

Update April 2016

**Employee satisfaction** is at a very high level at TMUS - leading among all Deutsche Telekom group companies in terms of employee survey results. TMUS employee engagement scores are consistently favorable. In 2015, as many as 93% of employees said they take pride in working for T-Mobile and 88% recommend T-Mobile as a great place to work. 92% of employees said they understand how their work fits into the company goals and as much as 85% of the respondents said they intend to be working at T-Mobile for a long time.

**“Ready to Rock It” Surveys.** Surveys at the Un-carrier are concise and focused on what the company needs to know in any given month. The Ready to Rock It Survey is a confidential opportunity for employees to share with leaders their thoughts about the company, leadership, and their team, in accordance with TMUS data privacy policies. The survey goes out monthly to a random selection of approximately 8,000 different employees company-wide. The goal is to maximize participation by making surveys easy to complete, with only 12 or so questions. Plus the surveys are mobile-ready. Employees receive a notice via email to watch for a survey. The next week they receive the survey, and then have the work week to complete. Survey results are then compiled quickly in a report designed to maintain the confidentiality of the responses and sent to leadership. With data collection in near-real-time, T-Mobile leaders are able to make timely changes that reflect the current condition of the company.

TMUS has been recognized with many **Best Place To Work and Top Employer Awards**. In 2015, T-Mobile was also recognized as number 17 in the top 25 US companies for pay and benefits by independent, employee crowd-sourced, Glassdoor. In 2016, TMUS was named one of the "world's most ethical companies" by the Ethisphere Institute for the eighth consecutive year in a row. This is a special honor being only one of two telecommunication providers to have received this award, the other being "SingTel" from Singapore (Link: <http://ethisphere.com/worlds-most-ethical/wme-honorees/>).

See separate document for a complete list of **“T-Mobile Workplace Awards”** received by TMUS (published on Deutsche Telekom’s website as well).

**Diversity & Inclusion** networks regularly engage nearly 6,000 employees, 12% of the total workforce. TMUS has a Diversity Council comprised of 35 employees from various levels and locations across the workforce, 6 Employee Networks, and 28 Diversity and Inclusion Field Chapters that engage TMUS and MPCS employees in Care and Sales across the country in localized initiatives.. In 2015, the Networks participated in and sponsored more than 32 events, engaging more than 4,645 employees across 21 states. Also, at least 190 employees participated as mentors and mentees in the Diversity and Inclusion mentorship program.

**Huddle Up** is T-Mobile's signature community outreach program and this year marks the 11th anniversary of this program. Huddle Up enables employees to connect with kids and communities where they live and work. Since the program's inception in 2005, 16,000 T-Mobile volunteers have touched the lives of over 75,000 young people across the country, giving more than 121,000 hours of service renovating after-school facilities nationwide.

T-Mobile further encourages employee engagement through its matching gifts program where employees can volunteer their time and the T-Mobile Foundation matches that time spent at \$10 per hour going to the organizations where employees give their time. T-Mobile Foundation will also match charitable donations dollar for dollar to eligible organizations. In the first two months of the program, employees donated \$428,988, of which \$363,509 was donated to an eligible charitable organization and matched dollar for dollar by the T-Mobile Foundation. Employees also logged 1,672 volunteer hours, which were matched at \$10 per hour with \$16,720. So far, the combined impact of the T-Mobile Foundation and its employees was \$809,219 of charitable donations to over 1,000 charities around the world.

The T-Mobile network on **Yammer** was created to enable employees to network and engage on a social media platform. Employees can log in with their T-Mobile email address, complete an online profile, join various topical groups, and post content. The Yammer network more than doubled in size last year with 19,929 members (up from 8,063 in April 2015). Twitter is also recognized as a form of engagement for employees, especially given John Legere's accessibility and reputation for actively receiving and responding to postings from employees and customers alike.

