthen managers in performance management and promote employee development. To this end, the segment has created a comprehensive wiki for managers with practical instructions and necessary knowledge for effective collaboration with and support of team members. In “Enabling Leaders” events, managers get an overview of all of T-Systems’ performance management measures.

Success rate so far:

- 88 % of the participants found the exchange with other managers helpful.
- 73 % have integrated the methods and tools discussed into their daily work.

## 👤 United States segment: learning and career development

T-Mobile US introduced various career initiatives and tools in the reporting year, including:

- **Job Shadow and Stretch Assignment Toolkits:** These programs help employees make new contacts and explore different roles and career paths at T-Mobile US. Employees can gain practical experience in new roles and learn directly from peers in different parts of the business.




- **Level Up Library:** This library allows employees to optimize their skills in a targeted and individual way. The available learning materials are tailored to areas of expertise that are in high demand, including adaptability, change management, growth thinking, and innovation.
- **Career Pathfinder:** This dashboard allows employees to get detailed information about job descriptions, salary ranges, and open positions. It also shows typical career paths and helps to plan your next career steps.
- **How We Lead:** This leadership initiative pursues a values-based approach for unified action by all managers to develop self, lead teams with positive intention, and prioritize customers' experience. It empowers managers to further develop the necessary skills to succeed in their positions.

## Offers for the skilled workers of tomorrow

As one of the largest training companies in Germany, we support pupils, students and graduates in choosing a career and starting a career. In a career orientation internship, young people gain valuable insights into the everyday work of a telecommunications company, for example.

In 2024, we offered more than 1,800 apprenticeships in Germany, of which more than 1,200 were for vocational training and around 600 places for dual bachelor's programs. In addition, we offered up to 20 young people the chance to familiarize themselves with the prospects of the digital world of work in the twelve-month orientation program "DiscoverMINT@telekom".

Top graduates get to know how to get to know their skills as part of the individually configurable trainee program "Start up!" know various areas of the international group within 18 months and gain practical experience through challenging projects and customer-oriented assignments. In the reporting year, 59 new trainees started, 41 % of whom were women.



**You can find out more  
about training and career  
entry in the**

[HR Factbook 2024](#)

## Investments in our employees and future specialists: successes in 2024



We were able to fill 56 % of our open positions with internal candidates (2023: 51 %, 2022: 33 %; 2021: 51 %).



In addition, we have once again received several awards as an attractive employer.

## Strategic personnel restructuring and transfer management

The increasingly digitalized world of work is also accompanied by a complex personnel restructuring. We are creating new jobs in growth areas and building up qualified personnel for them. In other business areas, we are repositioning ourselves and reducing the number of employees. We have always designed all measures for staff restructuring to be socially responsible for our employees. To this end, we relied in particular on instruments such as committed retirement, partial retirement and severance payments in the reporting year.

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You can find out more about staff restructuring and fluctuation in the [HR Factbook 2024](#)

### Finding perspectives in close exchange

In Germany, we have a holistic personnel restructuring and transfer management system. The goal: to win over employees for career changes at an early stage. If tasks are eliminated in the short or medium term or other qualifications become necessary, we advise the affected employees in advance on the possibilities of professional reorientation. Together with the managers, internal and external employment alternatives are considered and personal labor market profiles are developed. In addition, we support individual application processes and offer qualifications where necessary.



Since 2018, we have advised around 3,200 employees in the Germany segment nationwide. Around 70 % of them were able to open up new options as a result.

### Looking ahead

An important focus of our employee development is the continuous acquisition of digital skills. As the digital transformation progresses, we want to further expand the AI skills of all employees.

### Deep Dive for experts

#### Management & Frameworks

Important foundations for the various training, further education and development measures are laid down in our [Code of Human Rights](#) and in our [Guiding Principles](#). For many areas of Deutsche Telekom, concrete agreements have also been reached with the social partners and the works councils on the subject of further training.

# Governance

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## Compliance: acting lawfully and fairly

Our compliance culture is an essential building block for corporate management geared towards integrity and appreciation. Throughout the Group, we are committed to the law and ethical principles that we have anchored in our internal regulations.

We deal with the topic of compliance in more detail in our [Sustainability Statement 2024](#) and on our [website](#).

### How we understand compliance

Compliance risks are risks arising from systematic violations of legal or ethical standards that could lead to regulatory or criminal liability of the company, its board members or employees, or to significant damage to its reputation. To minimize these risks, we have set up a compliance management system (CMS). It is based on three building blocks: culture, trust and simplicity.

#### Culture



Culture is the basis of our cooperation. Compliance cannot be successful without a good and open corporate culture in which each individual is willing to take responsibility, deal constructively with mistakes and point out risks.

#### Trust



Trust goes in two directions: Our compliance team provides trustworthy advice and works together with the business units to find solutions for dealing with compliance risks. Conversely, however, trust also means that compliance requirements are only made where it is necessary from a risk point of view.

#### Simplicity



Simplicity means that we want to make it as easy as possible for everyone in the company to follow the rules and implement compliance requirements. This includes that rules should be clear and simple and reduced to the essentials.

### Compliance in a dynamic business environment

Increasing regulatory requirements, new digital business models, intensified international competition – all of these are influencing our compliance strategy. That’s why we have to constantly review, develop and adapt our CMS. Our goal: We want to build a “Leading Digital Compliance Management System” (Leading Digital CMS). By this we mean a CMS that

- integrates Compliance requirements into business processes as seamlessly as possible,
- shows existing compliance risks up-to-date and transparent at all times and
- actively embraces and addresses new developments in the business and regulatory area and uses the findings for continuous improvement.

### Compliance management: digital into the future

Under the heading “Compliance Digital Transformation”, we are further developing our compliance processes with the help of IT tools and AI applications. The aim is to make these processes even more efficient. This is supported by the “ICARE Check” – a simple self-test with five questions for critical situations. The test is designed to help our employees navigate difficult situations and assess whether advice should be sought before deciding how to proceed.



### Networking for success

We regularly discuss strategic compliance issues with the compliance officers in our international Group companies – in the year under review, for example, at Deutsche Telekom’s International Law & Integrity Meeting 2024 in Bratislava.

Other examples of compliance work across divisional and company boundaries include:

- There is a regular exchange between central and decentralised compliance departments.
- At the international level, virtual “Compliance Community Calls” are also held on compliance strategy and current projects. Compliance officers from decentralized units will also present their business areas and challenges there.
- We also enter into dialogue with other companies and expert circles on compliance issues.
- Finally, we contribute to the further development of compliance standards and management systems with specialist lectures, publications and other contributions.

### Involvement in anti-corruption initiatives

We are actively involved in national and international associations and organizations that focus on compliance issues – such as the German Institute for Compliance (DICO e.V.). For years, we have taken the United Nations’ International Anti-Corruption Day on December 9 as an opportunity to draw attention to the issue of bribery and corruption within the Group.

### Looking ahead

Responsibility, vigilance and dialogue within and outside Deutsche Telekom characterize our work on the topic of compliance. With the goal of a Leading Digital CMS in mind, we remain a reliable partner for our stakeholders and promote our culture of integrity and transparency.

### Deep Dive for experts

#### Management & Frameworks

- We have implemented a compliance management system (CMS) to minimize risks from systematic violations of legal or ethical standards that could lead to regulatory or criminal liability of the company, its board members or employees or to significant damage to their reputation. The Board of Management assumes its overall responsibility for compliance as a key management task. Our Chief Compliance Officer is responsible for the design and management of the CMS. At the level of our operating segments and national companies, compliance officers implement the CMS and our compliance goals on site.
- [IDW PS 980: Audit with a focus on anti-corruption](#)

### Other sources of compliance information

- 📘 Compliance Deutsche Telekom
- 📘 Sustainability Statement 2024

## Risks and opportunities

We have a Group-wide risk and opportunity management system in which we record various risks and opportunities as well as emerging risks for our company. It helps us manage potential threats, seize opportunities, and increase resilience to unpredictable events. It also supports strategic decision-making.

You can find more detailed information on the Risk and Opportunity Management System in our [Annual Report 2024](#).






### Taking a closer look at emerging risks

New or foreseeable risks for the future, the risk potential of which is not yet known with certainty and whose effects are difficult to assess, are referred to as emerging risks. These can be geopolitical tensions, new technologies or macroeconomic factors. While these risks may already be impacting our business today, their effects may increase within three to five years and affect us much more severely in the future.

If we want to protect our company and our customers from these risks, we must identify and evaluate them at an early stage and initiate measures to mitigate risks as part of our risk and opportunity management system. In order to reduce negative impacts, we may also need to adapt our strategy or business models.

### Our 5 Emerging Risks



 <p><b>Cyber attacks</b></p>	 <p><b>Climate change</b></p>	 <p><b>AI &amp; Digital Disruption</b></p>	 <p><b>Geopolitical instability</b></p>	 <p><b>Availability of talent</b></p>
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#### Cyber attacks



The speed of digital transformation, machine learning, and computing power is increasing exponentially. At the same time, there are more and more cyberattacks, which are also more sophisticated and efficient. They overhaul security optimizations, so that the number of possible gateways for attacks in our company increases.

The effects of this risk include, but are not limited to:

- System failures and business interruptions
- Loss of customer data with resulting fines and reputational damage
- Rising cybersecurity costs (including infrastructure, processes, personnel)

Our mitigation measures include, but are not limited to:

- Increased investment in cybersecurity infrastructure, experts, training, and communications, as well as regular cybersecurity testing, such as phishing and penetration testing
- Develop and update cyber incident response plans
- Use of AI-powered early detection and response tools

For more information on cybersecurity, see [Cybersecurity and data protection](#) here in the CR report.

### Climate change



Advancing climate change is leading to more intense and frequent extreme weather conditions at an ever faster pace. This is associated with phenomena such as warming of the oceans, higher heat and humidity, as well as rising average temperatures and severe storms or heat waves. These events, in turn, could lead to natural disasters such as floods and droughts.

The effects of this risk include, but are not limited to:

- Damage to the network infrastructure
- Data Center Cooling Challenges
- Delivery delays due to interrupted supply chains

Our mitigation measures include, but are not limited to:

- Introduction of carbon-reducing business models (e.g. recycling and waste reduction)
- Creation of emergency plans, for example with assessment of critical systems and resources
- Increasing the resilience of own sites and in the supply chain to extreme weather events (e.g. strengthening physical site protection)

Further information on our approach to climate protection can be found under [Climate protection](#) here in the CR Report.

### AI and Digital Disruption



Disruptive technologies such as cloud and quantum computing, AI and machine learning are developing rapidly. In addition to opportunities, they also bring new risks, including unexpected AI decisions, privacy issues, and more false or misleading information. Increasingly sophisticated AI-generated content can lead to social divisions, political repression and new forms of cybercrime.

The effects of this risk include, but are not limited to:

- More frequent and successful cyberattacks
- Wrong decisions based on incorrect or non-transparent information
- Loss of reputation, e.g. due to misinformation, disinformation or discrimination

Our mitigation measures include, but are not limited to:

- Establish company-wide controls to guide the development and deployment of new technologies and establish strong policies, procedures, and measures.
- Continuous investment in upskilling programs to ensure the necessary digital skills.

### Geopolitical instability



Tensions at the international level threaten the stability of the global economy and financial markets. Economic, political and/or technological rivalries between different geopolitical actors could lead to new trade barriers and thus further drive deglobalization.

The effects of this risk include, but are not limited to:

- Destruction of network infrastructure through political uprisings and sabotage
- Supply chain disruptions or delays
- Uncertainty in strategic and financial planning

Our mitigation measures include, but are not limited to:

- Close monitoring of policy developments and adaptation of our shoring strategy
- Integrating geopolitical risks into the company-wide risk assessment and developing/validating corresponding contingency plans
- Development/review of scenario planning activities

### Availability of talent



Our long-term success depends on our ability to acquire, retain and develop top talent. However, there could be an exacerbated labor shortage if new jobs require special technological skills and more workers retire.

The effects of this risk include, but are not limited to:

- Failure to achieve growth targets
- Higher costs for upskilling and reskilling as well as talent programs
- Increasing talent turnover, for example in the IT/tech sector

Our mitigation measures include, but are not limited to:

- Inclusion of new ways of working that take into account the needs of employees, esp. an inclusive, flexible environment
- Shifting the focus of recruiting and development from roles to skills and from experience to learning
- Developing training programs to upskill existing employees, as well as creating long-term incentives and compensation programs to retain and develop talent

### Looking ahead


To strengthen Deutsche Telekom’s resilience, we are taking targeted measures to minimize the risks described. In this way, we want to ensure that we can continue to operate successfully and sustainably in the future.

