



**LIFE IS FOR SHARING.**

## Telekom CR-facts

### Training & Development

Deutsche Telekom started to sustainably change the learning culture in the group in 2019 and further expanded this significantly in 2020. With the "youlearn" initiative, we are pursuing the goal of developing Telekom into a learning organization. In doing so, the company is increasingly focusing on supporting everyday, self-directed learning, with content that is also designed to be more fun. Through "youlearn", new information portals for learning offerings, improved search, new digital learning content and a new experience-based learning platform have been introduced since 2019 and will also be fully rolled out in Germany in 2020. Overall, the Corona pandemic has significantly reduced the number of learning hours compared to 2019. This is due to the almost complete elimination of face-to-face training in 2020.

Learning: Costs/FTE	2018	2019	2020
Group (total)	€ 644	€ 651	€ 582

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