In 2015, TMUS also launched the **Appreciation Zone**, a new all-in-one recognition site where all awards and recognition programs are housed. This site offers a personalized home page, a social feed, badges for employees to collect for awards and recognition activities, and resources for managers, all accessible via a mobile device. This single site also includes PEAK Award nominations (the company's ultimate form of recognition for employees, nominated by their peers and vetted through the executive leadership team, who have made a profound impact on the annual operating objective of the company while living the values), E-certificates (electronic certificates of appreciation), Winner's Circle (top 200 performers in both Customer Service and Sales are honored with an all-expense-paid travel award), Technology Excellence Champions Award (recognizes top performers in Technology) and a catalog of merchandise for which performance-based reward points can be redeemed.

At T-Mobile, **employee safety and personal preparedness** is everyone's responsibility. The Safety Programs at TMUS include hazard prevention and controls, emergency response planning/business continuity, awareness and training, incident reporting and investigations, external agencies coordination, and workplace assessments. The Environmental Health and Safety group ensures safety programs remain in compliance with federal and state regulations while staying current with changes in environmental, health and safety laws in

U.S. and Puerto Rico. This group is led by a steering committee comprised of executive leadership from key business functions throughout T-Mobile. In support of the comprehensive safety programs, business continuity, disaster prevention and total business recovery, T-Mobile follows a Business Continuity Management System as well as an Environmental, Health and Safety Management System.

T-Mobile also provides interactive training for all employees with an overview of safety topics such as first aid, ergonomics, fire safety and workplace emergencies. This prepares employees to recognize safety hazards, know how to respond in a workplace emergency and properly care for their body while at work. For the protection of all employees, any hazardous workplace condition must be immediately reported to a supervisor or a designated resource for assistance, such as the Safety hotline, the Safety mailbox, or the Integrity Line.

Workplace hazard assessments are completed to ensure all new equipment, procedures, and work activities are designed to prevent injury or illness. The ergonomics program is also designed to prevent injury and reduce illness risks. New Hires are briefed on proper workstation set up and layout, working posture, adjustment of the monitor, keyboard position and use, proper mousing techniques, and how to report discomfort at the workstation.

Throughout the country, T-Mobile engages **contractors** to build and maintain cell sites so the company includes language in its Master Construction Services Agreements with these vendors to ensure they commit to compliance with safety standards that protect persons and property. These contractors are responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with the performance of the contract, and complying with all applicable state and federal laws, ordinances, rules, regulations, and orders related to persons on the Work Site, including, without limitation, OSHA. Other requirements written in the contract include agreements to promptly remedy damage and/or loss to person or property and maintenance of a written safety program.

T-Mobile offers a wide array of **benefit options** to meet employee health and safety needs including health care, retirement plans, life insurance, childcare benefits, tuition reimbursement, and time off benefits. T-Mobile also funds and provides disability benefits, the Employee Assistance Program providing counseling and other services, Tuition Reimbursement, the Employee Relief Fund for personal emergencies requiring financial assistance, and discounted pricing in T-Mobile's premier consumer rate plans. Most recently, T-Mobile launched Paid Parental Leave for birth moms, dads, and non-birth moms to make sure new parents get off to a great start.

In 2015, T-Mobile also launched Compass Health Pros – a personal healthcare advocacy service – that gives employees an expert who can help them navigate the confusing U.S.

healthcare system. Each employee has a Health Pro they can contact directly by phone or email to ask questions or resolve healthcare concerns. A Health Pro will take on the heavy-lifting associated with getting medical claims resolved, having bills reprocessed, and finding a great doctor. This benefit is free to employees and their families, including family members not covered under T-Mobile's plans.

In addition to awesome Medical, Dental and Vision benefits, T-Mobile also raised the bar by offering additional enhanced employee financial benefits like a Roth 401(k) in addition to the existing company 401(k) Savings Plan. T-Mobile also makes all employees "owners" of the company through its annual Employee Stock Grants and further enables employees to purchase TMUS stock at a significant discount through the Employee Stock Purchase Plan.