### Deep Dive for experts

#### Management & Frameworks

- Our Group-wide risk and opportunity management system is organized in a decentralized manner. Methods for this and for the associated reporting, especially the Group Risk Report, are specified by the Group Risk Governance department. All operating segments as well as the Group Headquarters & Group Services segment are connected to the central Group system via their respective risk and opportunity management systems. In the segments, the respective managers are responsible for identifying, evaluating and continuously monitoring the risks. Possible opportunities are taken into account by the management in the annual planning process and continuously developed in the course of the operational business.

### Other sources of information on risks and opportunities

 Annual Report 2024 – Risk and Opportunity Management

## Cybersecurity and data protection: secure systems, protected privacy

On average, third parties try to gain access to our systems up to 40,000 times per minute. Not least in view of AI-generated attacks, the topic of IT security (cybersecurity) is becoming increasingly relevant. The highest standards of IT and data security as well as data protection are part of our brand identity. Our security experts work around the clock to fend off attacks and protect our infrastructure.

Here in the CR report, we focus on the topic of cybersecurity and only occasionally address data protection aspects. We deal with data protection issues in detail in our [Sustainability Statement 2024](#).

### Defend against attacks around the clock



To fend off attacks, we are constantly developing new processes and continuously improving our sensor technology. Our Cyber Defense Center monitors the security of the Group worldwide (excluding T-Mobile US) with the help of internationally oriented Cyber Security Incident Management and also offers services for business customers. In so-called [Cyber Defense and Security Operations Centers \(SOC\)](#), we keep an eye on the security situation for ourselves and our customers 24 hours a day.

### Evaluating attacks with AI

With the help of artificial intelligence (AI), our security specialists analyze around one billion security-relevant data from around 3,000 data sources every day. They detect attacks in real time and immediately take the necessary steps to render them harmless or ward them off. There were 70 million attacks per day on our honeypot systems in 2024 – these are traps deliberately set for attackers. In Europe, we are pioneers in the proactive fight against botnets (interconnected computers infected with malware) in the Deutsche Telekom network. This is how we protect our infrastructure – and thus also the data of our customers. In the year under review, we further expanded our global network of protection centers. In Bonn, we have put a master SOC into operation, in which over 250 cybersecurity experts work. It is one of the largest of its kind in Europe and works together with our centers in 13 other countries.

### Incidents closely targeted

All reports of security incidents on our information and network technologies are concentrated internationally in our Cyber Emergency Response Team (CERT). It is responsible for managing incidents and developing mechanisms to detect attacks on internally and externally accessible systems at an early stage.

At the same time, our threat intelligence team analyzes how the perpetrators proceeded and which tools they use. The experts are well networked with researchers from all over the world and exchange the latest scientific findings.

We also offer our services against cyberattacks to other companies: More than 150 German DAX and medium-sized companies use our services for their own protection.

↓

You can find out more about the tasks of CERT on our [Group website](#)

↓

You can find more information about our projects to strengthen cybersecurity in the [CR Facts](#)

## Security and commitment combined: Deutsche Telekom Security GmbH

It is one of the world's largest providers of digital security and the market leader in Germany, Austria and Switzerland: Deutsche Telekom Security GmbH bundles cybersecurity expertise throughout the Group and has not only successfully secured our own infrastructure for many years – the solutions are also offered to our customers. In order to further improve cooperation in digital hazard prevention, Deutsche Telekom Security GmbH is involved in numerous organizations and associations. It also works with other ICT service providers in Germany and at EU level.

The company's focus is also on the protection of children on the internet: its portfolio includes educational offerings such as AwareNessi, which are designed to provide children with basic knowledge in the field of online safety. For more information on our approach to protecting children when using digital media, please visit [Consumer protection](#) here in the CR report.

Deutsche Telekom Security GmbH offers part-time training to become a cyber security professional and other career opportunities. We provide detailed information on this here in the CR report under [Employee development](#).

### Progress in 2024: Impact of our actions

We conduct regular surveys to determine the data protection and security awareness of our employees on a random basis (Group-wide excluding T-Mobile US). Based on the survey results, we calculate various indicators that we use to check the effectiveness of our IT security and data protection measures. The Security Awareness Index (SAI) is a benchmark for how employees rate IT security at Deutsche Telekom. The higher the value, the better the rating. With the so-called Data Protection Award indicator, we calculate the level of data protection in the units on a scale from 0 to 100 %.



**You can find out more  
about the impact of our  
data protection measures  
in our**

[Sustainability Statement 2024](#)

We last surveyed the SAI in 2023: it achieved 80.6 (previous survey 2021: 80.9) out of a maximum of 100 points. We last calculated the Data Protection Award key figure in 2022: It was 88 % (2020: 86 %).



In the reporting year, we began to fundamentally revise the calculation of the two key figures. In the area of data protection, we will integrate the evaluation into our mandatory training on data and information protection in the future. For cybersecurity, 2024 marked the start of our new, annual Security Awareness Survey. In the reporting year, we surveyed around 63,000 randomly selected employees. In the future, the SAI will be collected on the basis of these annual survey results.

### Looking ahead

Our intentional traps for cybercriminals were targeted by 70 million attacks per day in the reporting year. This shows how important it is to continuously improve our cybersecurity activities. With innovative processes, the increased use of AI and the expansion of our protection centers, we are doing everything we can to keep our infrastructure and our customers' data secure in the future.

## Deep Dive for experts





### Management & Frameworks

- We have established a security organization centrally and in all units of the Group. The “Security” guideline contains Deutsche Telekom’s key security-related principles with regard to data security and cybersecurity and is based on the ISO 27001 standard.
- Since 2020, CERT has been officially certified according to the SIM3 (Security Incident Management Maturity Model) standard.
- Our group companies are subject to specific data protection regulations, such as the GDPR in the EU. Our data protection management system describes measures, processes and audits to ensure compliance with these regulations. With our globally active [data protection organization](#), we are constantly working to maintain a transparent and high level of data protection in all Group companies. As far as legally possible, the companies in the Group have also committed themselves to complying with the [Binding Corporate Rules Privacy](#), which is intended to ensure a uniformly high level of data protection in accordance with ISO 27701 for our products and services.
- We provide comprehensive information about our data protection activities on our [website](#). Since 2014, we have also published an annual [transparency report](#). In our [Status report on data privacy](#), we also report on major data protection-related processes and associated measures.
- Our customers in the U.S. receive information about the data protection practices of our U.S. subsidiary via the [Privacy Center of T-Mobile US](#). It provides consumers with information about how the company collects, uses, shares, and protects personal customer information; additional information about the types of data collected and the programs that individuals can enable and disable; what types of data are used internally and under what circumstances data may be sold or disclosed to third parties; and more information about how data is stored and backed up.
- In addition, T-Mobile has policies and procedures in place to maintain data security through the submission of Cybersecurity Service Requests (CSR). T-Mobile US also conducts a comprehensive data inventory of its systems.
- We want to ensure the lawful processing of personal data while respecting general human rights. In our [Human Rights Code](#), we (Deutsche Telekom without T-Mobile US) are committed to the fundamental right to data protection and informational self-determination that applies in the EU and would like to promote its worldwide recognition.
- In our [guidelines for the ethical use of AI](#), we have also set out how we (Deutsche Telekom without T-Mobile US) deal responsibly with AI in our products and services. T-Mobile US is steering the issue with its Responsible AI Policy and Guidelines.

### Relevant standards

- **Sustainability Accounting Standards Board (SASB)**
  - TC-TL-230a.2 (Data integrity)

### Other sources of information on privacy and security

-  [Deutsche Telekom’s security and data protection activities](#)
-  [Laws and corporate regulations](#)
-  [Corporate Responsibility Reporting Hub of T-Mobile US](#)
-  [T-Mobile Privacy Center](#)

## Consumer protection: ensuring safety and transparency

With our commitment to consumer protection, we want to minimize legal risks and strengthen the trust of our customers. We are continuously working to ensure that consumers can use our products and services safely. We are also committed to the protection of fundamental digital rights and other consumer policy issues with various initiatives.

You can find more detailed information on the topic of consumer protection in our [Sustainability Statement 2024](#).

### Our most important topics in terms of consumer protection

Our commitment to the interests and protection of our customers has different focuses. In doing so, we are always guided by the challenges and requirements of the countries in which we operate.



Data protection and data security are extremely important to Deutsche Telekom. That is why we take strict data protection and security requirements into account both in the development of our products and services and in the use of them by our customers. In addition to the Sustainability Statement mentioned above, further information can also be found here in the CR report under [Cybersecurity and data protection](#).



We incorporate the topic of “mobile communications and health” and current scientific research into our processes. With regard to electromagnetic fields (EMF) used in mobile communications, we follow the recommendations of the International Commission on Radiological Protection and build our mobile networks in such a way that the electromagnetic fields are below the legal limits. In this way, we ensure that the respective legal limits are complied with and that health protection is thus reliably ensured. In addition, we publish comprehensible and technically sound consumer information about the effect of EMFs.



We want to promote the protection of children and young people when using digital media and protect them from harmful content. Therefore, we provide age-appropriate offers and offer helpful information to parents or guardians. In addition, we work closely with law enforcement agencies and NGOs as well as other partners from business, politics and society. Further information on our measures can be found here in the CR report under [Digital inclusion](#) or at [Teachtoday International](#).

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### Excursus: Digital Fundamental Rights

Protecting minors when using online platforms is also one of the key objectives of the Digital Services Act (DSA), which came into force in the EU in 2024. According to this, platforms on the internet must enable their users, for example, to report posts with disinformation and hate speech. We welcome the law and are committed to informing consumers about their fundamental digital rights – for example as part of our “[No Hate Speech](#)” initiative. In the year under review, we also participated in a tender from the European Commission to develop an age verification app – and were awarded the contract at the beginning of 2025. For more information, please visit our [website](#).

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## Commitment to consumers

Customer satisfaction is a top priority for Deutsche Telekom. We are therefore politically committed to helping to shape the framework conditions for consumers. Our key consumer policy issues are:

- Simple legal framework as the basis for a positive customer experience in service
- Commitment to consistent and understandable communication with customers
- Protection of customer interests in telecommunications (e.g. when changing providers in the fixed network and mobile communications)
- Strengthening comprehensive and cross-technology protection of minors at national and EU level
- Continuous continuation of consumer data protection (e.g. in the online advertising industry)

In all subject areas, we stand for a balanced, constructive and solution-oriented approach that is geared to both consumer needs and corporate interests.

## Looking ahead

In addition to our commitment to data and network security and mobile phone limits that are harmless to health, our main focus is on the well-being of minors. In 2025, we will continue our previous efforts and develop an age check app on behalf of the European Commission – for more protection, security and privacy for children and young people in the digital world.

## Impact measurement: understanding and improving our contribution

What impact does our business activities have on the environment and society? And how do we contribute to the achievement of the United Nations' Sustainable Development Goals (SDGs) with our products, solutions and measures? These questions guide us in measuring impact. With their help, we are getting closer and closer to our goal: to constantly increase the positive impact of our business activities and minimize negative impacts.

### Measure and control impacts with “Impact Measurement”

Together with internal and external experts, we have developed a multi-stage approach to impact measurement: our “Impact Measurement”. This allows us to determine the environmental and social impacts of projects, products or measures and determine our contribution to the SDGs. The IT-supported approach was validated and certified by an audit by TÜV Rheinland in 2023 and confirmed again in the reporting year.



We use the results of the impact measurement to continuously improve our sustainability performance. They also help us to make the sustainability benefits of our products transparent and to highlight them in our communication with private and business customers, investors and other stakeholders.

A total of 52 Deutsche Telekom products and solutions have so far undergone our impact measurement and subsequently received one of the two labels #GreenMagenta or #GoodMagenta. The #GreenMagenta label identifies products, services, projects, measures and initiatives that make a positive contribution to climate protection and the responsible use of resources. #GoodMagenta, in turn, identifies projects, measures and initiatives with a positive contribution to social and societal challenges in the digital world. 11 new products and measures were added in the reporting year. You can find an up-to-date overview of all marked products on our [website](#).

## Impact measurement in concrete terms: examples from the reporting year

### Optimized smartphones



In the reporting year, the second generation of our T Phones was launched on the market: similarly affordable as the previous models, even more powerful and with reduced CO<sub>2</sub> emissions in the production process. We achieve this by increasing the use of renewable energies and optimizing the use of semiconductors. With the T Phone 2, for example, we save around 10 tons of CO<sub>2</sub>e emissions per 1,000 smartphones; the T Phone 2 Pro has about 13 CO<sub>2</sub>e emissions. We have also reduced the size of smartphone packaging and switched to plastic-free materials – thus improving recyclability.

We introduced the T Phone 2 and the T Phone 2 Pro in almost all of Deutsche Telekom’s national companies. Similar products from the REVVL series are available in the USA.

### Network solution for lower emissions



Our SD-WAN based on Cisco (Intra-Select) enables energy-efficient network management. To do this, the solution uses a universal CPE device (uCPE) that combines various services – for example, for managing or protecting networks. Previously, each of these functions required separate devices. They usually took up a lot of space, power and cooling and often required technicians on site. All of this can be saved by a uCPE. In addition, customer locations can be networked worldwide; this can save more than 30 % CO<sub>2</sub> emissions.

The central control of these networks (controllers) is carried out by IntraSelect SD-WAN in Open Telekom Cloud (OTC). This cloud covers its electricity needs entirely from renewable energies and requires 30 % less energy than comparable data centers.

### Energy-efficient light management



Controlling and monitoring lighting and signage systems digitally from a distance – this works with a solution for the Internet of Things (IoT). With a system from the start-up LichtWART and Deutsche Telekom, the intensity and duration of illuminated signage can be more easily controlled in order to reduce light pollution and negative effects on people, animals and nature. This also reduces energy consumption and extends the service life of LED lamps. Compared to conventional alternatives, users save an average of 40 % energy and emit about 5 tons less CO<sub>2</sub>e emissions per 30 lighting systems per year.

## Looking ahead

Already 52 of our products, projects and initiatives have been labelled with one of our two sustainability labels #GreenMagenta and #GoodMagenta. With our internal experts and experts from other companies and organizations, we are constantly working on new solutions for even lower greenhouse gas emissions, lower resource consumption and positive contributions to the digital society – demonstrably so.

## Deep Dive for experts

### Management & Frameworks

- [Testing and certification of the Impact Measurement & Evaluation Process \(IMEP\) by TÜV Rheinland](#)

## Further sources of information on impact measurement and the SDGs

- 📘 Sustainability label #GreenMagenta and #GoodMagenta
- 📘 Our contribution to the SDGs
- 📘 Quality confirmed: TÜV Rheinland validates the awarding of Deutsche Telekom’s sustainability labels

## Human rights and supply chain: living responsibility

“Act with respect and integrity” is part of our guidelines and thus an obligation for all employees of the Group. We are committed to respecting and promoting human rights in every place where we operate, including in our supply chains and with our business partners. To this end, we have implemented a human rights and environmental due diligence process.

More detailed information on human rights can be found in our [Sustainability Statement 2024](#) (ESRS S1 and ESRS S2) and on our [website](#).


### Milestones achieved, ongoing projects and goals

The protection of human rights and environmental concerns has been part of our business activities and corporate governance for more than two decades. Initially driven by our voluntary commitment, our actions are also regulated by law, especially with regard to the supply chain. As part of our human rights and environmental due diligence process, we regularly analyze the risks and impacts of our business activities with regard to human rights and environmental concerns. We use the analysis results to avoid, minimize or end negative effects. They also enable us to make targeted improvements.


#### Where we come from

- 2000** ✓ We become a founding member of the UN Global Compact and – as one of the first ICT companies – emphasize our commitment to compliance with social and environmental standards and their disclosure.
- 2003** ✓ In our “Social Charter”, we commit ourselves to acting responsibly.
- 2007** ✓ We are implementing a [code of conduct](#) for our suppliers.
- 2010** ✓ Together with two other European telecommunications companies, we are establishing the international industry initiative “Joint Audit Cooperation” (JAC) (since 2023: Joint Alliance for CSR) for the sustainable development of suppliers in the ICT industry.
- 2016** ✓ We are implementing a comprehensive human rights and environmental due diligence process.
- 2017** ✓ We are further developing the “Social Charter” into the Declaration of Principles “Human Rights Code and Social Principles”. With this update, we are reaffirming our commitment to the goals of the “National Action Plan for Business and Human Rights” of the German Federal Government.
- 2023** ✓ For the first time, we are conducting a risk analysis for 248 Group companies and around 20,000 direct suppliers in accordance with the requirements of the German Supply Chain Due Diligence Act (LkSG). We publish the results in our “Annual Report LkSG 2023”. We are also adapting our “Human Rights Code”.

## Where we stand in the reporting year


**2024**  134 Group companies are implementing the “Human Rights Code” and thus updating their human rights policy statement. In addition, we are publishing a legal report on the implementation of due diligence obligations in accordance with the LkSG in 2023 (BAFA report).

## Where we want to go

**2025–2027**  Other Group companies are introducing the “Human Rights Code”. We are preparing for the further development of human rights due diligence processes in accordance with the European Supply Chain Act (CSDDD) and are examining participation in industry initiatives in order to minimize identified human rights risks even more effectively.

## Key figures: human rights and environmental protection in procurement

With the help of implemented measures and the processes behind them, we aim to minimize human rights and environmental risks in the supply chain. We use various ESG KPIs to monitor and manage progress.

  
 You can find out more about sustainable supply chains on our [website](#)

### ESG KPI “LkSG Supplier Risk Score”

As part of the legal requirements (Supply Chain Due Diligence Act/“LkSG”), we developed a new ESG KPI, the “LkSG Supplier Risk Score”.

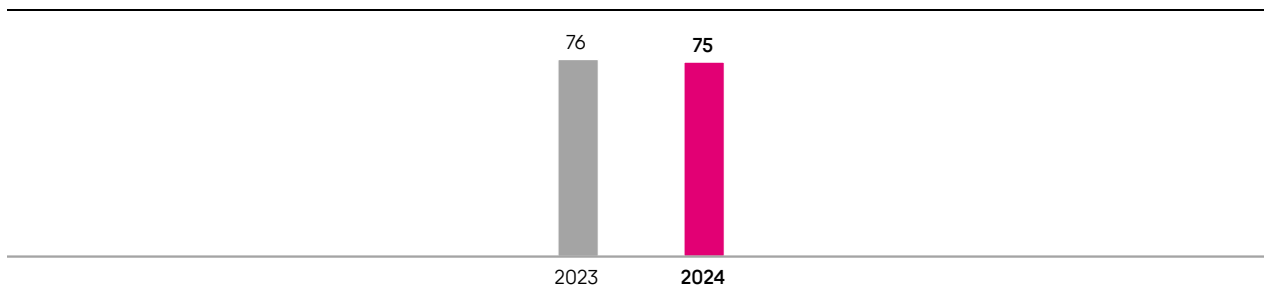
This ESG KPI assesses the risk of human rights and environmental violations in relation to direct suppliers of the Deutsche Telekom Group (excluding T-Mobile US).

The number of our suppliers with purchasing volume in the reporting period was assessed by an established external service provider according to a standardized methodology of LkSG violations that may occur.

In the 2024 financial year, 75 % (2023: 76 %) of our direct suppliers were classified as low-risk in terms of environmental and/or human rights risks. The proportion of direct suppliers classified as at increased risk was assessed at 25 % (2023: 24 %).

### ESG KPI “LkSG Supplier Risk Score”

Share of low-risk suppliers (in %)



Due to legal requirements, the ESG KPI “Procurement volume without CR risk” was adjusted to the ESG KPI “LkSG Supplier Risk Score”.

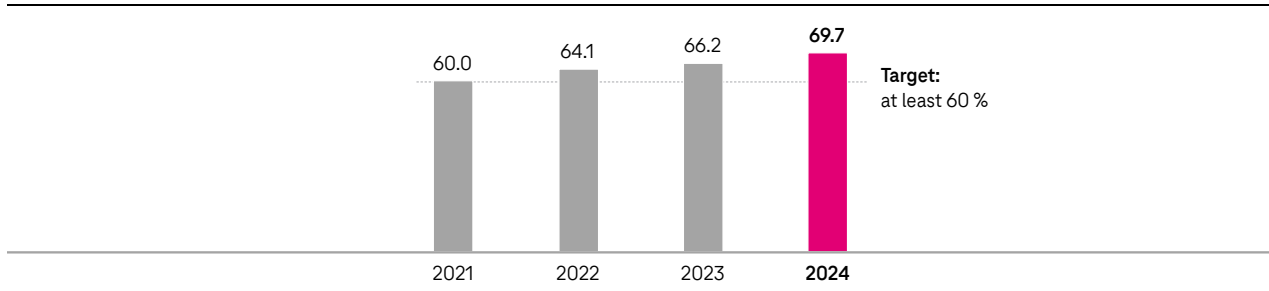
### ESG KPI “Purchasing volume verified as non-critical”

This ESG KPI measures the proportion of our purchasing volume from suppliers that have been audited for social and environmental criteria – for example, in the course of EcoVadis, CDP, social audits or supplier visits. The target value by the end of 2025 is 60 %. The share was 69.73 % in 2024.

We calculate this ESG KPI based on the audited Group-wide purchasing volume from the uniform purchasing reporting system (excluding T-Mobile US).

### ESG KPI “Procurement Volume Verified as Non-Critical”

in %



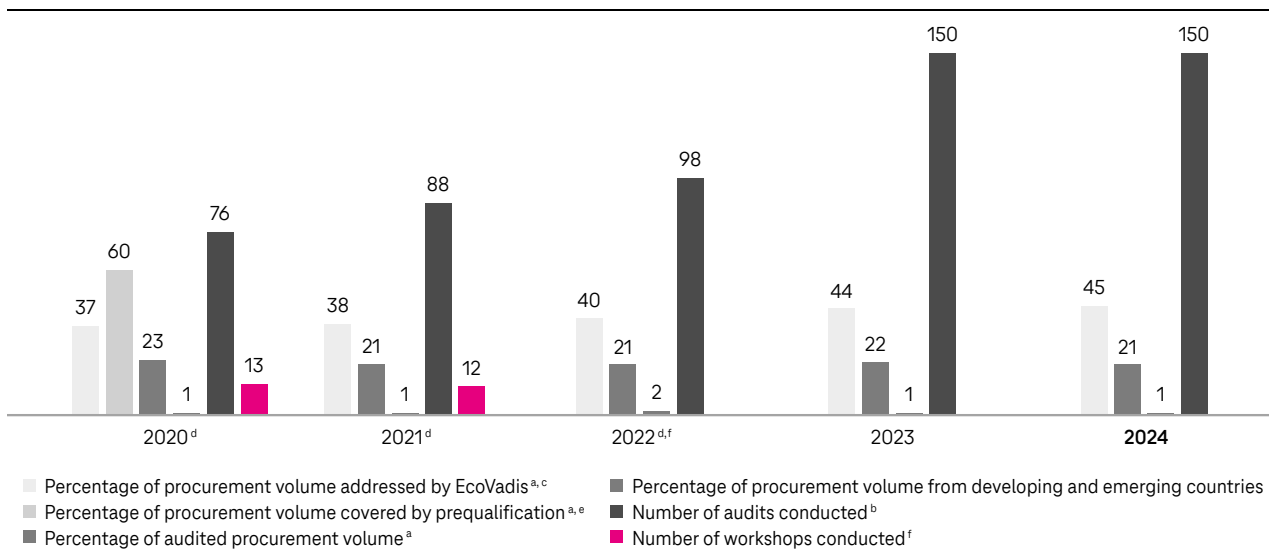
In addition to human rights-related issues, climate protection is also highly relevant in our supply chain. In this context, we determine the ESG KPI “CDP Supply Chain Program”, which we report here in the CR report under [Environmentally friendly products and services](#).

### Audited purchasing volume

The share of the audited purchasing volume fell slightly from 22.3 % in the previous year to 21.1 % in 2024. At the same time, the share of purchasing volume covered by EcoVadis rose slightly to 45.0 %.

### Share of our audited procurement volume

in %



<sup>a</sup> Includes social and mobile audits carried out both internally and externally. Based on procurement volumes at Group Procurement.

<sup>b</sup> Includes social and mobile audits carried out internally and externally. (Both within Deutsche Telekom and via the Joint Audit Cooperation (JAC)). Audits also include follow-up audits.

<sup>c</sup> Until 2020: Percentage of procurement volume addressed by E-TASC.

<sup>d</sup> Excl. T-Mobile US and from 2020 without the category Network Capacity.





<sup>e</sup> From 2021, the value for pre-qualification will no longer be displayed.

<sup>f</sup> From 2022, the value for the number of workshops held will no longer be displayed.

## Audits: results 2024

Through our auditing program, we regularly review the working conditions at the production sites of our suppliers (excluding T-Mobile US). In the reporting year, we carried out the following audits:




 <p><b>150 audits</b> divided between 62 direct (Tier-1) and 88 indirect (77 Tier-2 and 11 Tier-3) suppliers (11 surveys, 115 on-site social audits as part of the industry initiative <a href="#">Joint Alliance for CSR (JAC)</a>, 24 audits as part of the Validated Assessment Program of the Responsible Business Alliance)</p>	 <p><b>Suppliers in 31 countries</b> (Focus: Asia)</p>	 <p><b>Manufacturers</b> from the IT hardware, software and services sectors as well as networks and end devices</p>	 <p><b>661 abnormalities</b> (2023: 890, with the same number of audits) detected in relation to supplier requirements</p>
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These abnormalities are divided as follows: 292 abnormalities in the area of occupational safety and health protection, 123 abnormalities in working hours, 75 abnormalities in environmental protection, 70 abnormalities in wages and compensation, 43 abnormalities in ethics, 39 abnormalities in working conditions, nine abnormalities in discrimination, eight abnormalities in freedom of association, and two abnormalities in disciplinary actions.

All identified abnormalities were recorded in a plan for corrective and preventive actions. We are monitoring the timely implementation of the defined measures.

The results of the audits are included in the annual risk analysis in accordance with the LkSG. During the year, a committee of central departments discusses the results of the audits that we have carried out as part of the JAC initiative. Any abnormalities found must be mitigated or remedied as part of the established audit management.



**You can find out more about the audits at our suppliers and as part of the JAC initiative in our [Sustainability Statement 2024](#)**

## Looking ahead

At almost 70 %, the share of our purchasing volume verified as non-critical in the year under review was once again above our target value for 2025, almost ten percentage points. We will continue to check our suppliers for LkSG risk criteria in the future and want to optimize our human rights due diligence processes despite current uncertainties regarding regulatory developments.

## Deep Dive for experts





### Management & Frameworks

- We have concretized our commitment to respecting and promoting human rights and environmental concerns in our Declaration of Human Rights Principles. It consists of two parts: our Human Rights Code and the LkSG Annual Report. The principles and expectations described in the [Code of Human Rights](#) apply equally to our employees as well as to our suppliers and business partners. We continuously review the associated due diligence obligations and adapt the Code as necessary. The last update was in 2023. In the [Annual report LkSG](#), we publish annually the human rights and environmental risks we have prioritized, including measures and expectations derived from them.
- We place the consideration of our principles and values along the supply chain above the [Code of conduct](#) for suppliers. Suppliers of solutions that incorporate artificial intelligence (AI) also confirm the requirements of our [AI Guidelines](#) for digital ethics.
- Both the Human Rights Code and the Code of Conduct for Suppliers are based on the requirements of the German LkSG.
- T-Mobile US currently does not fall within the scope of the LkSG and has its own [Human Rights Statement](#) and [Supplier Code of Conduct](#). In addition, the T-Mobile US [Responsible Sourcing Policy](#) applies to the procurement of goods that use raw materials that are potentially mined in conflict-affected or high-risk regions. As a U.S.-listed company, T-Mobile US also conducts a company-specific risk assessment using its own methodology.
- With the whistleblower portal “[TellMe](#)” and – where relevant – the T-Mobile US “[Integrity Line](#)”, we offer all employees and outsiders the opportunity to report violations of legal provisions and internal company regulations – anonymously if desired. This also includes references to human rights or environmental risks and violations.
- Further information on the fulfilment of our due diligence obligations can be found in the reporting to the supervisory authority in accordance with LkSG (BAFA report) on our [website](#).

### Relevant standards

- **Global Reporting Initiative (GRI)**
  - GRI 407–1 (Freedom of association and the right to collective bargaining)
- **GSM Association (GSMA) Indicators for Telecom Providers**
  - GSMA-SUP-02 (Supplier assessment)

### Other sources of information on human rights

-  Sustainability Statement in the Annual Report 2024
-  Human rights at Deutsche Telekom
-  Sustainable supply chains
-  Corporate Responsibility Reporting Hub from T-Mobile US

## Sustainable finance: decisions for the future

When selecting stocks, investors pay attention not only to financial performance indicators, but also to the so-called ESG criteria: that is, they take into account a company’s actions in the areas of environment (E), social (S) and governance (G). In order to meet the demands of financial market players, we have our sustainability performance independently assessed. We also incorporate ESG criteria into our own investments. When working with the tax authorities – for example on the subject of taxes – we rely on transparency and trust.

### Our approach

As a public limited company, we are dependent on the capital market and the financial market participants. We want to respond to this target group in a forward-looking and transparent way. To this end, we map our performance using performance indicators in the areas of environmental, social and governance (ESG KPIs), participate in ratings and rankings, and regularly participate in investor dialogues. Sustainability also plays an important role in our own financing decisions – capital investments, for example, or investments in research and development initiatives.

### Our focus areas in sustainable finance

- Climate protection
- Transition to a circular economy
- Cybersecurity
- Artificial Intelligence and ESG
- Social aspects (e.g., equal treatment, fair pay)
- Governance

### The T-share in sustainability ratings and indices

For more than two decades, we have been participating in various ESG ratings with our shares (T-shares). How we select them depends on their financial market relevance, independence, quality of analysis and the strategic relevance of the results. If the T-share receives a good ESG rating from the rating agencies, it will be listed in corresponding sustainability indices on the financial market.

In 2024, the T-share was again listed in major sustainability indices, including the “Best European Telecommunications Company” category in S&P’s Dow Jones World. It was also again listed in CDP’s Climate A-List.

Here is a selection of the listings of the T-share:

Rating agency	Indexes/ratings/ranking	Successfully listed in index				
		2024	2023	2022	2021	2020
S&P CSA	Dow Jones Best-in-Class World Index	✓	✓	✓	✓	✓
	Dow Jones Best-in-Class Europe Index	✓	✓	✓	✓	✓
	S&P ESG Index Series	✓	✓	✓	✓	✓
CDP	STOXX Global Climate Change Leaders	✓	✓	✓	✓	✓
	Supplier Engagement A-List	✓	✓	✓	✓	✓
MSCI	ESG Universal Indexes	✓	✓	✓	✓	✓
ISS-ESG	Prime Status (Sector Leader)	✓	✓	✓	✓	✓
Bloomberg	Gender Equality Index <sup>a</sup>	✓	✓	✓	✓	✓
Sustainalytics	STOXX Global ESG Leaders <sup>b</sup>	✓	✓	✓	✓	✓
FTSE Financial Times Stock Exchange	FTSE4Good	✓	✓	✓	✓	✓

✓ Listed ✗ Not listed

<sup>a</sup> Classification for the reporting year is based on the evaluation from 2023.

<sup>b</sup> Listed in other indexes in the relevant universe.

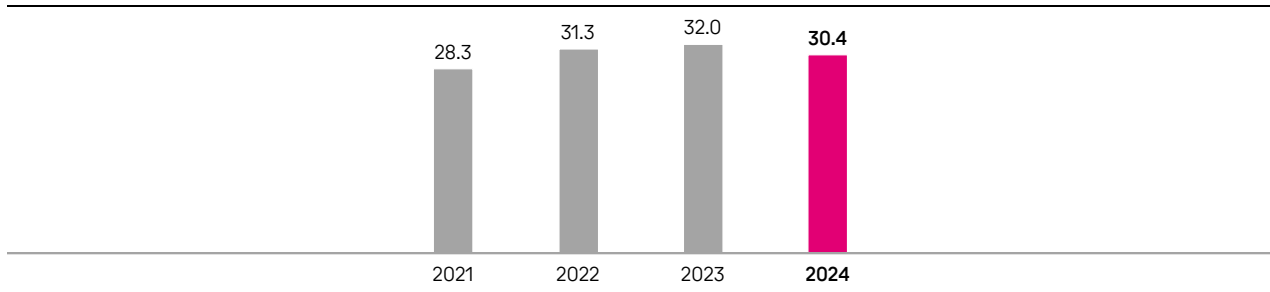
## For sustainability reasons: investments in the T-share

Investment products in the area of SRI (Socially Responsible Investments) consist of securities of companies that are successfully assessed according to ESG criteria. The development of demand for the T-share in this investment category serves as an indicator for us to assess our sustainability performance.

The ESG KPI “Sustainable Investment” indicates the proportion of Deutsche Telekom shares held by investors with SRI investment intentions. As of December 31, 2024, it was around 30.4 % of the T-shares. (Source: Nasdaq)

### ESG KPI “Socially Responsible Investment (SRI)”

in %



T-Shares held by investors who show concern for environmental, social and governance criteria in their investment choices.

We refined the methodology in 2022 and have switched to monitoring sustainably managed shares at fund level and no longer at an institutional level. For better comparability with other companies, the total number of shares given pertains to the number of Deutsche Telekom shares in free float. The figures for previous years have been adjusted accordingly.

## We focus on sustainable investments

We want to make our investments financially attractive and in line with ESG criteria – both for money we invest as an investor and for bonds to raise debt capital for investments. To this end, the Corporate Responsibility and Treasury (financial management) divisions regularly evaluate sustainable and attractive financing models.

Since 2019, Deutsche Telekom’s capital investment (the so-called DT Trust) has been based on ecological and social standards. DT Trust is guided by the criteria of the National Pension Fund of Norway (“Norges”). In this way, we exclude, among other things, companies that violate human rights, produce certain weapons or whose core business is considered harmful to the environment.



## Our commitment to research and development



As a future-oriented telecommunications company, we work closely with universities, other industries and partners and participate (financially) in current innovations. Here is a selection:

- How can clubs, associations or committed citizens be better involved in coping with crisis and disaster situations? T-Systems has been working on a solution for this since 2023 together with partner organizations from civil protection, science and industry in the “[KatHelfer PRO](#)” project. So far, for example, a chatbot has been developed that can schedule registered helpers for an assignment.
- More and more people are using streaming services to watch movies, series and clips. This consumes a lot of energy. Since 2023, we have been working closely with various stakeholders to research to make this increasing media use more energy-efficient, among other things. In the year under review, we published a joint [guide](#) for decision-makers, development teams and consumers to help them assess the energy needs of video streaming and promote more sustainable criteria.

- Together with companies from the high-tech, hardware and chemical sectors, we have developed an approach to reuse components from old equipment for the production of new equipment. A first prototype is the NeoCircuit router: It uses central electronic components from old smartphones. More than half of the resources used consist of reused or recycled sources. More details about the router can be found here in the CR report under [Circular Economy](#).

Further information on our innovations can be found in the [Annual Report 2024](#).

## Managing taxes responsibly and transparently



The Group Tax department is responsible for ensuring that the Deutsche Telekom Group pays taxes at the national and international level in accordance with the applicable laws. This includes the Group's income taxes, as well as VAT and income tax on salaries payable and other taxes that are triggered for the Group.

Group Tax also ensures that the Group has an efficient tax structure within the framework of German and foreign tax laws as applicable in each country. In the view of Group Tax, it is essential to cooperate transparently and trust-based with local tax authorities to achieve sustainable tax efficiency, for example, in connection with operationally advisable company reorganizations.

In addition, Group Tax undertakes to contribute as much as possible to the success of Deutsche Telekom's operations, e.g., by providing detailed advice regarding new business models or innovative technological developments. In particular any unresolved issues related to tax law are clarified directly and practical solutions to meeting all applicable tax requirements are provided.

The company's "Tax Compliance, Sustainable Tax Efficiency, Tax as Valued Business Partner" tax strategy (incl. tax policy) has been approved by the Deutsche Telekom Board of Management.

For detailed information on the work of Group Tax, its principles, and its responsible approach to taxation, please refer to the detailed document "[Taxes](#)".

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### Further information with regard to taxation of Deutsche Telekom

Additional information with regard to our taxes – for example, about our country-based reporting, and additional details about tax rates – is provided in the documents on [Country-by-Country Reporting](#) and the [Cash Tax Rate Reconciliation](#).

In addition, Deutsche Telekom participates in initiatives aimed at developing a comprehensive approach to determining and publishing meaningful information about tax payments by enterprises and enterprise groups. The aim is to give a full and differentiated view of the various contributions to the financing of the public domain that are made in connection with or otherwise result from enterprises and entrepreneurial activities. In this context, for some years now, Deutsche Telekom has determined "Total Tax Contribution" figures for our key national companies in the telecommunications sector. This approach is explained in greater detail in the document on [Total Tax Contribution](#), which also contains the respective information relating to our Group. Deutsche Telekom also intends to collect and publish such information in the coming years, and to potentially extend its scope to additional national companies.

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## Looking ahead

For more than 20 years, we have had the T-share evaluated in sustainability ratings and rankings and also include ESG criteria in our own investments. In order to consolidate our position as a leading digital and sustainable telecommunications company, we will continue to focus on performance and transparency vis-à-vis financial market players in the future.

## Deep Dive for experts

### Management & Frameworks

- Deutsche Telekom is guided by the EU's Sustainable Finance Disclosure Regulation (SFDR). It primarily applies to financial companies that are required to incorporate sustainability factors into their investment decision-making processes and collect corresponding data on the sustainability impact of their investments. However, companies outside the financial sector are also affected, which is why we have tabled the most important possible Principle Adverse Impacts (PAI) on sustainability aspects for our investors and financial service providers.
- The EU's Taxonomy Regulation aims to encourage investment in companies that are responsibly managed and implement sustainable economic activities. Its goal is to create a uniform understanding of sustainable activities and investments. At present, it does not include criteria related to an economic activity "provision and operation of electronic communications networks and services" – the essential part of our business model. Therefore, we cannot show our contribution to climate protection in the area of network expansion and operation for fixed and mobile networks in accordance with the EU taxonomy. In various business and industry associations, we are committed to the inclusion of relevant and appropriate criteria for mapping our core activities in the EU taxonomy. In 2024, we have therefore developed a joint position paper with individual associations: It underlines the important contribution that our industry is making to achieving Europe's digitalization and climate goals. Detailed information on the EU taxonomy can be found in our Sustainability Statement 2024.

### Relevant standards

- **Task Force on Climate-related Financial Disclosures (TCFD)**
  - The most important key figures for measuring and managing climate-related opportunities and risks

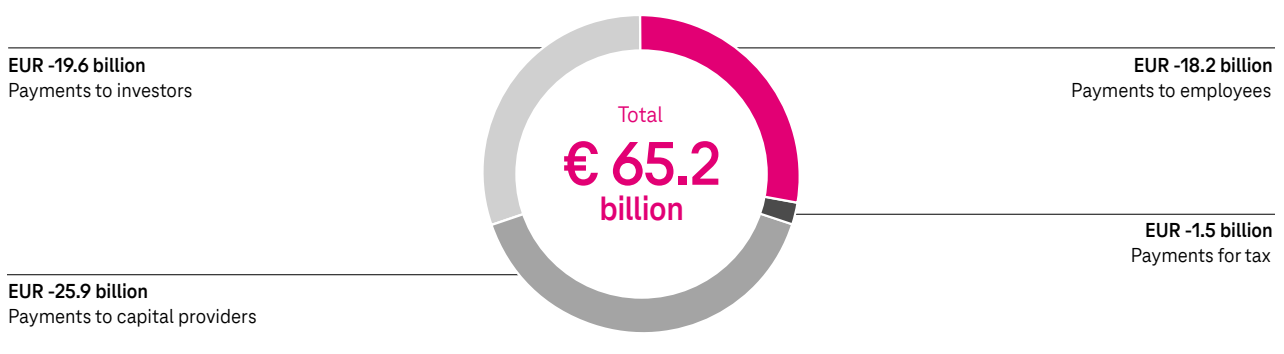
### Learn more about taxes

- [Tax strategy](#)
- [Country-by-Country Reporting 2023](#)
- [Cash Tax Rate Reconciliation](#)
- [Total Tax Contribution](#)

### Net value added

- In the year under review, we recorded net value added of EUR 65.2 billion. The year-on-year decline (EUR 68.3 billion) is mainly due to significantly lower repayments to investors. In contrast, investments in intangible assets (especially spectrum licenses) and our investments in grid expansion increased in 2024. Payouts for employees also increased, partly due to the restructuring expenses recognized in the previous year in the United States operating segment. Lower headcount in the Germany, United States and Europe operating segments as well as in the Group Headquarters & Group Services segment had a negative impact on personnel expenses. This was counteracted by the agreed salary increases from the 2023 and 2024 collective bargaining agreements in Germany and abroad.

#### Net value added

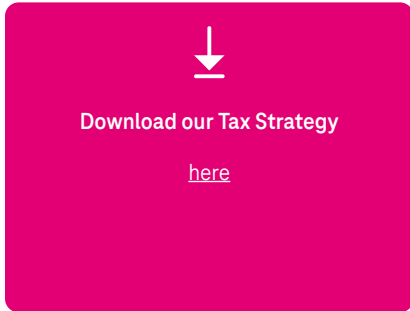


- In contrast to the income statement, only actual cash flows are included in the net value added account. This means that, for example, deferred tax expenses and the recognition of provisions do not affect the net value added in the reporting year. Although these expenses reduce the consolidated net income in the income statement, they are not associated with a payment to a stakeholder group, as is the case with net value added. The payments for this will only be made in the future and can therefore only be taken into account in the net value added in the following years.

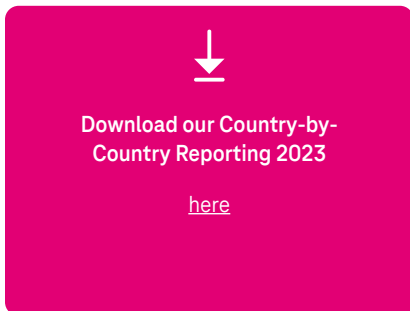
### Other sources of information on sustainable finance

- 📘 Sustainability Statement in the Annual Report 2024
- 📘 Key financial figures in the Annual Report 2024

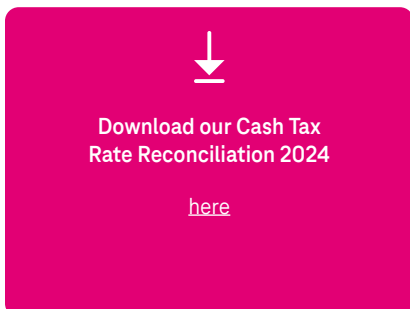
## Tax strategy



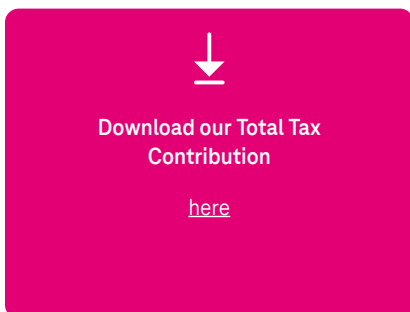
## Country-by-Country Reporting 2023



## Cash Tax Rate Reconciliation 2024



## Total Tax Contribution



## Political advocacy

We stand for political advocacy based on ethical principles and legal requirements. At Deutsche Telekom, we are committed to the core interests of our company in relation to our business models and operational concerns in a variety of ways. In addition, the focus is also on topics such as digital innovations or the interaction of climate protection and digitalization. In doing so, we always act in accordance with our values and guidelines.

We deal with our consumer policy commitment separately under [Consumer protection](#) here in the CR report. We address other stakeholder groups such as employees and investors in our [Sustainability Statement](#).

### Our approach

As a matter of principle, all employees are required to comply with our existing Group guidelines. The following requirements apply in particular to employees in the field of political advocacy:

- Principles for donations in the political sphere
- Acceptance and Granting of Benefits Policy
- Anti-Corruption and Other Conflicts of Interest Policy
- Consultant Policy
- Sponsoring Policy
- Donation Policy

This overall set of rules forms the basis for open, transparent and legally compliant political representation of interests.

### Values and instruments for political representation

When working in parliaments, governments and social organizations, objective communication, competence, credibility and integrity are important to us. In our Code of Conduct, we have stipulated that our partners in politics, associations and other social groups must maintain their independence and integrity. Donations to political institutions, parties and elected officials, for example, are prohibited.

Deutsche Telekom is registered in the EU public transparency register for interest representatives. In Germany, we have been registered in the lobby register for the representation of interests vis-à-vis the German Bundestag and the Federal Government since its introduction. As part of our participation in associations and corresponding committees, we are of course committed to complying with all ethical principles and legal requirements.

### Central topics for our advocacy in 2024:

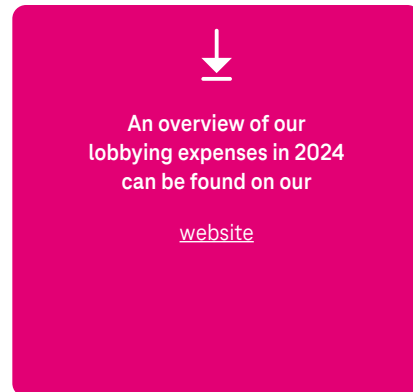
- Fiber-optic and 5G expansion
- Public safety/resilience and cybersecurity
- European and sovereign cloud ecosystem
- Platform regulation
- Green ICT
- Fair Share (fair cost distribution in grid expansion)
- Artificial intelligence
- Future of Digital Network Infrastructure
- EU Taxonomy



### Transparency on lobbying expenditures

Through membership fees and donations, we support associations and other associations, for example, financially. So far, there is no overarching definition of lobbying expenditure. That is why we publish our lobbying expenditures in accordance with the applicable transparency requirements:

- In Germany at the federal level (in accordance with the Act on the Introduction of a Lobby Register for the Representation of Interests vis-à-vis the German Bundestag and the Federal Government [[Lobbyregister Act – LobbyRG](#)]) and
- in the federal states of Baden-Württemberg and Bavaria (in accordance with the Transparency Register Act [[TReg](#)] in Baden-Württemberg and in accordance with the Bavarian Lobby Register Act [[BayLobbyRG](#)]),
- in Brussels (in accordance with the “[Interinstitutional Agreement of 20 May 2021 between the European Parliament, the Council of the European Union and the European Commission on a mandatory transparency register](#)”) and
- in Washington for T-Mobile US (pursuant to the Lobbying Disclosure Act [[LDA](#)]).



### Support for associations

Active participation in associations is a central component of our representation of interests. Therefore, membership fees for top, professional and industry associations make up the largest share of our expenditure in this area. In the following overview, we transparently show our highest premium payments over the last three years:

Category	Institution	2024	2023	2022	2021
Annual total monetary contributions/donations (in EUR)	Trade associations	< 5,000,000 <sup>a</sup>	< 5,000,000 <sup>a</sup>	< 5,000,000 <sup>a</sup>	< 5,000,000 <sup>a</sup>
	Political parties	-	-	-	-
Largest single annual contributions (in EUR)	(Deutsche) Industrie- und Handelskammer (IHK/DIHK)	3,649,643	2,908,695	2,608,477	2,278,611
	Bundesverband der deutschen Industrie (BDI e.V.)	474,995	474,995	476,928	520,929
	Bundesvereinigung der Deutschen Arbeitgeberverbände (BDA)	443,000	443,000	400,407	400,407
	Bitkom e.V.	376,833	376,833	368,284	343,085

<sup>a</sup> The above figures for contributions to trade associations mean “less than 5 million euros per year” (the actual values may vary from year to year; the value given is a rounded maximum value). Deutsche Telekom does not make contributions, grant advantages or give benefits of any kind, directly or indirectly, to political parties, political movements, or trade unions or their representatives or candidates, except as required by applicable laws and regulations.

### Our commitment to an open Internet

We are committed to the EU regulations for an open internet. In order to cope with the rapidly growing data traffic and enable innovation, we are constantly expanding our infrastructure. This will enable us to meet the increasing demand for high-quality services and meet the expectations of online content and application providers.

Together with other telecommunications companies, we offer the latest network architecture nationwide – 5G networks – which better and more flexibly maps the different transmission quality requirements of specific services. In this way, we meet the expectations of business and politics and promote innovation in the services offered via our networks. There is no control of content. In the future, we will continue to rely on cooperation with competitors for services with guaranteed quality features.

### Our contribution to the EU Green Deal

The telecommunications industry can use innovative technologies and modern digital infrastructure to promote sustainable solutions and help reduce greenhouse gas emissions. In this way, telecommunications companies can contribute to achieving the goals of the EU’s Green Deal. Our ambitious climate targets support the principles of the Green Deal. We are continuously investing in [network expansion](#) and enabling the development of a resilient infrastructure – the basis for digital solutions to protect the climate. We are also constantly improving the [energy and resource efficiency](#) of our grids and data centers and are working on circular products. Further information can be found here in the CR report under [Environmentally friendly products and services](#).



## Looking ahead

Our political commitment to a more sustainable, digital future is characterized by transparency and integrity. We are committed to becoming the world's leading digital and sustainable telecommunications company. Together with other stakeholders, we have the opportunity to drive technological change and answer important questions for the future of ecology, economy and society.

## Deep Dive for experts

### Relevant standards

- Global Reporting Initiative
  - GRI 2-28 (Strategy, policies and practices)
  - GRI 2-29 (Stakeholder engagement)
  - GRI 415 3-3 (Political influence)
  - GRI 415-1 (Political influence)

### Overview of memberships and cooperations

#### Business and industry associations

- [Bitkom e.V.](#)
- [Federation of German Industries \(BDI\)](#)
- [Connect Europe](#)
- [Forum for Sustainable Development of the German Economy \(econsense\)](#)
- [GSM Association \(GSMA\)](#)
- [Next Generation Mobile Networks \(NGMN\)](#)
- [International Telecommunication Union \(ITU\)](#)
- [TM Forum](#)

#### Climate and Environmental Protection Organizations

- [B.A.U.M. e.V.](#)
- [Climate Neutral Data Centre Pact](#)
- [Eco Rating Consortium](#)
- [European School of Management and Technology \(ESMT\)](#)
- [Global e-Sustainability Initiative \(GeSI\)](#)
- [Joint Alliance for CSR \(JAC\)](#)

- [RE100](#)
- [Solar Impulse Foundation](#)
- [Stiftung KlimaWirtschaft \(German CEO Alliance for Climate and Economy\)](#)
- [UN Global Compact](#)

**Social Issues Organizations**

- [Aktion Deutschland Hilft e.V.](#)
- [Amadeu Antonio Foundation](#)
- [Bundesarbeitsgemeinschaft der Senioren-Organisation \(BAGSO\)](#)  
(German Association of Senior Citizens' Organizations)
- [Alliance against cyberbullying e.V.](#)
- [Business Council for Democracy \(BC4D\)](#)
- [Diversity Charter](#)
- [Charter Digital Networking](#)
- [CORRECTIV](#)
- [Cyberbullying Prevention e.V.](#)
- [The NETZZ](#)
- [Germany Safe on the Net \(DsiN\)](#)
- [Digital Heroes](#)
- [Diskutier Mit Mir e. V.](#)
- [DKMS](#)
- [EDAD Design für alle e.V.](#)
- [eSports Player Foundation](#)
- [feelee](#)
- [FemTec](#)
- [Freunde fürs Leben e.V.](#)
- [Gesicht zeigen! For a cosmopolitan Germany e.V.](#)
- [HateAid](#)
- [hatefree](#)
- [ichbinhier e.V.](#)
- [JUUUUPORT e.V.](#)
- [Kompetenzzentrum Technik – Diversity – Chancengleichheit e.V. \(kompetenz\)](#)
- [Managerfragen.org](#)
- [100 % HUMAN](#)
- [Number against grief](#)
- [REspect! Central station](#)
- [Sozialhelden e.V.](#)
- [Telephone Counselling](#)
- [UN Women Deutschland e.V.](#)
- [Violence Prevention Network](#)
- [WEISSER RING \(German WHITE RING\)](#)

**Research institutions**

- [Ben-Gurion University](#)
- [German Aerospace Center](#)
- [Fraunhofer Institute](#)
- [Leipzig Graduate School of Management](#)
- [Heinrich Hertz Institute for Applied Research](#)
- [University of Applied Sciences in Leipzig](#)
- [Environmental Campus Birkenfeld](#)
- [University cooperation: University of Freiburg, University of Paderborn, University of Stuttgart, TU Munich, TU Berlin, TU Dresden](#)

**Other sources of information on Political Advocacy**

 Code of Conduct Deutsche Telekom

## Glossary

### 3G

3G stands for the third-generation mobile communications standard, which enables much faster transmission speeds than its 2G predecessor. The leading global 3G technology is the Standard Universal Mobile Telecommunications System (UMTS).

### 4G

Refers to the fourth-generation mobile communications standard (see LTE).

### 5G

Refers to the mobile communications standard launched in 2020, which offers data rates in the gigabit range, mainly over the 3.6 GHz and 2.1 GHz bands, converges fixed-network and mobile communications, and supports the Internet of Things.

### AA1000

The AA1000 (AccountAbility1000) standard developed by the non-profit organization Institute of Social and Ethical AccountAbility has the goal of promoting the credibility and quality of sustainability reporting and improving reporting processes and systems. The core element of the modules offered by AA1000 is the integration of stakeholders into the internal sustainability process of the company/organization. To achieve this goal, the standard encourages compliance with three principles 1. Inclusivity: Integration of relevant stakeholders in the development and implementation of CR activities 2. Materiality: Definition of essential topics and their relevance and significance for the organization and its stakeholders 3. Responsiveness: The response to topics which are relevant for its stakeholders within the scope of corresponding actions and activities as well as accompanying communications measures.

### Agile methods

Agile methods are designed to support agile working and to enable continuous adaptations to meet new expectations and requirements.

### Agile working

Agile working enables companies and teams to achieve successful results by adapting to rapid changes and responding quickly.

### Agility

“Agility” means being able to adapt to new expectations and requirements at any time.

### App

App stands for application and denotes any type of application program. In the narrower sense, apps are programs that can be directly downloaded to a smartphone or tablet PC from an online shop. They offer diverse functions such as timetable information, games and translations.

### AR – Augmented Reality

The computer-generated enhancement of the real world with perceptual information. The information can address all the human senses. However, augmented reality often only encompasses the visual representation of information, i.e., the augmenting of images or videos with additional computer-generated information or virtual objects using overlaying/superimposition.

### Audit

An audit is a systematic examination of products, processes or systems. An audit checks whether the quality-related activities and their results correspond to the requirements and are suitable for achieving the set objectives. Audits are performed by internal or external auditors specifically trained for this purpose.

### Bandwidth

Denotes the width of the frequency band used to transmit data. The broader the bandwidth, the faster the connection.

### Blockchain

A transaction-recording system that is decentralized, i.e. sited throughout a network that can be accessed by multiple (or even many) users, and that, by virtue of its decentralized structure and accessibility, keeps records safe from forgery. Blockchains store transaction records as linear, chronological sequences of blocks. In each case, a blockchain is stored on large numbers of different computers, within peer-to-peer networks in which each new hub receives a complete copy of the blockchain and the task of checking and recording transactions.

### Bonds

Bonds are promises of repayment that corporations and countries issue as a means of borrowing money. When a bond matures, i.e., reaches the end of its specified term, its face value must be repaid to the bondholder(s). During the bond’s term, the bondholder(s) receive interest on their investment.

**CAPEX**

In financial accounting, the term capital expenditure (CAPEX) refers to investments in facilities and systems. These also include investments made to maintain existing facilities. CAPEX must be capitalized.

**Carbon footprint**

Carbon footprint describes the total of all greenhouse gases that are emitted directly or indirectly within a defined period. A carbon footprint can be calculated for a company, an individual or the life cycle of a product. All relevant emissions, from raw materials extraction to disposal, are included in these calculations.

**CDP**

An initiative by institutional investors that aims to promote dialog between investors and companies on climate change issues. The project counts the world’s largest companies among its members. The companies disclose data on their greenhouse gas emissions and climate protection strategies. The CDP collects and publishes the data on an annual basis.

**Cell broadcast**

Cell Broadcast is a method for disseminating messages – such as public alerts – directly to mobile devices. Messages sent via Cell Broadcast automatically reach all devices that are located within the selected radio cells and are able to receive messages. Users do not require any particular apps in order to receive Cell Broadcast messages. Also, Cell Broadcast does not require any collection or processing of personal data. Subscribers can manage Cell Broadcast warning levels via their device settings. On the latest mobile devices, the highest warning level can no longer be deactivated, however.

**Cloud computing**

Refers to the dynamic provision of infrastructure, software, or platform services online. Apart from a high level of automation and virtualization, the services provided have to be multi-client-capable and include standardized hardware and software. Customers source these services on demand and pay based on actual usage. The communication infrastructure may be the internet (public cloud), a corporate network (private cloud), or a mix of the two (hybrid cloud). Dynamic Services is a T-Systems product for the flexible procurement of ICT resources and services.

**Cloud of Things**

The Cloud of Things is a cloud platform for remote control and administration of connected equipment and machinery.

**Co-Creation**

Co-creation is a collaborative process in which we help municipalities transition to smart cities. Our focus is on finding innovative, workable solutions with the aid of design thinking methods. Participation is a key aspect, with municipal authorities, businesses, scientists, and citizens working hand in hand. The first step in the process is to identify and prioritize the challenges faced by a city. This involves establishing goals and considering joint ideas to come up with a solution. Based on this, we develop and test prototypes that are ultimately implemented in the city.

**CO<sub>2</sub>e – Carbon dioxide equivalents**

CO<sub>2</sub>e indicate the greenhouse gas potential of various climate-damaging gases and clarify how much a specific quantity of a greenhouse gas contributes to the greenhouse effect. The reference value used here is carbon dioxide (CO<sub>2</sub>).

**Corporate Communities**

The term “Corporate Communities” refers to a wide and diverse range of international initiatives and networks in which corporate employees work to advance social participation, including participation in online resources. Our Employee Resource Groups (ERGs) are one type of Corporate Communities. The two terms should not be used synonymously, however. The defining characteristic of ERGs is that they always focus on a shared identity or on a common experience of discrimination. Many Corporate Communities have a different kind of focus and thus are not ERGs. This is the case for DIGITAL@School, for example, one of the Corporate Communities found at Deutsche Telekom.

**Corporate giving**

Corporate giving refers to financial donations made by the company to social or ecological projects.

**Corporate volunteering**

Corporate volunteering describes the voluntary efforts of a company’s employees in the social or ecological domain that are promoted by the employer.

### Counterspeech

Counterspeech is a deliberate tactic for responding to online hate speech. It aims to encourage the people posting and reading this content to stop and think, turning the dialog into something constructive.

### CPE

CPE, which stands for “customer premises equipment,” refers to devices that customers operate on their own premises. Examples include modems, routers, repeaters, and TV receivers.

### CR Policy

The CR Policy specifies the rights and obligations for the company units and functions. It covers the following areas – governance structures, sustainable business practices, a responsible supply chain, resource and energy efficiency, climate protection, social engagement and involvement in the community, and providing sustainable products and services for our customers. The policy also describes the Group’s CR organization, with the Group Board of Management assuming overall responsibility for CR.

### CSR

The Corporate Sustainability Reporting Directive (CSRD) is an EU Directive that expands companies’ reporting obligations with respect to sustainability-oriented activities and services. The CSRD, which entered into force on January 5, 2023, and which supplants the Non-Financial Reporting Directive (NFRD), applies to large companies and to SMEs listed in the EU. Reporting under the CSRD must conform to the European Sustainability Reporting Standards (ESRS), which apply throughout the EU. The purpose of this requirement is to enhance the quality and comparability of sustainability reporting, with a view to helping stakeholders make well-founded decisions.

### Cyberbullying

Cyberbullying (also known as cyber stalking, e-bullying, etc.) refers to insulting, threatening, compromising or victimizing behavior via modern communication channels such as mobile communications or the Internet.

### Data rate

The data (transmission) rate, colloquially also called the transmission speed, describes the quantity of digital data which can be transmitted within a unit of time. It is measured in bps (bits per second).

### Digital responsibility

Responsibility is the usually voluntary assumption of obligations and the assumption of liability for one’s actions. Digital responsibility is the assumption of this responsibility in the digital world.

### DJSI

Launched in 1999, the Dow Jones Sustainability Indexes (DJSI) are the leading global stock market indexes for sustainable capital investment. They measure and track the sustainability performance of companies. In cooperation with the Dow Jones Indexes, the STOXX Limited Index for Renewable Energy, and the ratings agency Sustainability Asset Management (SAM), they provide asset managers with important benchmarks to establish and manage sustainability portfolios. More than 300 companies are listed on the DJSI.

### DSL

Available in Deutsche Telekom’s service portfolio in various forms: ADSL (Asymmetrical Digital Subscriber Line) for consumer lines: Technology used to transmit data at fast rates (between 16 kbit/s and 640 kbit/s upstream, up to 8 Mbit/s downstream) via standard copper wire pairs in the local loop within a radius of approx. three kilometers. ADSL (Asymmetrical Digital Subscriber Line) for consumer lines: Technology used to transmit data at fast rates (between 16 kbit/s and 640 kbit/s upstream, up to 8 Mbit/s downstream) via standard copper wire pairs in the local loop within a radius of approx. three kilometers. ADSL2+: Successor product to ADSL that raises the maximum data rate to 16 Mbit/s downstream and 1 Mbit/s upstream. VDSL (Very high bit rate Digital Subscriber Line): VDSL is a new technology used to transmit very high data rates (10 Mbit/s upstream, 50 Mbit/s downstream) over a fiber-optic network.

**E-health**

“E-health” covers applications that harness the opportunities offered by modern information and communications technologies (ICT) for treating and providing care to patients. “E-health” is an umbrella term for a wide range of ICT-based applications in which information can be processed electronically, shared via secure data connections, and patient treatment and care processes can be enhanced. This covers areas such as communicating medical data that is made available using electronic health insurance cards, such as emergency data or medication plans, electronic health records, and telemedicine applications. [Source: Federal Ministry of Health]

**E-learning**

The term e-learning refers to all forms of learning that are supported by electronic media such as the Internet.

**Easy-read language**

Easy-read language is a special form of communication that is particularly easy to understand. Its purpose is to make it easier for people who, for various reasons, have limited language skills, to understand texts and make information more accessible. Easy-read language uses sentences with simple structures (no minor clauses) and tries to keep information concise and specific. Terms such as pre-paid or PIN are explained in detail and abbreviations like MMS are even written out. In contrast to plain language, easy-read language has a fixed set of rules developed by various institutions and organizations. Based on this, easy-read language simplifies more than plain language. Simplified language forms offer people worldwide an opportunity for equality. Therefore, there are versions of easy-read language or plain language in many other languages besides German.

**EcoVadis**

EcoVadis specializes in auditing companies on the basis of sustainability criteria. Twenty-one criteria are taken into account – from energy consumption and human rights all the way to corruption.

**Emerging risks**

Emerging risks are risks that, along with their potential impacts (on a company, for example) are difficult to predict. In addition, their long-term trends and development are subject to great uncertainty. Companies have no means of directly influencing events tied to such risks.

**EMF**

EMFs are comprised of a combination of electric and magnetic fields that spread in waves and transport energy. They are a natural phenomenon – light, for example, is an EMF. They are also produced wherever electricity is used, when blow-drying your hair or watching TV, for example. In radio technology, they are produced artificially to transmit information.

**Employee Resource Groups**

Employee Resource Groups (ERGs) are diversity networks that are organized by employees for employees. Membership and participation in ERGs are voluntary. ERGs focus on a shared identity or on a common experience of discrimination. In this regard, they differ from other employee groups and networks of the company that are oriented to shared interests or skills – and which in some cases are established by the company itself. ERGs have a clear basis in one or more diversity dimensions, such as age, gender or ethnic background. They work to promote a) a diverse, inclusive work environment, and b) visibility, understanding and support, throughout the company, for their concerns. Some ERGs also explicitly seek out and welcome allies who can bring added power to their efforts.

**ESG**

ESG describes a company’s conduct from an environmental, social and governance perspective.

**EU taxonomy**

The EU taxonomy is a classification system that evaluates business activities in terms of their sustainability, with the focus currently mainly on environmental impacts. It is currently still in the draft phase: For two of a total of six ecological taxonomy goals, mitigation and adaptation to climate change, the EU intends to present technical evaluation criteria before the end of 2021. In order to define specific requirements for contributions to the six goals, the draft classification system is based on the Statistical Classification of Economic Activities in the European Community, NACE (Nomenclature statistique des activités économiques dans la Communauté européenne).

**Fair share**

In the present context, this term refers to equitable participation, by the largest producers of data traffic, in the costs of network-infrastructure expansion.

**FTE**

FTE (full-time equivalent) is an indicator used in human resources management. This indicator is used to convert the headcount into full-time positions. Each full-time position is assigned the value of 1.0 FTE. If a company employs 100 part-time employees at 50 percent of the collectively agreed/standard weekly work hours, each of these positions is scored as 0.5 FTEs. The indicator would therefore give a result of 50 FTEs.

**FTTC – Fiber to the Curb**

In the FTTC architecture the fiber-optic cable is not terminated inside users' homes (see FTTH) but in a cable distribution box (gray street cabinet). Existing copper technology is used for the last section of the connection to the user.

**FTSE4Good**

FTSE4Good describes a group of stock exchange indexes. They are issued by the company FTSE, a joint venture of the Financial Times and the London Stock Exchange. The FTSE4Good indexes were developed to measure and communicate the performance of companies in accordance with globally recognized standards of corporate responsibility. The aim is to encourage institutional and private investors to invest in companies with responsible business practices. The indexes also represent a comparison base for companies that strive to take a leading role in CR.

**FTTB – Fiber to the Building/Fiber to the Basement**

In telecommunications, FTTB means that the fiber-optic cable is terminated in the user's house (basement).

**FTTC, FTTH**

As part of our efforts, we are using FTTC (fiber to the curb) technology and are expanding FTTH (fiber to the home) as well. In the scope of the FTTC expansion, fiber optics are laid to the gray street cabinets on the curb. From there we can supply our customers with large bandwidths via existing infrastructure by means of super vectoring. With FTTH, the fiber-optic cables are taken right into the customer's home.

**FTTH – Fiber to the Home**

In telecommunications FTTH means that the fiber-optic cable is terminated right in the user's home or apartment

**Fugitive emissions**

Fugitive emissions refer to uncontrolled or unintended emissions of greenhouse gases that occur during the production, processing, storage, or transport of fossil fuels and other industrial processes. They can escape from leaky valves, pipelines, tanks, or other equipment.

**Funds**

Funds are pools of assets such as shares and bonds. By combining diverse ranges of assets, funds reduce investors' loss risks.

**GenAI**

GenAI refers to algorithms capable of creating new content such as texts, images, videos, or music. They learn patterns and structures from existing data, often used to generate creative and personalized results.

**Germany segment**

The Germany segment includes all the Deutsche Telekom units in Germany, which are under the German Board of Management. This refers to Telekom Deutschland GmbH, including the service companies and the new companies in consumer and business customer sales.

**GeSI**

As an industry association, the Global e-Sustainability Initiative (GeSI) has a vision of making society greener and more climate-friendly with the help of ICT solutions.

**GHG Protocol**

The Greenhouse Gas (GHG) Protocol divides emissions of greenhouse gases into the categories of Scope 1, Scope 2, and Scope 3, depending on their source. Scope 1 includes all emissions directly generated in the Company, e.g., as a result of the consumption of fuel or fuel oil. Scope 2 covers all indirect emissions associated with the generation of energy purchased by the Company from external sources, e.g., electricity and district heating. Scope 3 applies to all other emissions generated along the corporate value chain. This comprises both indirect emissions in the company itself (e.g., business trips, commuting), and emissions from upstream value chain stages (e.g., procurement, logistics) and downstream stages (e.g., during customer use of products and services, during disposal).

**Gigabit society**

The term gigabit society refers to the trend toward increasing use of mobile Internet. The mobile data volume in Germany totaled 0.22 million gigabytes in 2005. By 2014 it had shot up to 393 million gigabytes.

**GPS**

GPS stands for Global Positioning System and is a satellite navigation system for geographical positioning and measuring time. It was developed in the 1970s by the U.S. Department of Defense and is now also being used for civilian purposes. Nowadays, GPS is also a component of cell phones.

**Green Car Policy**

In our Green Car Policy, we have committed ourselves to a CO<sub>2</sub>-based selection process for company cars. Employees who choose a particularly low-consumption model receive a bonus based on the fuel cost savings. In contrast, drivers of high-consumption vehicles must make a financial contribution for the increased mobility costs and greater environmental impact.

**Green ICT**

ICT systems and equipment that are environmentally oriented and resource-efficient. Assessment of ICT products' "greenness" takes account of their entire life cycles, including production, use and recycling/proper disposal.

**GSM**

Global standard for digital mobile communications.  
 High-frequency electromagnetic fields  
 High-frequency electromagnetic fields are EMFs in the 100 kilohertz to 300 gigahertz range. In everyday life they occur primarily during wireless information transmission for radio and TV broadcasting, mobile communications and other communication technologies.

**HotSpot**

HotSpot is the term for an area where customers can access the Internet using public wireless local area networks (WLANs). HotSpots are realized jointly by T-Home and T-Mobile.

**HSE**

HSE denotes comprehensive health, safety and environmental management systems. Based on various management standards such as ISO 14001 (environmental management) and OHSAS 18001 (occupational safety and health), HSE provides tools for continually improving a company's performance.

**ICNIRP**

ICNIRP is an international association of scientists who are researching the effect of non-ionizing radiation on people's health. The association, headquartered in Germany, is associated with the German Federal Office for Radiation Protection but is legally independent from the latter organization.

**ICT – Information and Communication Technology**

Information and Communication Technology

**IFRS financial reporting**

Reporting in compliance with the IFRS International Financial Reporting Standards.

**ILO**

The ILO (International Labour Organization) was founded in 1919 and has been a specialized agency of the United Nations with its headquarters in Geneva since 1946. 182 states around the world are ILO members. They delegate government representatives as well as employer and employee representatives. The object of ILO is to advance the working and living conditions of all people in order to secure world peace. To this end, legally binding treaties and conventions as well as labor and social standards have been drawn up. The member states report regularly to the ILO on implementation of the treaties, and on the status of their national legislation relating to labor law and industrial safety legislation. On this basis, the ILO regularly compiles the Global 100 list of the world's most sustainable companies from the 1,800 corporate groups listed on the MSCI World index.

**Index**

A share index is a number that shows the change in value of a group of shares. Sustainability indexes are share indexes that take environmental or ethical criteria into account in their company selections. While they cover ranges of shares and securities, like other stock market indexes do, they only list companies that have particularly good environmental, social, and ethical credentials.

**IoT – Internet of Things**

The IoT enables the intelligent networking of things like sensors, devices, machines, vehicles, etc., with the aim of automating applications and decision-making processes. Deutsche Telekom's IoT portfolio ranges from SIM cards and flexible data rate plans to IoT platforms in the cloud and complete solutions from a single source.

**IP – Internet Protocol**

Non-proprietary transport protocol in Layer 3 of the OSI reference model for inter-network communications.

**ISAE 3000**

The ISAE 3000 standard of the International Federation of Accountants provides an international framework for testing non-financial information and can therefore also be used for sustainability reports. The principles of materiality, relevance and integrity are applied to the object under test, which is specified by the customer and the auditor in advance.

**ISDN**

Integrated Serviced Digital Network ISDN integrates telecommunications services such as telephone, fax, and data communications in a single network. ISDN digitizes the data, which improves transmission quality, enhances transmission speed compared to the previous analog transmission system, and enables packet-switched transmission.

**ISO 14001**

The international environmental management standard ISO 14001 formulates globally recognised requirements for an environmental management system. The focus is on a continuous improvement process with regard to the implementation of the environmental goals of companies and other institutions. Based on ISO 14001, environmental management systems can be certified by independent environmental auditors.

**ISO 50001**

ISO 50001 is a globally valid standard for the operation of energy management systems in companies.

**ISO 9001**

ISO 9001 is an international standard that specifies minimum standards according to which processes must be configured in a company. This ensures that customers receive the expected quality. ISO 9001 concerns the quality and reliability of services and deliveries but is not a product certification.

**JAC – Joint Alliance for CSR**

An association of telecom operators dedicated to examining and improving the labor and social standards at suppliers.

Deutsche Telekom is a founding member of this initiative. Joint audits and shared assessments are intended to identify risks in the supply chain so that action can be taken to improve working conditions.

**KPI**

In business administration, key performance indicators are figures that are used to quantitatively measure the progress that an organization has made in the implementation of its main objectives.

**Load management**

Load management refers to targeted measures to adapt power requirements to the available capacities. Such measures are used in both the electricity and mobility sectors – in connection with charging of electric cars, for instance.

**LkSG – Act on Corporate Due Diligence in Supply Chains (Lieferkettensorgfaltspflichtengesetz)**

A German act requiring companies to implement human rights and environmental due diligence in their supply chains.

**Location based**

Location-based values are determined using the average emission factors of the area where power is being consumed.

**LTE – Long Term Evolution**

New generation of 4G mobile communications technology using, for example, wireless spectrum on the 800 MHz band freed up by the digitalization of television. Powerful TV frequencies enable large areas to be covered with far fewer radio masts. LTE supports speeds of over 100 Mbit/s downstream and 50 Mbit/s upstream, and facilitates new services for cell phones, smartphones, and tablets.

**M2M – Machine to Machine**

Communication between machines. The information is automatically sent to the recipient. For example, in an emergency, alarm systems automatically send a signal to security or the police.

**Market-based**

Market-based values relate to the emission factors of the electricity supplier or specific electricity contract.

**Mbit/s**

Unit of data transmission speed.

**Media, sure! But secure.**

The “Media, sure! But secure.” website pools our initiatives for greater media skills and provides support for proficient and secure use of digital media.

**Meet & Connect Hubs**

Meet & Connect Hubs are modern-day workspaces – meeting places where teams come together to collaborate creatively. With their state-of-the-art equipment suites, and the specialized modules they offer, such as desk-sharing zones, meeting rooms, workshop sections and “chill” areas, such hubs are ideal settings for hybrid working.

**Minamata Convention**

The Minamata Convention will take effect under the United Nations Environment Programme in 2020. From 2020, the highly toxic heavy metal mercury is to disappear from all light sources. Some nations – including Germany – have already undertaken to abstain from using mercury.

**Mobility as a Service (MaaS)**

Mobility as a Service (MaaS) combines public and private transportation offerings via a single access portal. The entire journey is booked, organized, and invoiced via a single portal, even when different suppliers and modes of transportation are selected.

**Net zero emissions**

Net zero refers to the point at which anthropogenic greenhouse gas emissions are no longer accumulating in the atmosphere. To achieve this balance, greenhouse gas emissions must be reduced to a minimum and any remaining emissions must be offset through measures that remove carbon from the atmosphere.

**Net node**

Network nodes are devices that connect two or more transmission paths of a telecommunication network with each other.

**Non Fungible Token (NFT)**

In this context, a token is a unit of data that represents a digital asset. Tokens can be either fungible (mutually interchangeable) or non-fungible (non-mutually interchangeable). Non-fungible tokens represent unique digital assets that are not mutually interchangeable.

**OECD**

The OECD, founded in 1961 and headquartered in Paris, is an association of 31 nations which promote democracy and a free market economy. It consists almost exclusively of industrial countries, and is dedicated to sustainable growth, employment and free world trade. It supports a best practice exchange and is seen as one of the most reliable sources for comparative studies on economic and social trends. In its guiding principles for multinational corporations, OECD defined the precepts for responsible corporate activities, thereby helping to establish the term corporate responsibility.

**Offsetting**

Offsetting means compensating for greenhouse gas emissions that are being or have already been generated. These are balanced out somewhere outside the organization through savings or storage (on moorland or in forests, for example).

**OHSAS 18001**

OHSAS 18001 (Occupational Health and Safety Assessment Series) is one of the most significant standards worldwide for operating occupational health and safety management systems and is used as the basis for certification in many countries.

**OKR**

Objectives by Key Results (OKR) is a management method used within the framework of agile working. By providing a system for setting and reviewing goals, it promotes transparency and individual responsibility in team efforts. In each case, “objectives” refers to the goals being striven for, while “key results” refers to measurable progress toward the goals.

**PASM**

PASM (Power and Air Condition Solution Management GmbH) is a subsidiary of Deutsche Telekom AG. PASM is responsible for procuring, provisioning and delivering power, including the associated support services, within the Group.

**PCF**

The term “product carbon footprint” is defined and used differently by at the international level. In the given context, the term means the balance of greenhouse gas emissions along the entire life cycle of a product in a defined application and related to a defined unit of use.

**Pension funds**

Pension funds are funds that invest investors’ money in fixed-income securities only, which ensures investors a high level of security and a regular income. “Pension” in this context refers not to retirement provisions, but to regular interest-based income.

**PPA – Power Purchase Agreements**

PPAs are individually negotiated, long-term electricity supply contracts between producer and consumer. Contracts may be concluded for electricity generated both from fossil fuels or from renewable sources. However, this term is more commonly used for agreements to purchase electricity generated from renewable sources. A more precise term in this case is green PPAs. By entering into long-term PPAs, energy-intensive companies in particular can protect their operations against volatility on the electricity markets and achieve competitive advantages through long-term price stability. Green PPAs also help companies to align their electricity requirements with their climate-related targets.

**Promptathon**

Prompt is the technical term for the task given to an artificial intelligence (AI) by users. The suffix “-athon” comes from “marathon”: In a Promptathon, tasks must be solved within a certain time using AI.

**Prompting/Prompt**

During prompting, users give a task or question to an artificial intelligence (AI) to receive a tailored response or reaction. “Prompt” is the technical term for the input or instruction given to the AI by the users. Through the prompt, the system generates an output.

**PSTN (Public Switched Telephone Network)**

Public Switched Telephone Networks (PSTNs) permit point-to-point voice communications between subscribers located at different sites. PSTN call pulses used to be transported solely via copper wires, but today they also move via fiber-optic cables, undersea cables and satellites. Calls are now established not by physical operators, but by exchanges. In PSTN calls, voice sounds are converted into electronic pulses for transport and then reconverted back into voice at the receiving end. Such conversions take place within the subscribers’ telephones.

**PUE – Power Usage Effectiveness**

PUE is the ratio of the entire electrical energy consumed in a data center or network node to the energy delivered to the computing equipment.

**RECs – Renewable Energy Certificates**

RECs are tradable certificates that represent proof that a certain amount of electricity has been generated from renewable energy sources such as wind, solar, or biomass. RECs are used to document and market the environmental benefits of renewable energy generation.

**Rectifier**

Rectifiers are used in electrical engineering and electronics to convert AC (alternating current) into DC (direct current).

**Responsible Business Alliance**

The Responsible Business Alliance (RBA) is a nonprofit organization that includes companies from the electronics, trade, automotive, and toy industries. Its goal is the worldwide support of the rights and well-being of workers and associations that are part of the global electronics supply chain or are affected by it. RBA members are obligated to uphold a common code of conduct and make use of a series of training and evaluation instruments in order to further continual improvement of their supply chain regarding social, ecological and ethical aspects.

**Roaming**

Refers to the use of a communication device or just a subscriber identity in a visited network rather than one’s home network. This requires the operators of both networks to have reached a roaming agreement and switched the necessary signaling and data connections between their networks. Roaming comes into play, for example, when cell phones and smartphones are used across national boundaries.

**Scope 1 and Scope 2 emissions**

The Greenhouse Gas (GHG) Protocol divides emissions into the Scope 1, Scope 2 and Scope 3 categories, depending on the degree to which they can be influenced by the reporting company: Scope 1 accounts for all direct GHG emissions. Scope 2 accounts for indirect emissions associated with the generation of electricity, steam, or heat purchased from external sources. Scope 3 allows for the treatment of all other indirect emissions associated with logistics, use of materials, supplies, and waste disposal, including emissions generated by service and manufacturing companies working for the reporting company and their upstream suppliers

**Scope 1 emissions**

The Greenhouse Gas (GHG) Protocol divides emissions into the Scope 1, Scope 2 and Scope 3 categories, depending on the degree to which they can be influenced by the reporting company: Scope 1 accounts for all direct GHG emissions. Scope 2 accounts for indirect emissions associated with the generation of electricity, steam, or heat purchased from external sources. Scope 3 allows for the treatment of all other indirect emissions associated with logistics, use of materials, supplies, and waste disposal, including emissions generated by service and manufacturing companies working for the reporting company and their upstream suppliers.

**Scope 2 emissions**

The Greenhouse Gas (GHG) Protocol divides emissions into the Scope 1, Scope 2 and Scope 3 categories, depending on the degree to which they can be influenced by the reporting company: Scope 1 accounts for all direct GHG emissions. Scope 2 accounts for indirect emissions associated with the generation of electricity, steam, or heat purchased from external sources. Scope 3 allows for the treatment of all other indirect emissions associated with logistics, use of materials, supplies, and waste disposal, including emissions generated by service and manufacturing companies working for the reporting company and their upstream suppliers.

**Scope 3 emissions**

The Greenhouse Gas (GHG) Protocol divides emissions into the Scope 1, Scope 2 and Scope 3 categories, depending on the degree to which they can be influenced by the reporting company: Scope 1 accounts for all direct GHG emissions. Scope 2 accounts for indirect emissions associated with the generation of electricity, steam, or heat purchased from external sources. Scope 3 allows for the treatment of all other indirect emissions associated with logistics, use of materials, supplies, and waste disposal, including emissions generated by service and manufacturing companies working for the reporting company and their upstream suppliers.

**SD-WAN – Software-Defined Wide Area Network**

SD-WAN simplifies the management and operation of a WAN by decoupling the network hardware from its control mechanism. This concept is similar to the way in which software-defined networking implements virtualization technology in order to improve the management and operation of data centers. A key application of SD-WAN is to allow companies to build higher-performance WANs using lower-cost and commercially available internet access. This would enable companies to partially or wholly replace private WAN connection technologies.

**SDH (Synchrone Digitale Hierarchie)**

Synchronous Digital Hierarchy (SDH) is a standardized multiplex technology for telecommunications systems. SDH systems combine multiple individual data streams into high-bitrate streams (in a process known as “multiplexing”) and transmit them via optical media, such as fiber-optic lines. The various components of an SDH network operate synchronously, in sync with a common timing signal. This makes it possible to access individual data streams directly, and to replace individual streams within the collective multiplex signal with other individual streams.

**Share**

Shares are holdings in a company (a stock corporation). When an investor purchases a share of a company, they obtain a small interest in the company. A company’s shareholders share in the company’s profits via dividends, and they have voting rights at the company’s annual shareholders’ meeting.

**Shared Services**

Central departments at Deutsche Telekom. These bundle similar processes from different areas of the company and provide them to the entire Group as centralized, consolidated services.

**Shoring strategy**

As part of its shoring strategy, Deutsche Telekom continuously reviews and adjusts the location of its production and supply chain sites as needed to minimize geopolitical tensions and ensure stability in the supply chain.

### Plain Language

Plain language is aimed at people with reading difficulties, limited reading and writing abilities, or at individuals who use German as a foreign language. In contrast to easy-ready language, plain language does not follow fixed rules but is based on recommendations such as the standard DIN ISO 24495-1. Plain language uses simple sentence structures and an active style, but unlike easy-read language, it also allows subordinate clauses and everyday words without explanations. It is closer to the standard language and somewhat more complex than easy-read language, but it still aims to make texts more understandable. Simplified forms of language offer people worldwide a chance for equality. Therefore, there are versions of easy-ready or plain language in many other languages besides German.

### Smart metering

The service consists of the reading, processing, presentation, and billing of electricity and water consumption, and other meters in industry and homes. Smart metering reduces costs considerably and paves the way for a mass-marketable service. In particular, it gives energy providers, meter operators, and the housing sector the opportunity to offer their customers innovative products and services, as it delivers consumption data virtually in real time.

### Smishing

Smishing is when cybercriminals send fraudulent text messages to get recipients to reveal personal or financial information.

#### Sovereign Cloud – Souveräne Cloud

Data sovereignty is the central goal of the European initiative GAIA-X. With a European concept, companies of all sizes should be able to take advantage of the flexibility and innovative power of the complete cloud stack, while at the same time having the security of always remaining the master of their data. The Sovereign Cloud from GAIA-X relies on an open software ecosystem for its technical implementation, which on the one hand enables digital solutions and on the other hand can be operated on a wide range of infrastructures.

### SRI

Socially responsible investment (SRI) refers to an investment strategy that is based not only on income potential but also on ethical considerations.

### Stakeholders

The stakeholder approach is an extension of the shareholder value concept widely used in business management. In contrast to the shareholder value principle, which focuses on the needs and expectations of a company’s shareholders, the stakeholder approach attempts to view the company in the context of its overall social background and reconcile the needs of the different stakeholders. In addition to shareholders, stakeholders include staff, customers, suppliers, the government, and the public at large.

### STEM

STEM is an abbreviation that is made up of the first letters of the words “science”, “technology”, “engineering”, and “mathematics.”

### STOXX ESG

STOXX Global ESG Leaders is a stock index that assesses companies based on environmental, social and governance (ESG) criteria. The index is based on a comprehensive list of sustainability criteria and allows investors to flexibly weight individual criteria.

### Sustainability indexes

Sustainability indexes measure and track the sustainability performance of companies. Launched in 1999, the Dow Jones Sustainability Indices (DJSI) are the leading global stock market indices for sustainable capital investment. More than 300 companies are listed on the DJSI. In cooperation with the Dow Jones Indices, the STOXX Limited Index for Renewable Energy, and the ratings agency Sustainability Asset Management (SAM), they provide asset managers with important benchmarks to establish and manage sustainability portfolios.

### Sustainable Development Goal (SDGs)

Goals that form the core of the 2030 Agenda, which the member states of the United Nations adopted in 2015 to ensure sustainable global development. The aim is to enable economic development and prosperity – in line with social justice and taking account of the ecological limits of global growth. The Agenda applies equally to all nations of the world. The 17 SDGs define goals to reduce poverty and hunger, promote healthcare and education, enable equality, protect the environment and climate, and make consumption sustainable.

### T-Labs

The T-Laboratories (T-Labs) are a research and development institute that Deutsche Telekom opened in Berlin in 2005. It is an affiliated institute of Technische Universität Berlin and gives top scientists from all over the world the chance to work in an attractive research environment. The institute’s work focuses on the development of innovative services and solutions for Deutsche Telekom customers.

**TCFD**

The United Nations Climate Change Conference hosted in Paris in 2015 saw the launch of the Task Force on Climate-related Financial Disclosures (TCFD), which sets out to develop voluntary, consistent climate-related financial risk disclosures. In 2017, the TCFD published specific recommendations for putting these disclosures into practice, which companies can use as a guideline to inform investors, lenders, insurers, and other interest groups about the risks climate change presents for their business model.

**TCO**

The total cost of ownership approach is used during product development. To understand customers’ purchasing decisions, the total costs associated with a product – from purchase and usage all the way through to disposal – are taken into account.

**Trenching**

We are committed to continuing to drive forward fiber-optic network expansion using micro-trenching. This method uses milling technology to form narrow trenches and grooves in asphalt. It requires little space, is around four times faster than conventional methods, and enables rapid completion of fiber-optic routes. Excavation work is eliminated in many areas. Shorter excavation times minimize the disturbance for companies and local residents caused by construction sites.

**TRI\*M**

TRI\*M stands for measuring, managing, and monitoring. Numerous large companies use this international analysis system to measure customer satisfaction. Each year, the independent TNS market research institute interviews around 20,000 consumers and business customers at Deutsche Telekom in Germany. This involves assessing our performance, the intention to continue use and recommend to others, and the competitive edge of our offerings. The results are presented in the TRI\*M index.

**Vectoring**

Vectoring is a noise-canceling technology that removes the electro-magnetic interference between lines, enabling higher bit rates. However, in order to cancel noise, the operator must have control over all lines. This means that other operators cannot install their own technology in the street cabinets.

**Vectoring/Super vectoring**

Super vectoring compensates for electromagnetic interference that arises between the copper lines on the way to households. This enables significantly faster data transmission, with speeds of up to 250 Mbit/s. The technology for this is installed in cable distribution boxes.

**VR – Virtual Reality**

A simulated experience of the real world and its physical characteristics in real time in a computer-generated, interactive virtual environment. Unlike AR, which focuses on enhancing the real world with visual representations of additional data, VR fully immerses the user in a virtual world.

**Wearables**

Wearables are web-enabled devices that have a built-in computer and can be worn on the body.

**Fiber optics**

Optical data transmission technology.

**Cybersecurity**

Security against internet crime.

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